

Schwinn 190 & 290 Bikes: Console displays "3 Stuck Button Error" error code

ID: 15867.1

Common issue descriptions:

- Error message or error code
- 3 Stuck Button Error
- Button issues/not working

Tools used in this guide: - None -

Estimated time to complete: Less than 5 minutes

Let's get started! We will check the components below to determine which is causing the issue.

1. [Console keypad and buttons](#)

Check the console keypad/buttons

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

1. Check for any objects that may be resting on a button. If an object is depressing the button, remove and test if the error clears [\[15867.A\]](#).
2. If the issue persists, [order a Console \[15867.B\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at 1-800-605-3369 for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

Customer Care - Hours of Operation:
Monday - Friday 6:00am - 5:00pm PST

The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.
Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.

2 Parts Reference Table

<i>Model & Part Description</i>	<i>Part SKU</i>
Console	8026988

3 Contact Tech Team / Advanced Troubleshooting

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type Advanced Troubleshooting