

Schwinn 411: Why isn't distance recording during my workout? ID: 12842.1

Follow this troubleshooting guide to help resolve issues with distance not recording during a workout on your Schwinn 411 Elliptical.

Some common complaints may include:

- Distance not recording
- Distance not shown on the console
- Distance is incorrect
- Distance displayed is wrong

Follow these steps to troubleshoot the issue

1. Turn your elliptical on and begin a workout. The distance will be displayed on the lower display only. If you don't see distance on the display, press the right arrow button until the word DISTANCE lights up. If you'd like the distance to accrue more quickly, you can increase the resistance of your workout [\[12842.A\]](#).
2. If the issue persists, check if the speed is registering. Press the right arrow button until the word SPEED lights up. Pedal on your elliptical and watch for changes on the display. If speed is not registering, please visit [Schwinn 411: How do I clear the "Please Stride" error message?](#) to continue troubleshooting.
3. If speed is registering, your machine is functioning as intended. Speed is a relationship based upon perceived intensity relative to other exercises and how fast miles accrue. Pretend you are on a one-speed bicycle on a flat surface at a constant rate. Now work harder. By working harder you increase speed. On exercise equipment, the "working harder" is translated to show as an equivalent increase in distance accrued. If you'd like the distance to accrue more quickly, increase your resistance [\[12842.B\]](#).

Need additional assistance?

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 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