

Schwinn Journey 1.0: Why is there no power to my machine or console?

ID: 12316.1

Follow this troubleshooting guide to help resolve issues involving power to the Schwinn Journey 1.0 upright bike or its console. If your console turns on but goes to sleep during a workout, please visit [Schwinn Journey 1.0: Why isn't my speed reading properly?](#) to troubleshoot further.

Some common complaints may include:

- Bike won't turn on
- Console does not light up
- Console does not turn on

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
Pedal wrench
17mm open-ended wrench
Voltmeter

1. Unplug the power adapter from both ends. Inspect the entire length of the cord, checking for any visible wires or cuts, breaks, or crimps in the cord. Check the tip/plug end of the adapter and ensure it is not detached from the cord. If damage is present, [order a Power Adapter \[12316.A\]](#).
2. Test to ensure the outlet is working. Plug another device into the desired outlet, such as a lamp, and turn it on. If the outlet is not working, try again with another outlet [\[12316.B\]](#).
3. Test power to your machine using a voltmeter following these instructions: [Bike Voltmeter Testing](#). If you do not have a voltmeter, proceed to the next step.
4. Inspect the console and check for any damage to the screen, keypad, and/or housing. If damage is present, [order a Console \[12316.G\]](#).
5. Inspect the mast cable upper connector for damage, such as bent pins, crimps, or cuts. Unplug the connection and plug it back in. If damaged, [order a Mast Cable \[12316.H\]](#).
6. Using a 6mm Allen wrench, remove the 4 bolts to remove the console mast from the frame. Remove the mast and inspect the lower mast cable connection for damage, such as bent pins, crimps, or cuts. Unplug the connection and plug it back in. If the cable on the mast side is damaged, [order a Mast Cable \[12316.I\]](#). If cable on the engine side is damaged, [order a Servo Motor \[12316.J\]](#).
7. Inspect the inlet wire, check that it is securely connected. If it is not, secure the inlet wire and retest for power [\[12316.M\]](#). Inspect for damage; if damaged, [order an Inlet Wire Plug \[12316.K\]](#).
8. If the issue persists, [order a Power Adapter \[12316.L\]](#).

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>Part Description</i>	<i>Part SKU</i>
Console (2014 model)	8003813
Console (2017 model)	8011182
Console (2020 model)	8025643
Inlet Wire Plug	8001352
Mast Cable	8003165
Mast Cable (2020 model only)	8025650
Power Adapter	8007982
Servo Motor	8005831

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