

# Schwinn Journey 1.0: Why aren't the heart rate sensors working on my bike?

ID: 12313.1

Follow this troubleshooting guide to help resolve issues involving the contact heart rate sensors on the Schwinn Journey 1.0 upright bike.

Some common complaints may include:

- Heart rate not registering
- Heart rate not displaying correctly

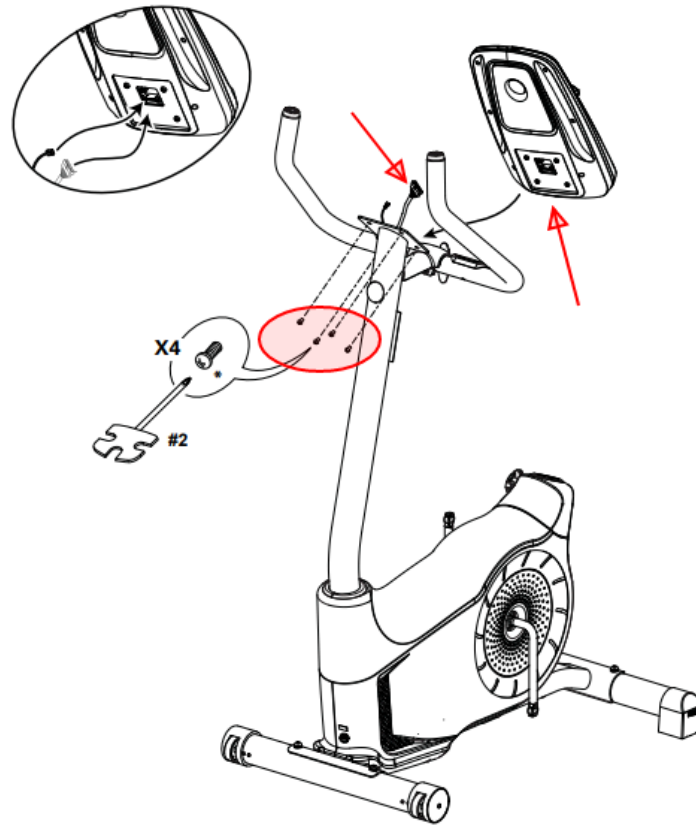
## Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[12313.A\]](#).
2. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple of minutes. Try to keep your hands still during this time [\[12313.B\]](#).
3. If you need a quicker heart rate reading, a heart rate chest strap monitor may be a better option. If you do not have one already, [you can order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[12313.C\]](#)
4. Dry or heavily calloused hands may need a heart rate cream to make better contact. Buh-Bump Heart Rate Cream is a recommended cream to use and can be found at various retailers online [\[12313.D\]](#).
5. If the issue persists, use a Phillips head screwdriver to remove the console. Disconnect the static handlebar connector (**reference 1**). Inspect the connector for damage. If undamaged, firmly reconnect the cable and test if your heart rate is displaying. If the cable is damaged or the issue persists, [order a Static Handlebar with HR Contact Grips](#) [\[12313.E\]](#).

**(Reference 1)**



The red circle indicates the screws to remove. Remove the console and inspect the cables indicated by red arrows.

6. If replacing the static handlebars did not resolve the issue, [order a Console \[12313.F\]](#).

**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**

Part Description	Part SKU
<b>Console (2014 model)</b>	<b>8003813</b>

<b>Console (2017 model)</b>	<b>8011182</b>
<b>Console (2020 model)</b>	<b>8025643</b>
<b>Static Handlebar with HR Contact Grips</b>	<b>8001654</b>

### 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**