

# Schwinn IC4: Why is there no power to my machine?

ID: 11076.3

Follow this troubleshooting guide to help resolve power issues on the Schwinn IC4 indoor cycling bike.

Some common complaints may include:

- Console will not turn on
- Machine will not turn on
- Console turns on partially
- Console turns off or goes to sleep during use

## Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver  
Voltmeter

1. Check for any physical damage to the console. If damage is present, [order a Console \[11076.A\]](#)
2. Check the main connection, located between the frame of the bike and the rear side of the console. Follow the cable from the back of the console until the connection is located. Unplug the connection and reconnect, making sure the arrows on each side are lined up [\[11076.B\]](#).
3. Check to see if the console cable is crimped. Using a Phillips head screwdriver, remove the four screws on the back of the console. Lift the console to check the cable. If the cable is crimped or damaged, and the damaged section is coming from the console, [order a Console \[11076.C\]](#). If the damaged section is coming from the frame, [order a Main Data Cable \[11076.D\]](#)
4. Unplug the power adapter from both ends. Inspect the power inlet for damage. The power inlet is located at the base of the frame, on the left-hand side of the bike (**reference 1**). Unplug the power adapter and plug it back in firmly [\[11076.E\]](#). If the power inlet is damaged, [order a Power Inlet \[11076.F\]](#).

(Reference 1)



*The yellow arrow indicates the location of the power inlet where the power adapter should plug into.*

5. If the issue persists, please visit [Bike Voltmeter Testing](#) to test your bike using a voltmeter.
6. If the issue persists, check the power outlet. Test the outlet using another device (such as a lamp) to ensure it is working properly. If the outlet is not working, try another outlet and test your machine again [\[11076.G\]](#).

### ***Need to order replacement parts?***

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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>
<b>Console</b>	<b>8022543</b>
<b>Main Data Cable</b>	<b>8023409</b>
<b>Power Inlet</b>	<b>8023410</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**