

# Schwinn 490 Elliptical: Console displays "0 Base Hub Comm Error" error code

## ID: 15317.2

### Common issue descriptions:

- Error message or error code
- 0 Base Hub Comm Error
- Base Hub Communication Error

**Tools used in this guide:** Phillips head screwdriver, 6mm hex key/Allen wrench

**Estimated time to complete:** Approximately 20 minutes - two people may be required when checking cables.

**Let's get started!** We will check each of the components below (in order) to determine which is causing the issue.

1. [Console and cable connection behind console](#)
2. [Cable connection at the bottom of the console mast](#)

## Inspect the console and console cable connection

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver	10 minutes	<a href="#">Replace the Console</a>

### Access the connection

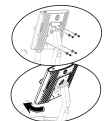
**Important:** Unplug the power cord from both the front of your machine and the electrical outlet before continuing

1. Lift to remove the console rear cover off of the console mast.
2. Using a Phillips head screwdriver, carefully remove the four screws that attach the console to the mast and set them to the side.
3. Carefully lift the console from the mast to expose the cable connection.

#### Step 1



#### Step 2 & 3

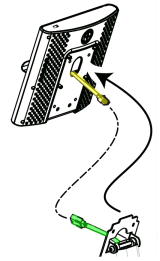


### Check the cables

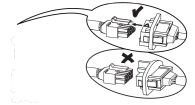
1. Inspect the console for any visible signs of damage, such as a cracked display or housing. [Order a Console](#) if damaged [[15317.A](#)].
2. If no damage is present, check the console cable connection. There is one cable connection between the console and console mast. **Be careful to not allow the cable to fall into the frame while troubleshooting.**
3. Unplug the cables and check the following items before reconnecting:

#### Steps 1 & 2

- **Damage** - Check for cut, crimped, or frayed wires, loose connectors, and missing/bent pins within the connectors. If a cable or connector is damaged, the replacement item depends on which cable is affected:
    - Console cable: [order a Console \[15317.B1\]](#).
    - Console Mast cable: [order a Mast Cable \[15317.B2\]](#).
  - **Connector Orientation** - the color of the wires should match on both sides of the connection (e.g., red wire matches red wire).
  - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. The connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
  - These latch components can also be used to confirm the connectors are secured in the correct orientation.
4. Once the cable is reconnected, install the console onto the mast and test if the issue persists. Be careful not to pinch the wire when reinstalling the console [\[15317.C\]](#). If the issue persists, check the next connection in the section below.



## Step 2



## Inspect the cable connection at the bottom of the console mast

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
6mm hex key/Allen wrench	10 minutes	<a href="#">Replace the Console Mast</a>

### Access the connection

**Important:** Unplug the power cord from both the front of your machine and the electrical outlet before continuing

### Steps 1 & 2

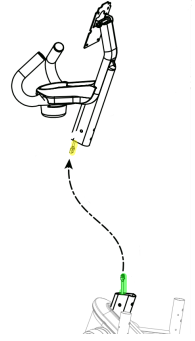
1. Starting with the console removed from the section above, use a 6mm Allen wrench to loosen and remove the four bolts attaching the handlebar assembly to the console mast.
2. There is one bolt on either side of the mast and two bolts on the user's side.
3. Slightly pull up on the console mast to expose the cable connection.



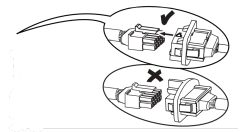
## Check the cables

1. There is one cable connection from the Base Hub (circuit board controlling resistance, speed, and incline) to the console mast. **Be careful to not allow the cable to fall into the frame while troubleshooting.**
2. Unplug the cables; check the following items before reconnecting:
  - **Damage** - Check for cut, crimped, or frayed wires and loose or damaged connectors. If a cable is damaged, the replacement item depends on which cable is affected:
    - Cable from Mast: [order a Mast Cable \[15317.D1\]](#).
    - Cable from Frame: [order a Mast to Base Hub Cable \[15317.D2\]](#).
  - **Connector Orientation** - the color of the wires should match on both sides of the connection (e.g., red wire matches red wire).
  - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. Most connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
  - These latch components can also be used to confirm the connectors are secured in the correct orientation.
3. Once all cables are reconnected, reinstall the console mast and console, then test if the issue persists. Be careful not to pinch any wires when reinstalling the parts [\[15317.E\]](#).
4. If the issue persists after all troubleshooting has been completed, please contact Customer Care to submit an Advanced Troubleshooting case for further troubleshooting. Our contact information is located at the bottom of this page [\[15317.F\]](#).

### Steps 1 & 2



### Step 2



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

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Console</b>	<b>8027023</b>
<b>Mast Cable</b>	<b>8028068</b>
<b>Mast to Base Hub Cable</b>	<b>8027278</b>

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**