

Schwinn AirDyne AD6: Why isn't my speed reading properly?

ID: 13099.1

Follow this troubleshooting guide to help resolve issues involving incorrect speed readings on the Schwinn AirDyne AD6.

Some common complaints may include:

- Speed is displayed incorrectly
- Speed is not displayed
- Console turns off during a workout

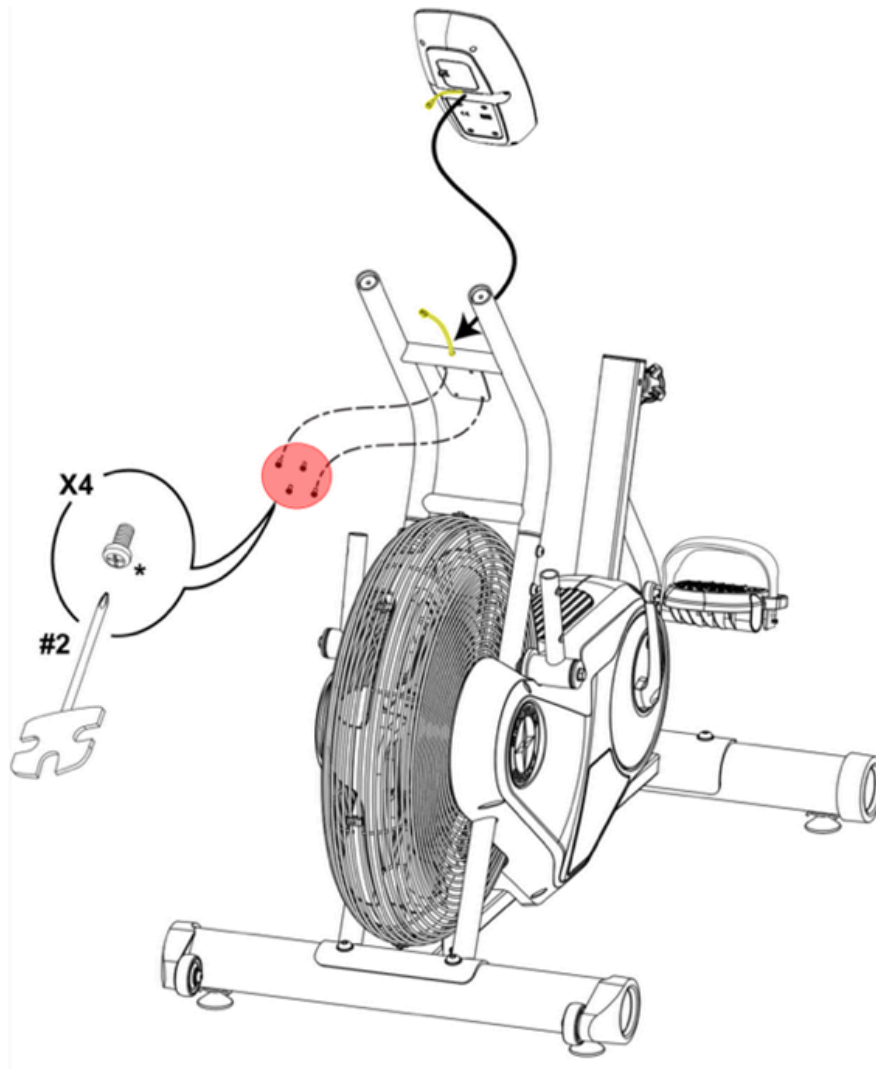
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
4mm hex/Allen wrench, or the wrench from the hardware card included with your machine
14mm socket wrench

1. Use a Phillips head screwdriver to remove the 4 screws attaching the console to the mast (**reference 1**). Remove the console from the mast, unplug the cable connection, and inspect the cable for damage. If the cable is undamaged, plug the ends back together firmly, making sure they are oriented in the proper direction [\[13099.A\]](#). If the cable coming from the console is damaged, [order a Console \[13099.B\]](#).

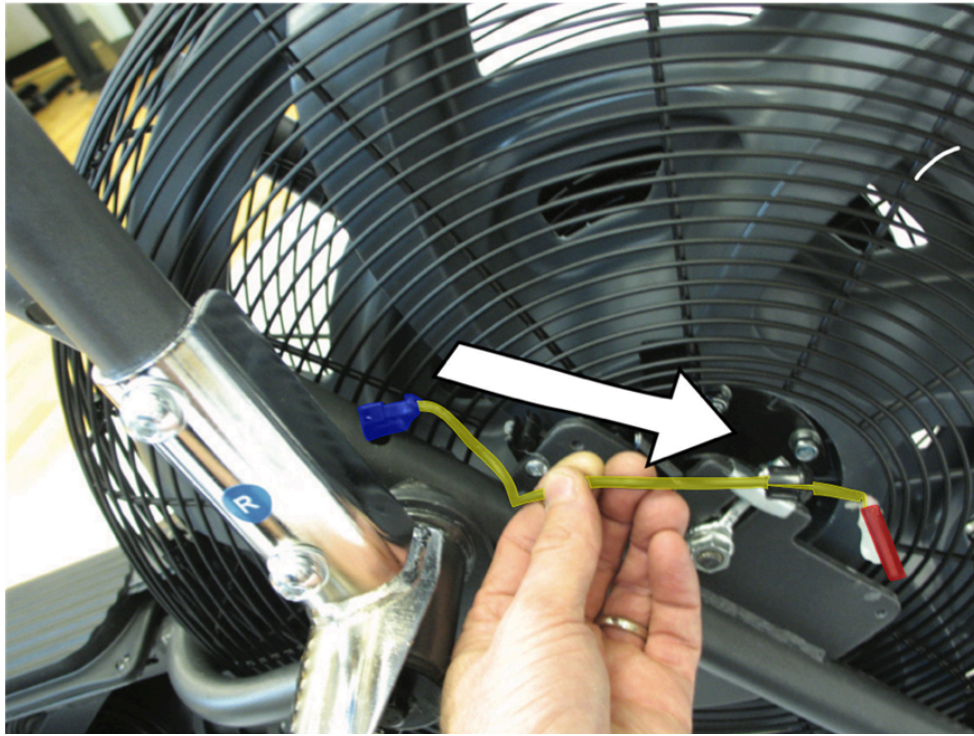
(Reference 1)



Remove the 4 screws (red) then remove the console and inspect the cable connections, highlighted yellow.

2. Inspect the console for damage to the case, keypad, or display. If damage is present, [order a Console \[13099.C\]](#).
3. If the issue persists, remove the shrouds using a Phillips head screwdriver, 4mm Allen wrench, and 14mm socket wrench. Refer to the "Replace the Shrouds" section of the [service manual](#) for instructions on removing the shrouds.
4. Once the shrouds are removed, inspect the entire length of the cable running to the Speed/RPM sensor (**reference 2**) Unplug the cable indicated in the image below and inspect the cable/connector for damage. Inspect the speed sensor magnet for damage as well. If undamaged, firmly plug the cable back in, making sure the connectors are oriented in the proper direction. Test if the issue persists [\[13099.D\]](#). If damage is present, [order a Speed Sensor \[13099.E\]](#).

(Reference 2)



The speed sensor cable is highlighted in yellow. The connector is highlighted in blue. The speed sensor magnet is highlighted in red. Inspect all highlighted areas for damage.

5. If the issue persists, check the alignment of the speed sensor. The speed sensor should be positioned within 7mm and not come in contact with the magnet. Aim the speed sensor directly at the magnet (**reference 3**). If needed, adjust the speed sensor magnet or adjust the speed sensor mount with a Phillips head screwdriver [\[13099.F\]](#).

(Reference 3)



A properly positioned speed sensor should look just like this image.

6. If the issue persists, confirm that the speed sensor magnet is present and magnetized. You can test for magnetization by placing a ferromagnetic metal (iron, steel, etc.) in front of the magnet and watching to see if it sticks to it. If the

magnet is missing or has become de-magnetized, [order a Resistance Fan Assembly \[13099.G\]](#).

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	004-9911
Resistance Fan Assembly	004-9822
Speed Sensor	8004738

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