Schwinn AirDyne AD6: Why is there no power to my machine? ID: 13125.1

Follow this troubleshooting guide to help resolve power issues on the Schwinn AirDyne AD6.

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:
(2) AA batteries Phillips head screwdriver 4mm, 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine 14mm socket wrench

1. Remove the battery cover on the back of the console and replace the two AA batteries (**reference 1**) **[13125.A]**. Make sure that the battery is oriented correctly with the terminals matching the indicators in the battery compartment **[13125.C]**.

(**Reference 1**)
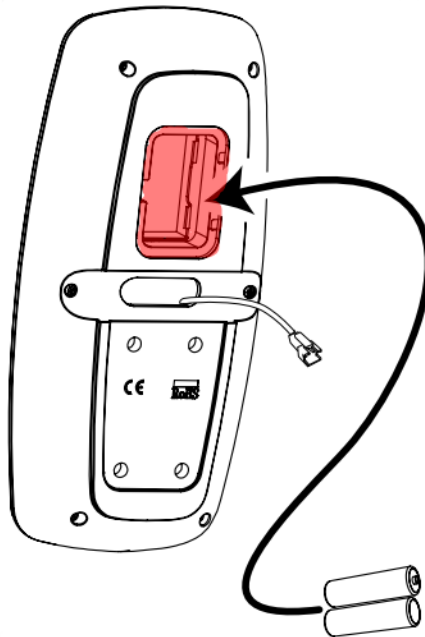
The battery compartment cover is highlighted in red. Replace the existing batteries with two new AA-sized batteries.

2. If the issue persists, unplug your machine from power. Remove the 4 screws from the back of the console with a Phillips head screwdriver. Remove the console from the mast and inspect the cable for damage (**reference 2**). If the cable is undamaged, plug the ends back together firmly, making sure they are oriented in the proper direction **[13125.D]**. If the cable coming from the console is damaged, **order a Console [13125.E]**.

(Reference 2)
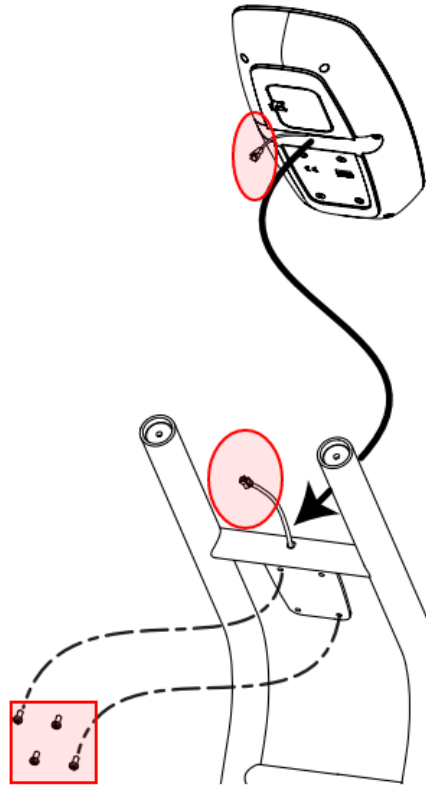
Remove the 4 screws (red square) then remove the console and inspect the cable connections (red circles).

3. Inspect the console for damage to the case, keypad, or display. If damage is present, **order a Console [13125.F]**.

4. 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.

5. Once the shrouds are removed, inspect the entire length of the cable running to the Speed/RPM sensor. Refer to the "Replace the Speed Sensor" section of the ***service manual*** for instructions on accessing the cable. The cable runs through the mast and connects to the speed sensor mid-mast (**reference 3**). Unplug the cable indicated in the image below and inspect the cable/connector for damage. If undamaged, firmly plug the cable back in, making sure the connectors are oriented in the proper direction. Test if the issue persists **[13125.G]**. If damage is present, **order a Comm. Cable [13125.H]**.

(Reference 3)

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.

6. If the issue persists, please visit **_Schwinn AirDyne AD6: Why isn't my speed reading properly?_** to continue troubleshooting.

7. If the issue persists after troubleshooting in the linked guide, **order a Console** [**13125.I**].

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
Comm. Cable	**8004739**

| *Console* | *004-9911* |

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**