

Schwinn 470: I'm having issues adjusting the incline on my elliptical

ID: 12829.1

Follow this troubleshooting guide to help resolve incline issues on your Schwinn 470 Elliptical.

Some common complaints may include:

- *Can't adjust incline/incline not working*
- *Incline buttons don't work*
- *Incline adjusting erratically*

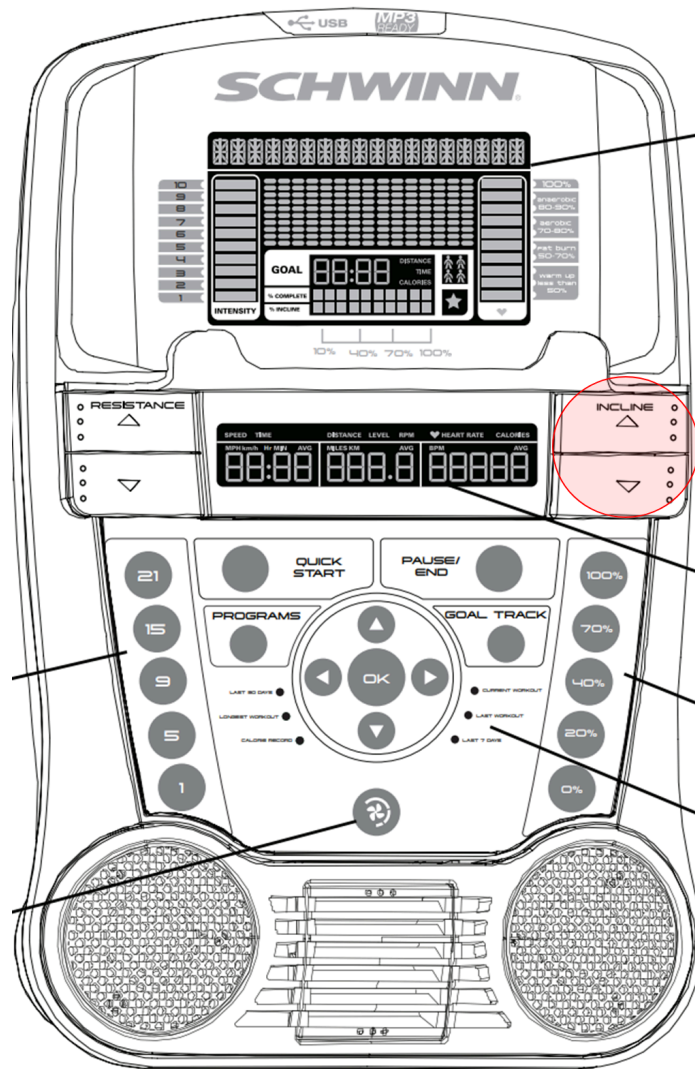
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
13mm open-ended wrench
Crank puller (if removing crank arms for troubleshooting)

1. If the incline could be adjusted previously but is now stuck at max incline, [order an MCB \[12829.F\]](#). This may be accompanied by a "hot" smell as the motor is continually trying to raise the incline.
2. Turn off the power to your elliptical using the power switch at the bottom of your machine. Turn your elliptical back on. When the console displays the welcome screen, adjust the incline using the incline up and down buttons on the console (**reference 1**). Watch to see if the incline changes. If the incline changes, inspect the console for damage. If damage is present, [order a Console \[12829.A\]](#).

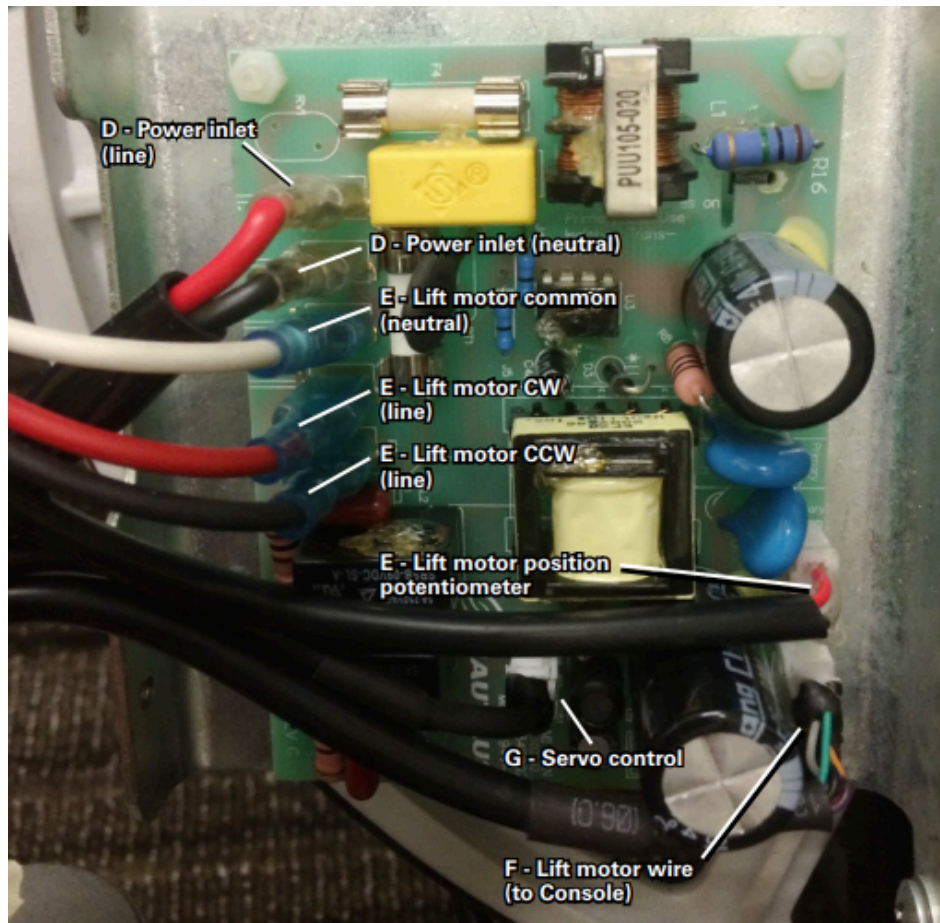
(Reference 1)



Adjust the incline using the buttons circled in red and watch for changes to your machine's incline.

3. If the issue persists or the console does not respond, [order an Upper Console Cable \[12829.B\]](#). Shroud removal may be required to replace the cable. To remove the main shrouds, please refer to the "Replace the Shrouds" section of the [service manual](#). Please note that a crank puller is required to remove the shrouds - please [order a Crank Puller](#) if you do not already have one.
4. If replacing the upper console cable did not resolve the issue, refer to the "Replace the Shrouds" and "Replace the MCB" sections of the [service manual](#) to remove the shrouds and access the motor control board (MCB). Please note that a crank puller is required to remove the shrouds - please [order a Crank Puller](#) if you do not already have one. Inspect all cables at the MCB for damage ([reference 2](#)). Unplug each connection one at a time and plug them back in firmly [\[12829.C\]](#). If any of the cables are damaged or the issue persists, [order an MCB \[12829.D\]](#).

(Reference 2)



Inspect each connection shown on the MCB, reseating each cable one at a time.

5. If the issue persists after replacing the MCB, [order an Incline Motor \[12829.E\]](#).

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
Console (2013 model)	8002118

Console (2017 model)	8011277
Crank Puller	74025
Incline Motor	8003852
MCB	8003851
Upper Console Cable	8002697

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