

Schwinn 190 & 290 Bikes: How do I fix a crooked console?

ID: 14510.1

Follow this troubleshooting guide to help resolve issues with the console not sitting straight or level on the Schwinn 190 and 290 bikes.

Some common complaints may include:

- Console is crooked
- Console is not level
- Console does not sit straight
- Assembly help/assistance

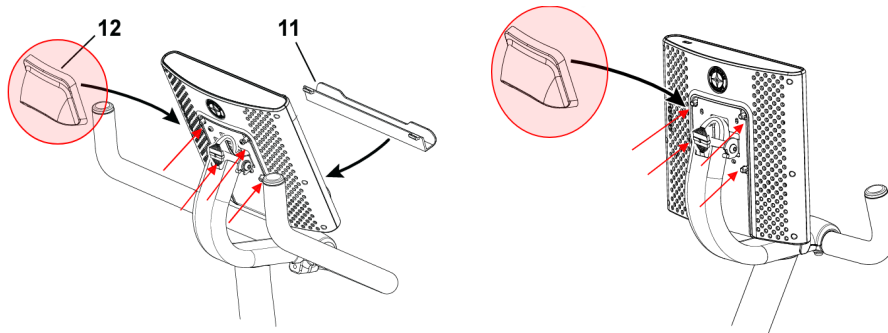
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. The console is designed to tilt front to back. Check to ensure the console is correctly adjusted front to back before continuing [\[14510.A\]](#).
2. Remove the console pivot cover (**reference 1**) from behind the console. Use a Phillips head screwdriver to verify the four screws are installed securely [\[14510.B\]](#).

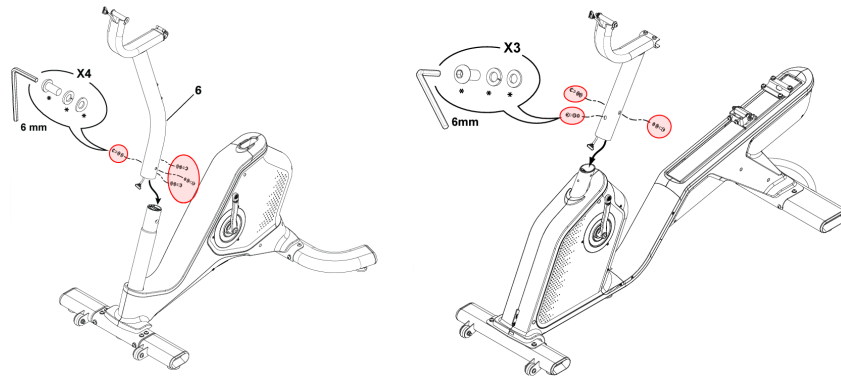
(Reference 1)



*Schwinn 190 (left) and Schwinn 290 (right).
Remove the pivot cover (circled in red), then inspect the console pivot hardware (red arrows).*

3. If the issue persists, loosen the 4 screws on the back of the console with a Phillips head screwdriver (**reference 1**, above). Adjust the console to the desired position. While holding the console, retighten the screws until the console is secured [\[14510.C\]](#).
4. If the issue persists, loosen the screws at the base of the mast assembly using a 6mm Allen wrench (**reference 2**). Adjust the console mast until it is upright/straight, then reinstall the screws [\[14510.D\]](#).
 - The Schwinn 190 has 4 screws attaching the console mast (2 facing the seat and 1 on each side).
 - The Schwinn 290 has 3 screws attaching the console mast (1 at the front of the bike and 1 on each side).

(Reference 2)



The Schwinn 190 (left) has 4 screws, and the Schwinn 290 (right) has 3. Loosen the screws at the base of the mast to adjust its position, then retighten each screw.

5. If the issue persists, [order a Mast Assembly \[14510.E\]](#).

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
Mast Assembly (190)	8026351
Mast Assembly (290)	8027539

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