

Schwinn 190 & 290 Bikes: Console displays "0 Base Hub Comm Error" error code

ID: 15871.1

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.

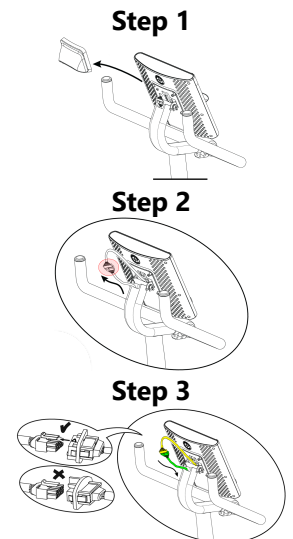
1. [Console and cable connection behind console](#)
2. [Cable connection at the bottom of the console mast](#)

Inspect the console and console cable connection

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 3 minutes

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.**

1. Lift to remove the console rear cover off of the console mast.
2. Gently pull the cables out of the console mast to expose the cable connection.
3. Unplug the cables and check the following items before reconnecting:
 - **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:
 - Cable from the Console: [order a Console \[15871.A\]](#).
 - Cable from the Console Mast: [order Main Mast Cables \[15871.B\]](#).
 - **Connector Orientation**
 - 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.
 - Please note that the wire colors going into each side of the connector will not match, and there is an extra red and black wire from the mast cable that is not used on the console connector.
 - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection.
4. Once the cable is reconnected, test if the issue persists [\[15871.C\]](#).
5. If the issue persists, check the next connection in the section below.



Schwinn 190 shown; the 190 & 290 bikes use the same console, installed on different masts.

Inspect the cable connection at the bottom of the console mast

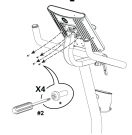
<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver 6mm hex key/Allen wrench	10 minutes	Replace the Data Cable in the Mast

Access the connection

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

- First, we will remove the console from the console mast with a Phillips head screwdriver. Set the console and hardware to the side to reassemble after troubleshooting is complete.
- Using a 6mm Allen wrench, loosen and remove the bolts attaching the console mast to the frame of your bike:
 - The **Schwinn 190 Upright** has **4 bolts to remove**:
 - One bolt on either side of the mast
 - Two bolts facing the user
 - The **Schwinn 290 Recumbent** has **3 bolts to remove**:
 - One bolt on either side of the mast
 - One bolt on the rear side of the mast (power inlet side)
- Once the bolts have been removed, slightly pull up on the console mast to expose the cable connection.

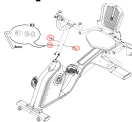
Step 1



Step 2 (190)



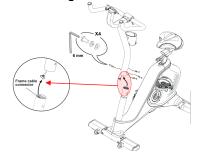
Step 2 (290)



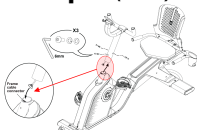
Check the cables

- There is one cable connection from the base hub (circuit board controlling speed and resistance) to the console mast. **Be careful to not allow the cable to fall into the frame while troubleshooting.**
- Unplug the cables and check the following items before reconnecting:
 - Damage** - Check for cut, crimped, or frayed wires, loose connectors, and missing/bent pins within the connectors. If a cable or connector is damaged, [order Main Mast Cables \[15871.D\]](#).
 - Connector Orientation**
 - 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.
- 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 [15871.E]**.
- 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 [\[15871.F\]](#).

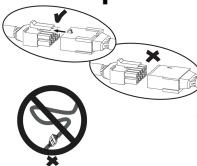
Step 1 (190)



Step 1 (290)



Step 2



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
All Models	
Console	8026988
Schwinn 190 Upright Bike	
Main Mast Cables	8028718
Schwinn 290 Recumbent Bike	
Main Mast Cables	8028706

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