

Schwinn 190 & 290 Bikes: Console does not go to sleep or turn off

ID: 16024.1

Common issue descriptions:

- Console doesn't turn off
- Console stays lit
- Console doesn't go to sleep
- Display is always on
- Can't turn console off
- Console doesn't enter Sleep Mode

Tools used in this guide: None

Estimated time to complete: 5 minutes

Let's get started! We will check each of the components below (in order) to determine which is causing the issue.

1. [Exit your recent workout](#)

Exit your recent workout

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	5 minutes

The console stays on when a workout is paused, allowing time to perform off-machine exercises as part of your workout routine. The console will turn off 5 minutes after the workout has been fully stopped.

1. Press the **Pause/Stop** button once to **Pause** your workout
2. Press the **Pause/Stop** button again to **Stop** your workout. A summary of your workout will be displayed.
 - o Tip: Your bike will make a "boo-doop" sound to indicate the workout has fully stopped.
3. Press the **Pause/Stop** button one final time to return to the Home Screen.
4. The console sleep timer will start after returning to the Home Screen. Wait 5 minutes, then check the display to confirm it turns off [\[16024.A\]](#).

Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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 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