

Schwinn 190 & 290 Bikes: Why isn't my speed reading properly? ID: 14523.3

Follow this troubleshooting guide to help resolve issues involving incorrect speed readings on the Schwinn 190 and 290 bikes.

Some common complaints may include:

- Speed is displayed incorrectly
- Speed is not displayed
- Console turns off during workout
- Console displays "Please Pedal" error
- Burn Rate Targets in JRNY are maxed out and barely visible

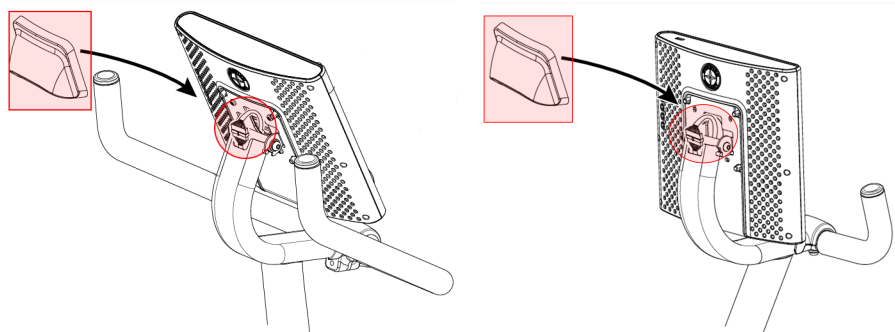
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Begin a workout using the Start button on your console. Pedal your bike while checking for speed, RPM, or intensity change on the display.
2. Remove the console pivot cover and inspect the mast cable upper connector (**reference 1**) for damage. Unplug the connection and check for damage such as bent pins, crimps, or cuts. If undamaged, plug the cable back in and test if the issue persists [\[14523.A\]](#). If damaged, [order Main Mast Cables \[14523.B\]](#).
 - 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.

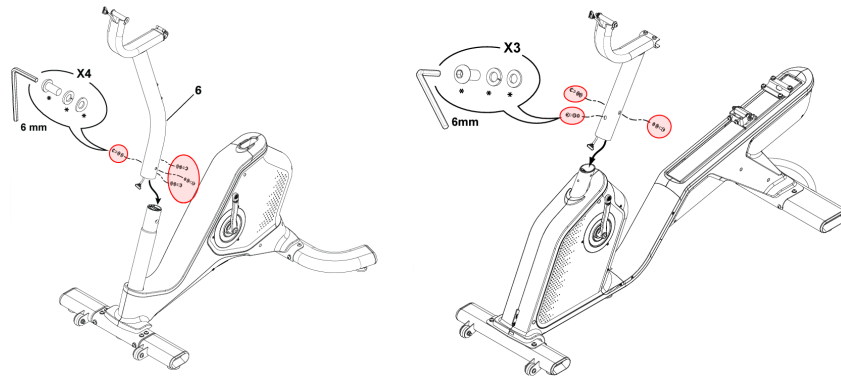
Reference 1



Schwinn 190 (left) and Schwinn 290 (right).
Remove the pivot cover (red square) and inspect the cable connection inside the mast (red arrow).

3. If the issue persists, use a 6mm Allen wrench to remove the bolts attaching the console mast to the frame (**reference 2**). The Schwinn 190 has 4 bolts, and the Schwinn 290 has 3. Remove the mast and inspect the lower mast cable connection for damage, such as bent pins, crimps, or cuts. Unplug the connection and plug it back in, then test if the issue persists [\[14523.C\]](#). If either side of the cable is damaged, [order Main Mast Cables \[14523.D\]](#).

Reference 2



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

4. Using a Phillips head screwdriver, confirm the speed sensor magnets are in place on the drive pulley. Refer to the "Replace the RPM Sensor" section of the service manual for instructions on removing the shrouds to access the sensor magnets. While rotating the cranks on the bike, watch the drive pulley and check that there are four speed sensor magnets installed on the pulley (**reference 3**). If magnets are missing or damaged, [order a Drive Pulley \[14523.E\]](#).
 - o **Important:** a Crank Puller is required to remove the crank arms and replace the drive pulley. If you do not have one already, [order a Crank Puller](#) with your replacement parts.

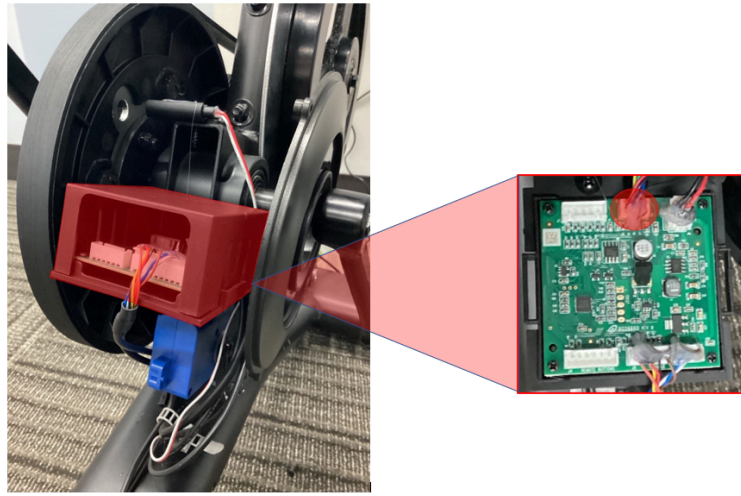
Reference 3



The RPM/speed sensor magnets (highlighted red) are located on the back side of the drive pulley across from the RPM/speed sensor (highlighted yellow). Check if all 4 magnets are present.

5. If the issue persists, inspect the RPM sensor for damage and disconnected wiring. Squeeze the tabs on the side of the black Base Hub cover to pop it off. Follow the RPM sensor wire from the sensor to the Base Hub (**reference 4**). Inspect the wire for damage and make sure it is firmly connected to the Base Hub. If the sensor is disconnected, loose, or out of position, adjust the sensor's position (see **references 3-4**) and reconnect the cable. Test to see if the issue persists [\[14523.F\]](#). If the RPM sensor is damaged, [order an RPM Sensor \[14523.G\]](#). Close the shrouds.

Reference 4



Follow the cable from the RPM Sensor (highlighted yellow in reference 3) to the Base Hub, checking connections and the cable for damage as you go. The RPM sensor wire connection is circled red on the Base Hub.

- 6. If the speed-related fields are not working (Speed, Burn Rate, Watts, Distance, Cadence) but the resistance is displayed properly, [order a Base Hub \[14523.H\]](#). If the resistance is displayed properly and only some of the speed-related fields are not working, [order a Console \[14523.I\]](#).

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
All Models	
Console	8026988
Crank Puller	74025
Drive Pulley	8028709
Schwinn 190 Upright Bike	
Main Mast Cables	8028718
Base Hub	8030107

RPM Sensor	8028716
Schwinn 290 Recumbent Bike	
Main Mast Cables	8028706
Base Hub	8030108
RPM Sensor	8028710

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