

Schwinn A10: Why is the resistance not changing when adjusted?

ID: 13179.1

Follow this troubleshooting guide to help resolve resistance issues on the Schwinn A10 upright bike.

Some common complaints may include:

- Bike is too easy to pedal
- Bike is too difficult to pedal
- Can't change resistance
- Resistance doesn't change when adjusted
- Can't feel resistance

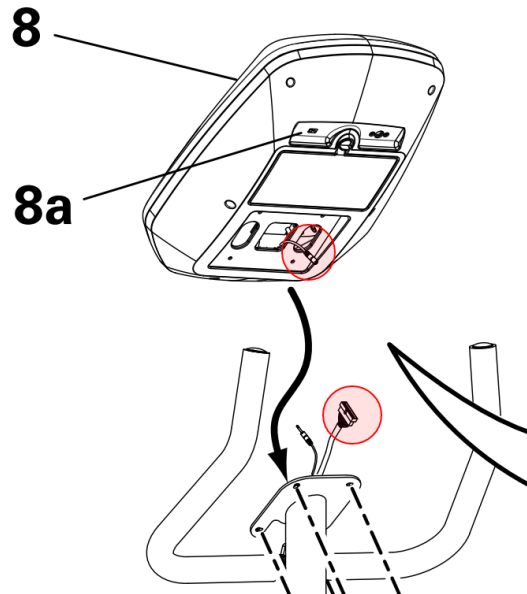
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
Pedal wrench
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
Needlenose pliers
15mm open-ended wrench and/or socket wrench
(4) D-sized batteries

1. Turn your bike off, remove the batteries, and/or unplug the power cord. Leave your bike powered off for 5 minutes before continuing.
2. Use a Phillips head screwdriver to remove the 4 screws attaching the console to the console mast. Lift the console from the mast to inspect for damage (**reference 1**). Unplug the cable and inspect the cables and connectors for damage. If undamaged, firmly plug the cable back in, making sure that the connectors are oriented in the proper direction [\[13179.A\]](#). If console is visibly damaged or the cable coming from the console is damaged, [order a Console \[13179.B\]](#). If the cable coming from the console mast is damaged, [order an Input/Output Cable \[13179.C\]](#)

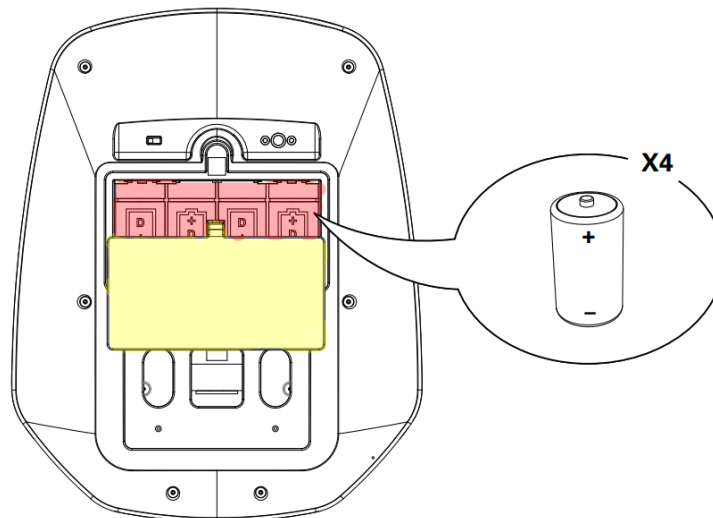
(Reference 1)



Inspect the circled cable connections, reseating if undamaged.

3. If you are using batteries to power your bike and the issue persists, check the batteries in the battery compartment of the console. Open the battery compartment and remove the (4) D batteries (**reference 2**). Reinsert the batteries, paying close attention to how they should be oriented, then test to see if the issue persists [\[13179.D\]](#).

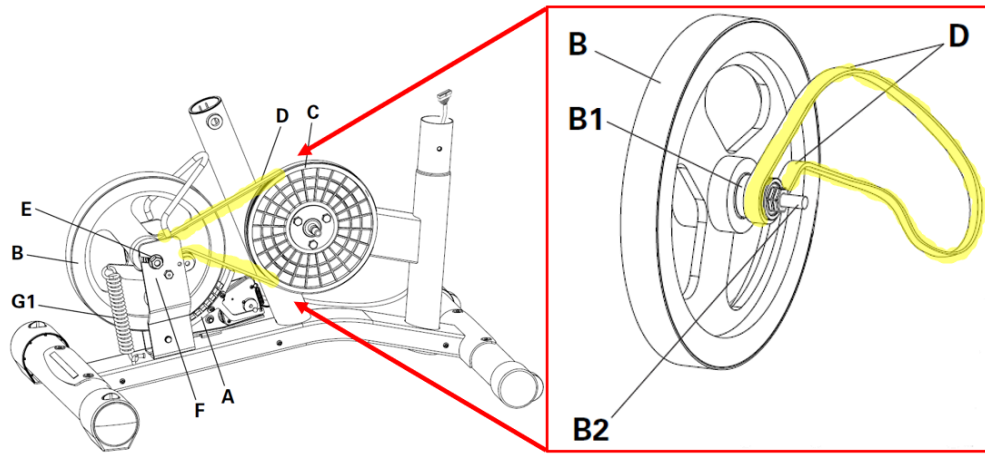
(Reference 2)



*Remove the battery compartment door (yellow), then remove the batteries from the battery compartment (red).
Reinsert the batteries paying close attention to the direction the batteries face.*

4. If the issue persists, check if the batteries are low or dead. Weak batteries can cause the resistance to not register properly. Remove the batteries from the battery compartment again and install (4) new D-sized batteries. Make sure that the batteries are oriented in the proper direction, then test if the issue persists [\[13179.E\]](#).
5. If the issue persists, check to see if the belt is damaged or has come off track. Remove the shrouds following the "Replacing the Shrouds" section of the [service manual](#). You do not need a crank puller for this step; shrouds can be maneuvered around the crank arms as they are removed. Inspect the belt (**reference 3**) for damage. If the belt has come off track, you will need to reset the belt following the "Replacing the Drive Belt" section of the [service manual](#). Once the belt is reset, test to see if the issue persists [\[13179.F\]](#). If damage is present, [order a Drive Belt \[13179.G\]](#).

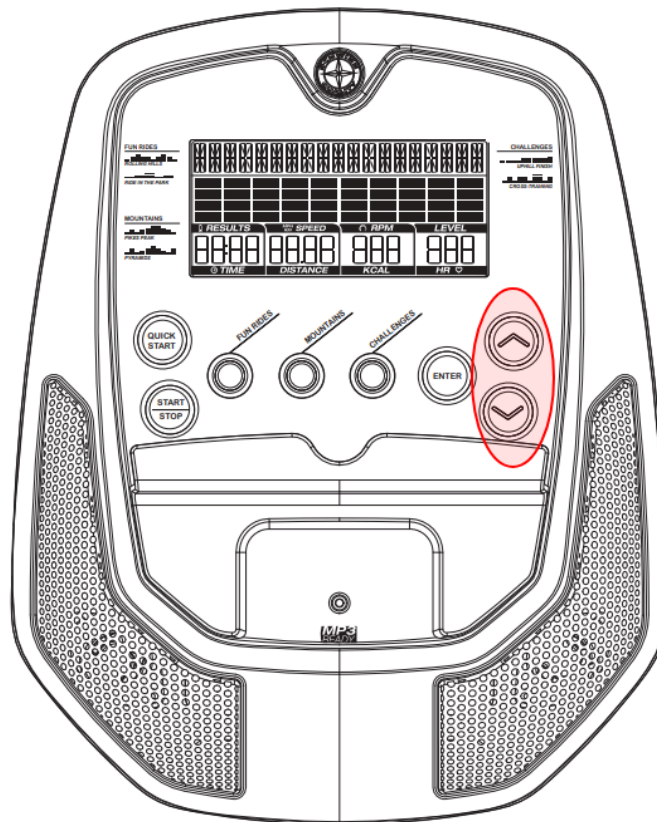
(Reference 3)



Inspect the drive belt (highlighted yellow). Rotate the flywheel (B) as needed to view the entire length of the belt winding around the flywheel pulley (B1) and drive pulley (C).

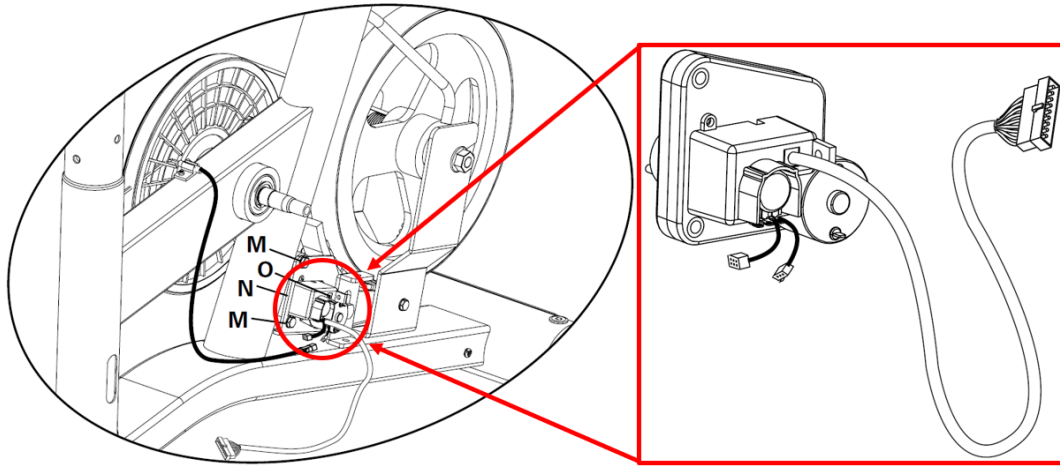
6. If the issue persists, put the batteries back in the battery bay or plug your bike back into power. With the shrouds still removed, turn your bike on and attempt to raise and lower the resistance level with the buttons on the console (reference 4). While you adjust the resistance, watch the servo motor (reference 5) for normal function. Watch this video for help accessing the servo motor: [How to Replace the Servo Motor on a Bike or Elliptical](#). The motor should turn and/or make noise while you adjust resistance. If damage is present or the servo motor is not moving/making noise, [order a Servo Motor \[13179.H\]](#).

(Reference 4)



Use the increase/decrease buttons on the right side of the console to adjust the resistance, checking for servo motor function as you do so.

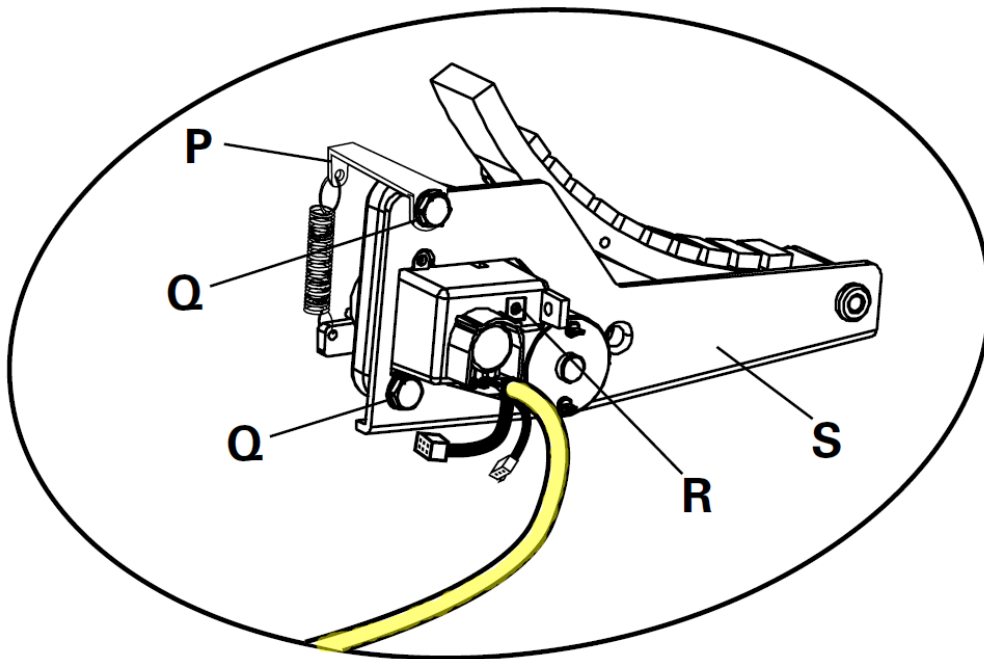
(Reference 5)



Observe the servo motor (circled in red) for movement/noise while you adjust the resistance level.

7. If the issue persists, disconnect power to your bike. Follow the cable from the servo motor to the magnets and inspect the cable. The cable should be securely attached to the magnets (**reference 6**) and free from damage. If the cable is detached, you can reattach the tension cable and test if the issue persists [\[13179.I\]](#). If the tension cable is damaged, [order a Brake Cable \[13179.J\]](#).

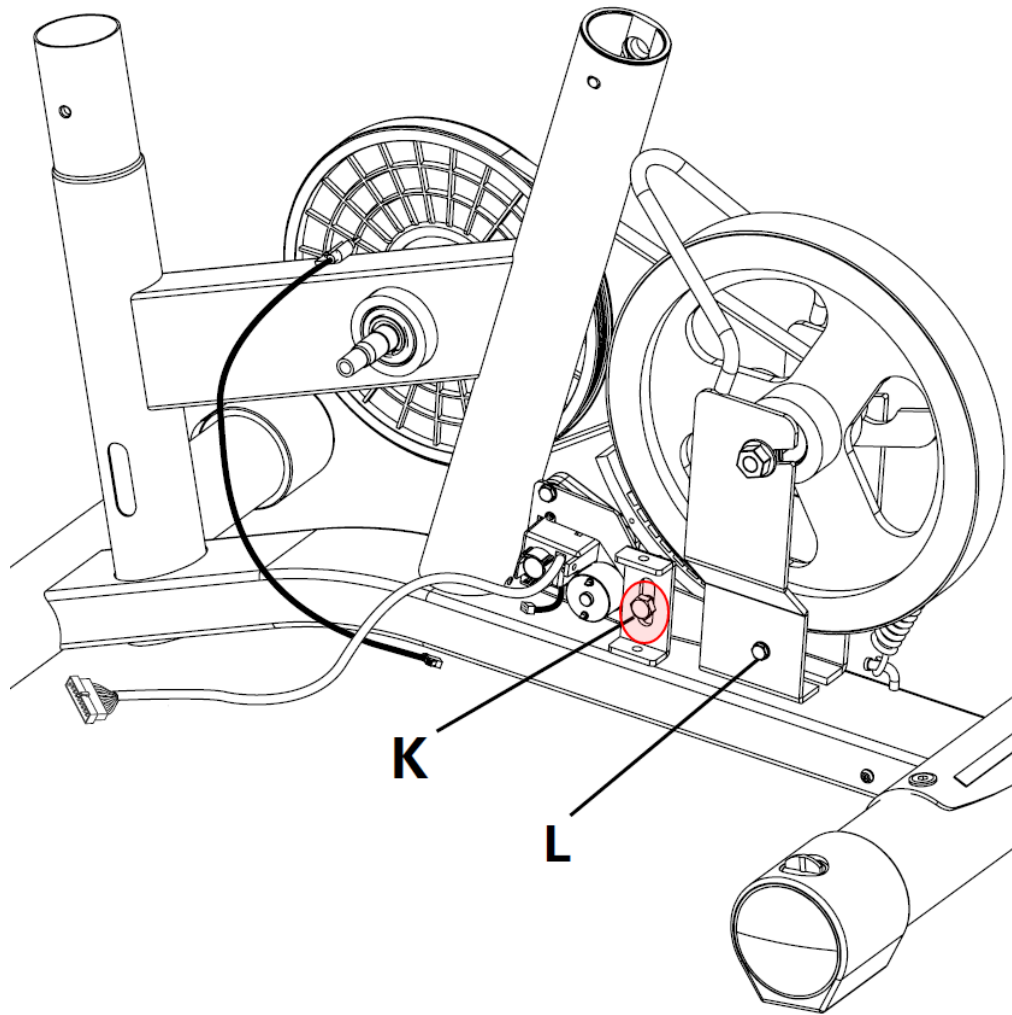
(Reference 6)



Reattach a disengaged brake tension cable on the servo motor or replace if damaged.

8. If the issue persists, slightly loosen (but do not remove!) the bolt that secures the brake magnets to the frame (**reference 7**). Turn your bike on and adjust the resistance with the console controls. If the issue persists, [order a Servo Motor \[13179.K\]](#).

(Reference 7)



Slightly loosen the bolt circled in red and watch for brake magnet movement as you adjust resistance.

Need to order replacement parts?

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Brake Cable	003-7761
Console	8001758
Drive Belt	003-7724
Input/Output Cable	004-3793
Servo Motor	003-7725

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