

Schwinn A10: Why aren't the buttons on the console working? ID: 13176.1

Follow this troubleshooting guide to help resolve issues with the buttons on the Schwinn A10 upright bike console.

Some common complaints may include:

- Buttons don't work
- Buttons aren't responding
- Console is beeping

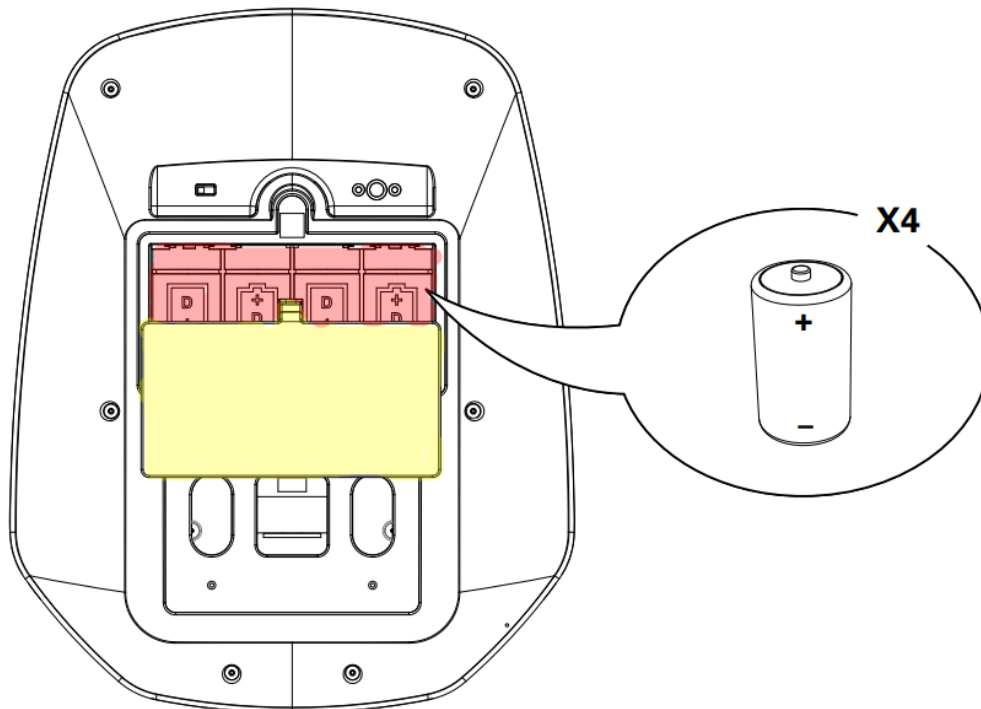
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
(4) D sized batteries

1. If you are using the optional power cord, unplug the cord from your bike and the wall outlet. Inspect the length of the power cord for damage. If undamaged, firmly plug the power cord back in at both ends and test if the issue persists [\[13176.A\]](#). If damage is present, [order a Power Cord \[13176.B\]](#).
2. If you are using batteries to power your bike or the issue persists, check the batteries in the battery compartment of the console. Open the battery compartment and remove the (4) D batteries (**reference 1**). Reinsert the batteries, paying close attention to how they should be oriented, then test to see if the issue persists [\[13176.C\]](#).

(Reference 1)



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.

3. If the issue persists, check if the batteries are low or dead. 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 [\[13176.D\]](#).
4. If the issue persists after replacing batteries, [order a Console \[13176.E\]](#).

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

| <i>Part Description</i> | <i>Part SKU</i> |
|-------------------------|-----------------|
| Console | 8001758 |
| Power Adapter | 8007982 |

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](#)