

Schwinn 270: Why aren't the heart rate sensors working on my bike?

ID: 11282.1

Follow this troubleshooting guide to help resolve issues involving the contact heart rate sensors on the Schwinn 270 recumbent bike.

Some common complaints may include:

- Heart rate not registering
- Heart rate not displaying correctly

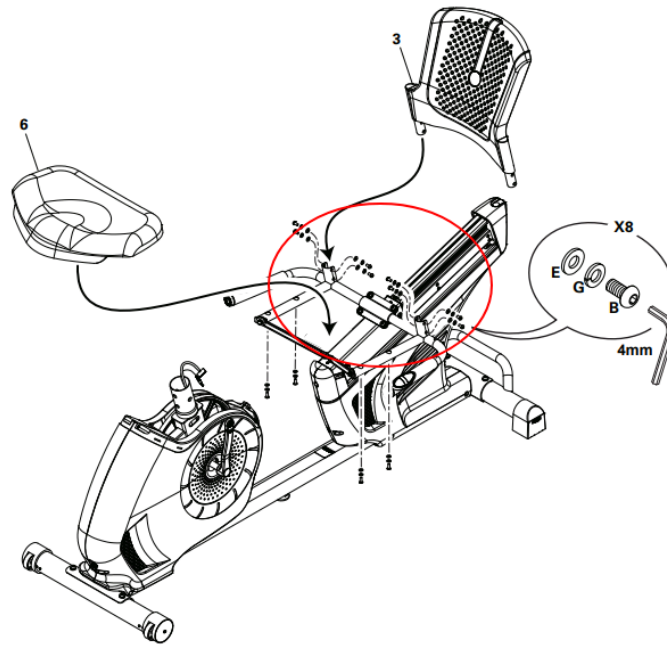
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
4mm, 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[11282.A\]](#).
2. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple of minutes. Try to keep your hands still during this time [\[11282.B\]](#).
3. If you need a quicker heart rate reading, a heart rate chest strap monitor may be a better option. If you do not have one already, [you can order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[11282.C\]](#)
4. Dry or heavily calloused hands may need a heart rate cream to make better contact. Buh-Bump Heart Rate Cream is a recommended cream to use and can be found at various retailers online [\[11282.D\]](#).
5. If the issue persists, remove the seat back using a 4mm Allen wrench and disconnect the handlebar connector (**reference 1**). Inspect the cables and connector for damage. Reconnect the connector and test if your heart rate displays [\[11282.E\]](#). If the cable is damaged, [order a Static Handlebar with HR Contact Grips](#) [\[11282.F\]](#). If the connector is damaged, [order a Heart Rate Connector Wire](#) [\[11282.G\]](#).

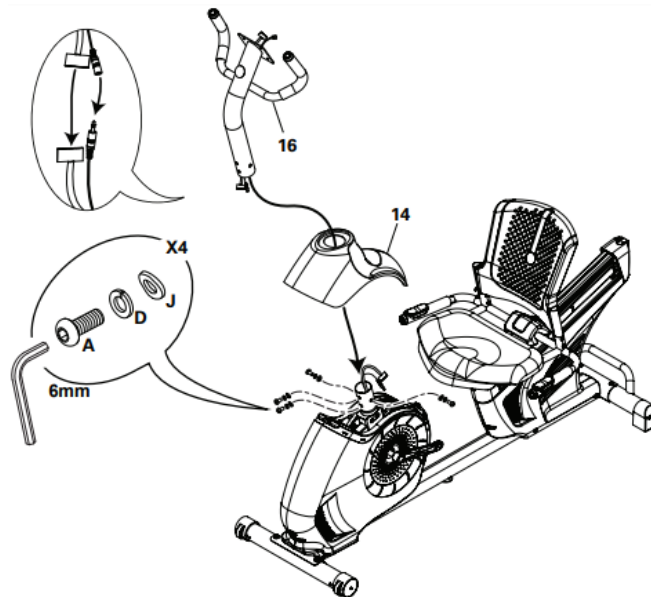
(Reference 1)



There are 8 bolts connecting the seatback to the static handlebars, circled in red. Remove the bolts using a 4mm Allen wrench and then slide the seat back out of the bracket. The heart rate wire is located in the handlebar.

- Remove the console and mast using a Phillips head screwdriver and a 6mm Allen wrench (**reference 2**). Disconnect the heart rate cable and inspect for damage. Reconnect the connector and test for HR displaying [\[11282.H\]](#). If damage is present, [order a Mast Heart Rate Wire \[11282.I\]](#).

(Reference 2)



The console is attached to the mast by 4 bolts. Remove the 4 bolts with a 6mm Allen wrench and carefully lift the console up to expose the cable connections.

- If the issue persists, [order a Static Handlebar with HR Contact Grips \[11282.J\]](#).
- If replacing the static handlebars did not resolve the issue, [order a Console \[11282.K\]](#).

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> |
|--|-----------------|
| Console (2014 model) | 8002115 |
| Console (2017 model) | 8011273 |
| Heart Rate Connector Wire (2014 model) | 8001357 |
| Heart Rate Connector Wire (2017 model) | 8012447 |
| Mast Heart Rate Wire | 8003301 |
| Static Handlebar with HR Contact Grips (2014 model) | 8001273 |
| Static Handlebar with HR Contact Grips (2017 model) | 8012448 |

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