

Schwinn Journey 1.0: Why is my resistance not changing?

ID: 12317.1

Follow this troubleshooting guide to help resolve resistance issues on the Schwinn Journey 1.0 upright bike.

Some common complaints may include:

- Resistance doesn't change
- Resistance isn't displayed on the console
- Bike is too easy to pedal
- Bike is too difficult to pedal

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
7mm open ended wrench

1. Start a workout using the Quick Start or Manual Workout button on your console. Pedal your bike and adjust the resistance using the Resistance Up/Down and Quick Level buttons. Watch the console for resistance change. If the resistance number on the console does not change, [order a Console \[12317.A\]](#).
2. If the issue persists, check the connections at the mast. Remove the console from the mast using a Phillips head screwdriver. Remove the mast from the frame using a 6mm Allen wrench. Disconnect the connections at the top and bottom of the mast, inspecting the cables for damage. Reconnect undamaged connections once finished [\[12317.B\]](#). If damage is present, [order a Mast Cable \[12317.C\]](#).
3. If the issue persists, press the Resistance Up/Down buttons and listen to the motor. It may help to open the shrouds and watch the servo motor for movement while changing resistance. Instructions on removing the shroud can be found in the [service manual](#) or you can watch this video for help accessing the servo motor: [How to Replace the Servo Motor on a Bike or Elliptical](#). If the servo motor is not making any noise or moving and the mast cable is undamaged, [order a Servo Motor \[12317.D\]](#).
4. If the motor makes a buzzing sound and/or the servo motor moves when adjusting resistance, watch the magnet arm. If it does not move with the servo motor, slightly loosen the magnet arm pivot bolt using a 7mm open ended wrench and re-test your machine [\[12317.E\]](#).
5. If the issue persists, perform a brake calibration. The brake calibration procedure is located in your [service manual \[12317.F\]](#).

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 (2014 model)	8003813
Console (2017 model)	8011182
Console (2020 model)	8025643
Mast Cable	8003165
Mast Cable (2020 model only)	8025650
Servo Motor	8005831

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