

Schwinn AirDyne AD2: Why is there no power to my machine?

ID: 13132.1

Follow this troubleshooting guide to help resolve power issues on the Schwinn AirDyne AD2.

Some common complaints may include:

- Console will not turn on
- Machine will not turn on
- Console turns on partially
- Console turns off or goes to sleep during use

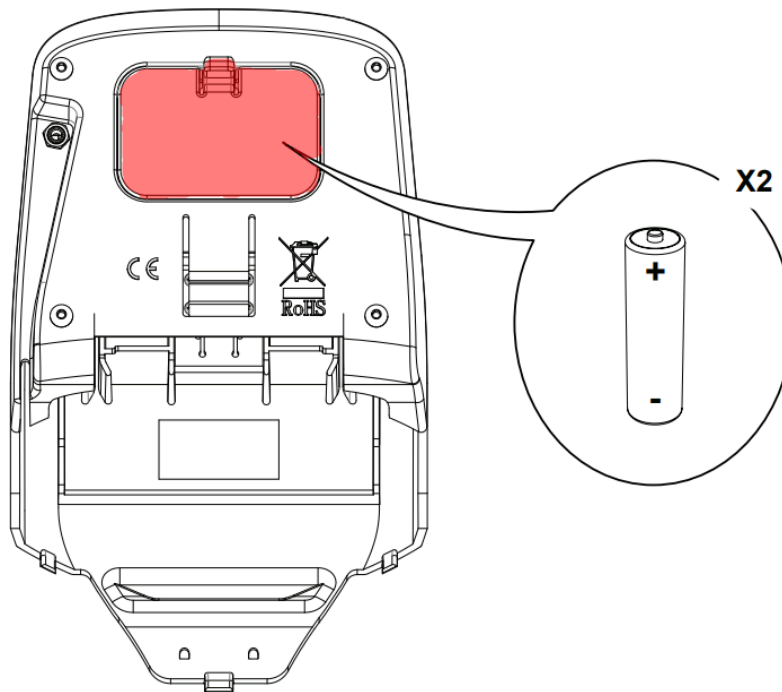
Follow these steps to troubleshoot the issue

Tools you may need:

(2) AA batteries

1. Check for any physical damage to the console. If damage is present, [order a Console \[13132.A\]](#).
2. Press each button on the console one at a time. Listen for buttons beeping. If you don't hear any beeping, remove the battery cover on the back of the console and replace the two AA batteries (**reference 1**) [\[13132.B\]](#). Make sure that the battery is oriented correctly with the terminals matching the indicators in the battery compartment [\[13132.C\]](#).

(Reference 1)



The battery compartment cover is highlighted in red. Replace the existing batteries with two new AA-sized batteries.

3. If the buttons do beep or the issue persists after replacing the batteries, sit on your bike and pedal for a few rotations. Watch to see if the display turns on. If the display does not turn on or the new batteries still do not work, [order a Console \[13132.D\]](#).

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	8006189

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