



**SCHWINN FITNESS**

# Schwinn® MPower™ Console V2 + Power



**Owner's Manual**



**English**

# Specifications

## MPower Console V2

Length	7.1" (18 cm)
Width	3" (7.7 cm)
Thickness	1.9" (4.8 cm)
Weight (console w/sensor)	2.0 lb (0.9 kg)
Shipping Weight	2.8 lb (1.3 kg)

## Power Sensor

Length	5.25" (13.34 cm)
Width	2.38" (6.03 cm)
Thickness	1.2" (3 cm)
Weight	0.17 lb (0.08 kg)
Shipping Weight	0.22 lb (0.1 kg)

## Speed Sensor

Length	3.3" (8.3 cm)
Width	2.5" (6.4 cm)
Thickness	1.5" (3.7 cm)

## Power Requirements

Console	(2) C Batteries (LR14)
Speed Sensor	(1) CR2032 Battery
Power Sensor	(1) C Battery (LR6)



DO NOT dispose of this product as refuse. This product is to be recycled. For information on the proper method of disposal, contact a StairMaster Customer Service Representative. Contact information is available in the Contacts section in this manual.

For additional information please visit:

[www.stairmaster.com](http://www.stairmaster.com)

Patent Information: This product may be covered by US and Foreign Patents and Patents Pending.

# Important Safety Instructions



Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

## Before using this equipment, obey the following warnings:



Read and understand the complete Owner's Manual. Keep Owner's Manual for future reference.

Read and understand all warnings on this machine. If at any time the Warning stickers become loose, unreadable or dislodged, contact StairMaster Customer Service for replacement stickers.

- Children must not be let on or near to this machine. Moving parts and other features of the machine can be dangerous to children
- Consult a physician before you start an exercise program. Stop exercising if you feel pain or tightness in your chest, become short of breath, or feel faint. Contact your doctor before you use the machine again. Use the values calculated or measured by the machine's computer for reference purposes only.
- If you have a pacemaker or other implanted electronic device, consult your doctor before using a wireless chest strap or other telemetric heart rate monitor.
- Do not use or put the machine into service until the machine has been fully assembled and inspected for correct performance in accordance with the Owner's Manual.
- Read and understand the complete Owner's Manual supplied with the machine before first use. Keep the Owner's and Assembly Manuals for future reference.

## FCC Compliance



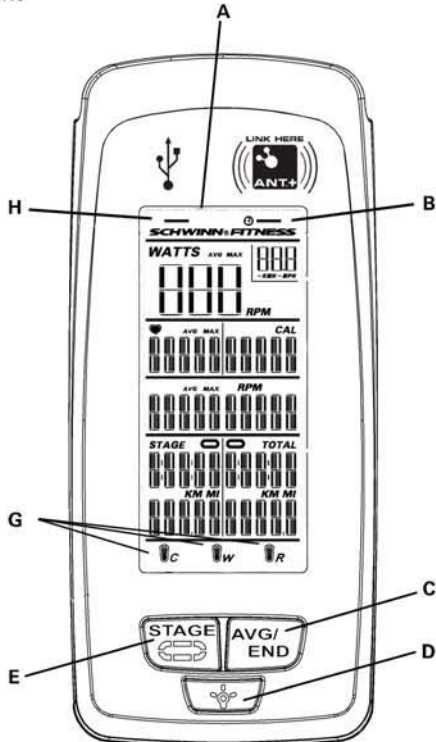
Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

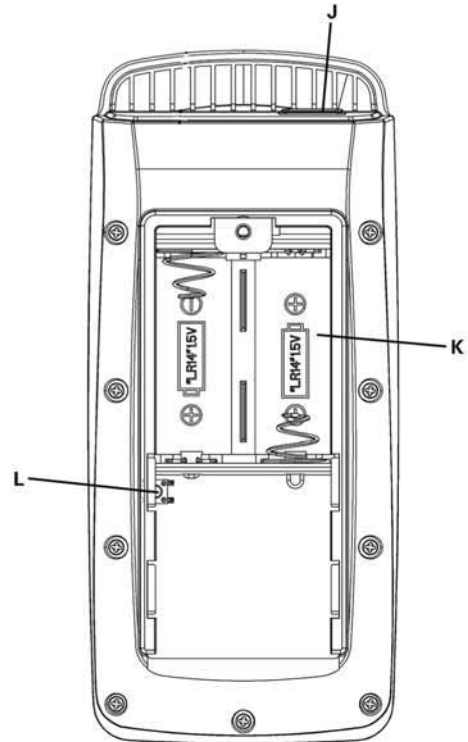
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

# Features

Front



Back



A	Backlit LCD Display	G	Battery Levels
B	Ant+ Linking Indicator	H	USB Interface Indicator
C	AVG/END Button (+)	J	USB Port
D	Backlight Button	K	Battery Bay
E	STAGE Button (-)	L	Ant+ Pairing Button

## LCD

The multi-function, backlit LCD shows your workout measurements (during the workout), results, user setup data and console diagnostics.

To turn on the backlight, push the Backlight button. The backlight turns off after 7 seconds to conserve the batteries.

## Heart Rate Monitor

The console gets heart rate data from the heart rate monitor (HRM) to calculate workout data, such as the Calories burned.

The console can read heart rate data from an Ant+ Sport 2.4GHz or Polar® compatible 5kHz wireless chest strap.

## Ant+ Sport 2.4GHz Wireless

The Ant+ Sport 2.4GHz Wireless Heart Rate Monitor (HRM) sends heart rate data to the console after proximity linking occurs during User Setup. The console can read the HRM data to a distance of 118" (3 m) during Workout Mode.

If you have a paired Ant+ Sport Watch and Ant+ HRM, the console links with the sport watch and reads the heart rate data from it.

### Standard EM 5kHz Pulse

The console uses the EM (electromagnetic) 5kHz pulse wireless protocol to read heart rate data from standard heart rate monitors (HRMs), such as a Polar® transmitter chest strap.

### Workout Data Storage

The console sends workout data to the user's data storage device—for example, a USB flash memory device or a sport watch. The console can also get user data from an Ant+ sport watch and use the data to calculate workout results.

### Ant+ Sport Watch

The Ant+ Sport Watch shares user data with the console after proximity linking occurs during User Setup. In User Setup Mode the Ant+ Sport watch sends data (including user weight) to the console. During Workout Mode the console sends workout data to the Ant+ Sport Watch. When proximity linking is complete, the watch and console can send and read data up to 118" (3 m).

### USB Interface / Data Storage

The console can upload workout data to a USB data storage device if the USB port on the console is enabled. To enable the USB port, go to the Service Mode menu. You can connect the USB storage device to the console during User Setup or after the workout ends.

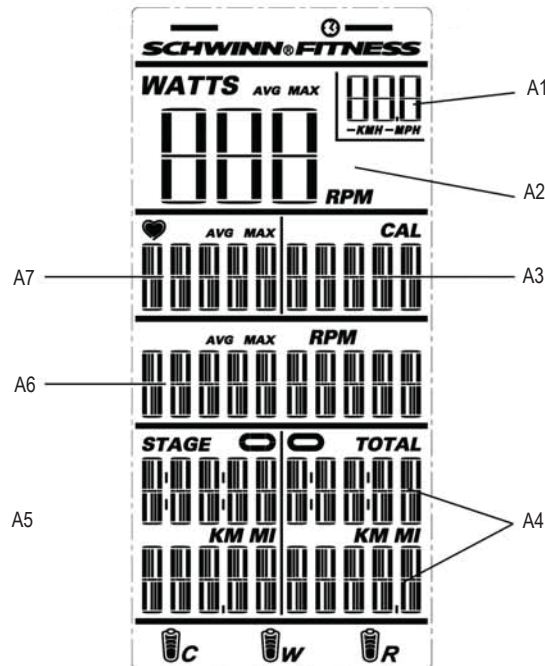
During Workout Mode the console sends these workout data to the USB device:

- Workout (total) — Time, Distance, Calories and average and maximum Speed, Watts, HR and RPM.
- Workout Stages — Time, Distance, Speed, Watts, HR and RPM.

If you connect the USB device after the workout ends, the console only sends the Total Summary data to the USB device.

The USB port also gives access to the Service Technician to export console system data to a USB storage device and to update the console firmware.

### LCD Display Data



A1	KM / MPH (Speed)	A5	STAGE Time and Distance
A2	WATTS (Power)	A6	RPM (Cadence)
A3	KCAL (Calories)	A7	Heart Rate
A4	TOTAL Time and Distance		

Note: If you need to change the measurement units to English Imperial or metric, refer to the User Setup section of this manual.

## Speed

The Speed display field shows the estimated speed of the bike in kilometers per hour (KM/H) or miles per hour (MPH).

To view the average speed during Workout Mode, tap the AVG/END button.

## Watts

The WATTS display field shows the power that you are producing at the current resistance level (1 horsepower = 746 watts).

WATTS data only shows if there is a power sensor installed on the bike.

To see the average watts during Workout Mode, tap the AVG/END button.

## Heart Rate

The Heart Rate display field shows the heart rate in beats per minute (BPM) from the heart rate monitor (HRM). The heart icon flashes when the console receiver senses the HRM signal. If the console receiver does not sense the HRM, the center of the heart icon is on solid.

If the console receiver senses an Ant+ HRM signal, there is an outline around the heart icon. The outline does not flash. If the HRM signal is a standard EM 5kHz pulse signal, there is not an outline around the icon.

To see your average heart rate during Workout Mode, tap the AVG/END button.

Consult a physician before you start an exercise program. Stop exercising if you feel pain or tightness in your chest, become short of breath, or feel faint. Contact your doctor before you use the machine again. Use the values calculated or measured by the machine's computer for reference purposes only.

## Calories

The Calories display field shows the estimated calories that you have burned during the exercise.

If the bike does not have a Power Sensor, the console calculates the calories from the heart rate data from the HRM.

## RPM

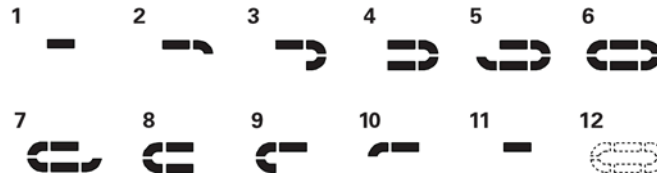
The RPM display field shows the current pedal revolutions per minute (RPM).

To see the average RPM during Workout Mode, tap the AVG/END button.

For bikes that do not have a Power Sensor installed, the RPM field is also the user weight input field during User Setup Mode. The console will show error messages in this field if an error occurs.

## Workout Stage

The STAGE display field shows the time and distance in the current Stage of the workout. The display values start at zero and count forward until the end of the Stage. At each Stage in the workout, the Stage icon shows the Stage number with the number of segments that are on:



## Workout Totals

The TOTAL display field shows the total time and distance results at the end of the workout. The Total icon is lit during Workout Mode.

## LCD + and – Icons

The + and – (plus and minus) icons on the LCD flash to prompt the user to enter their weight during User Setup Mode. The icons turn off when not in use.

## Keypad

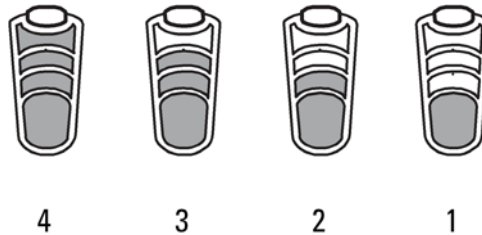
The multi-function keypad lets you set the console measurements for your workout, see and update your workout data, and examine the console diagnostic messages. Tap any button to activate the console from Sleep Mode. The Operations section of this manual gives the procedures for using the buttons in each Operations mode. The Backlight button sets your selections in User Setup Mode and Service Mode.

## Alerts

The Console icons and LCD display messages show the status of the console and sensor operations.

## Battery Level

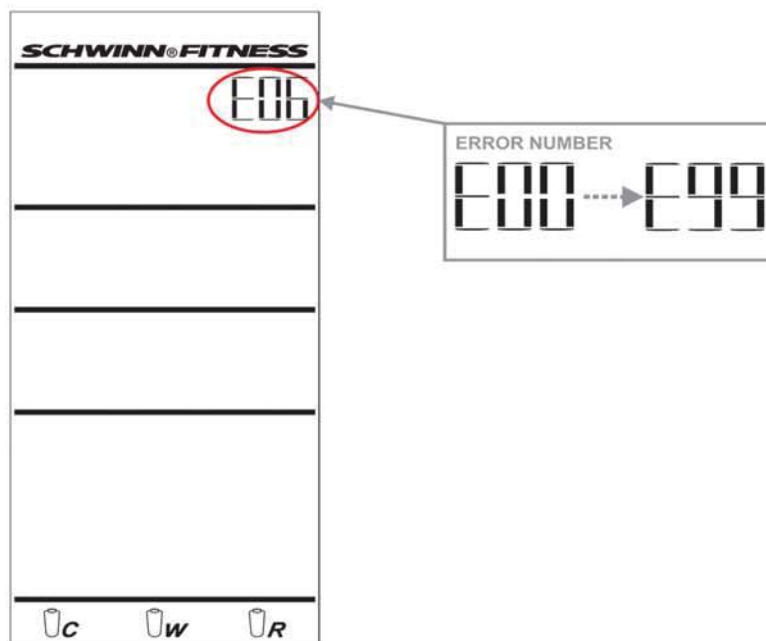
The Battery Level icon shows the battery level for each component of the console-sensor system. All 4 segments of the icon are on when the battery level is high. When the battery level is low, only the bottom segment is on. The bottom segment flashes when battery level is very low.



If the battery level is too low to continue operation, the console display flashes the message "LO batt" and the console goes into Sleep Mode. If this occurs during a workout, the workout stops and the console display shows the workout results for 10 second. Then the "LO batt" message shows and the console goes into Sleep Mode.

## Errors

Error messages tell you when there is a problem in the bike's operation:



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A9	Error Message
F	Maintenance Alert icon flashes

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Refer to the Troubleshooting section of this manual. To go to the Service Mode menu, push the AVG/END and STAGE buttons and hold for 5 seconds. The LCD display is different for Errors that occur during a non-Service Mode (ex: Workout Mode) and Errors during Service Mode.

### Wireless Bike Sensor Data

The console gets bike operation data from the bike's sensors and uses the data to calculate workout results. The console and wireless sensors can transmit data after the Device Pairing process sets up their wireless connection. The Configuration/Service Mode section of this manual gives the Device Pairing procedure. It is easiest to set up Device Pairing before you initially install the console and sensors on the bike.

### Bike Speed Sensor

The Schwinn® MPower™ Console comes with a speed sensor for the bike. The speed sensor transmits data from the flywheel to the console during the workout.

Refer to the Schwinn® MPower™ Console Installation Guide for the procedure to install the speed sensor on the Schwinn A.C.™ bike.

### Power Sensor

The MPower™ Power sensor is an optional upgrade for a Schwinn A.C.™ bike with a Schwinn® MPower™ Console. The power sensor transmits data from the Brake resistance mechanism to the console during the workout.

Refer to the Schwinn® MPower™ Power Upgrade Installation Guide for the procedure to install the power sensor on the Schwinn A.C.™ bike.



When the Cadence decreases to less than 5 RPM for 3 seconds or more, the console pauses and the LCD Display shows the last workout data values. If you stay paused for more than 5 minutes, the workout stops and the console goes to Display Results mode. To set the STAGE time and STAGE distance back to zero for a new stage in the workout, tap the STAGE button. The TOTAL time and TOTAL distance continue the total measurement for the workout. To end the workout, push the AVG/END button and hold for 3 seconds. The console goes to Display Results mode.

## Operations

### Sleep Mode

The console automatically goes into Sleep Mode to conserve the battery:

- if there is no activity for 45 seconds after User Setup.
- after Display Results.
- if Workout Mode pauses and there is no activity for 5 minutes.

Push any button to activate the console from Sleep Mode.

### User Setup

When the console is in Sleep Mode, push any button to go to User Setup mode.

During User Setup Mode the console collects the necessary user data to calculate and record your workout data. Proximity linking to the user's HRM or Ant+ watch occurs while in User Setup.

If the console does not find a USB storage device or Ant+ watch, the arrow icons on the console blink. Use the appropriate instruction for your monitoring equipment.

- USB storage device—install the device in the USB port. When the console senses the device, the USB arrow indicator stays on.



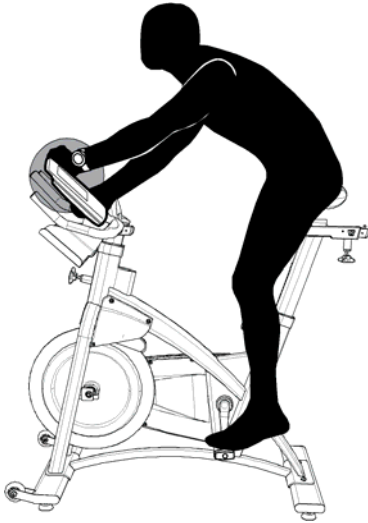
- Ant+ watch—link to the console. Move the watch to 2–4" (5–10 cm) or less from the Ant+ Link Here logo on the console and hold it there until the arrow stays on. The Ant+ arrow and watch indicators come on when proximity linking is complete.



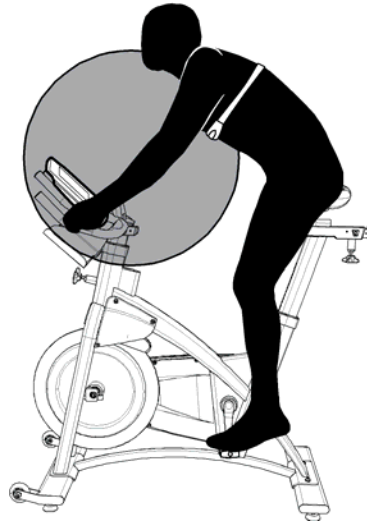
- Ant+ HRM—link to the console. Lean into the console so that the HRM is 7.5–31" (20–80 cm) from the Ant+ Link Here logo, until the arrow stays on. The Ant+ arrow indicator comes on when proximity linking is complete. If the Ant+ indicator is not on, the console uses EM 5kHz signal to calculate HRM.

**Note:** If you have an Ant+ Sport Watch and paired Ant+ HRM, it is only necessary for the the console to link with the sport watch. However, if you have an Ant+ Sport Watch and EM 5kHz HRM, the console links to the watch and the HRM.

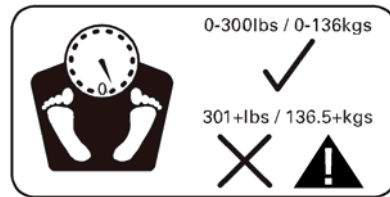
Ant+  
Watch



HRM



For bikes that do not have a Power Sensor installed, user weight data is necessary to calculate the Calories during the workout. If the console does not get the weight data from a device, you must manually set the weight value. The + and – icons on the LCD flash, and the RPM field displays 170 lbs. (80 kg). Use the STAGE (–) and AVG/END (+) buttons to adjust the number to your weight.



**Note:** To change the weight units to English Imperial or metric:

- Push the STAGE and AVG/END buttons for 5 seconds to go to Service Mode.
- Tap the AVG/END button until you see the UN menu option, and push the Backlight button.
- Push the STAGE or AVG/END button to see the UN menu options—UN0 (metric) and UN1 (Imperial). Push the Backlight button to set the units measure.
- The console goes back to the Service Mode menu and the UN menu option appears. Tap the STAGE or AVG/END button until you see the “--” (exit) option in the Service Menu.
- Push the Backlight button to go back to User Setup Mode.

Push the Backlight button to record your weight.

During User Setup (while RPM is less than 80), it is possible to lose the proximity linking to an Ant+ watch or Ant+ HRM if you move too far away from the Console. If this occurs for the Ant+ watch, the Ant+ watch indicator flashes. If this occurs for the Ant+ HRM, the HR display field shows 0 (zero). You must do the proximity linking procedure again.

If Workout Mode does not start in 45 seconds, there is no keypad activity and RPM is less than 5, the console returns to Sleep Mode.

## Workout Mode

After User Setup is complete, start pedaling the bike. When the Cadence RPM increases to 80 RPM or more, the console goes into Workout Mode. The Workout STAGE and TOTAL icons come on and the workout measurements start.

## Display Results

To stop the workout and go to Display Results Mode, push the AVG/END button and hold it for 3 seconds or longer. The console shows total Calories, TOTAL time and distance, and the Max and Average values for Speed, Watts, Heart Rate and RPM. The Max values show first for 5 seconds. Tap the AVG/END button to change between Max and Average values. After 1 minute, the console sets the values back to zero and goes into Sleep Mode.

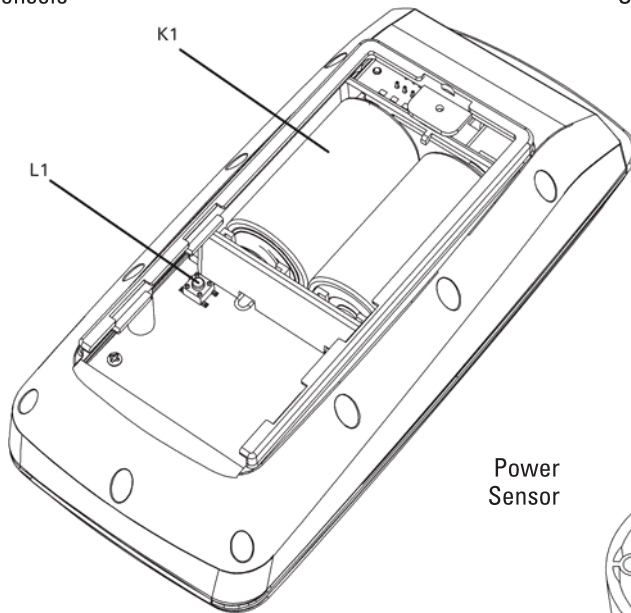
Push the AVG/END button and hold for 3 seconds to stop Display Results Mode and go to Sleep Mode.

## Device Pairing

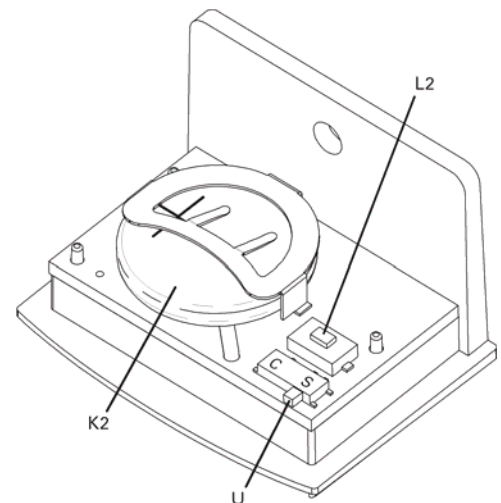
Set up Device Pairing for the Console, the Speed Sensor and the Power Sensor (if applicable) before you install them on the bike. If you add the Power Sensor upgrade to a bike that already has the Console and Speed Sensor installed, it is necessary to set up Device Pairing again for the console and the 2 sensors. It is necessary to remove the console and sensor from the bike for access to the pairing buttons.

1. Make sure the batteries are in the console (K1) and the sensors (K2 and K3, if applicable).

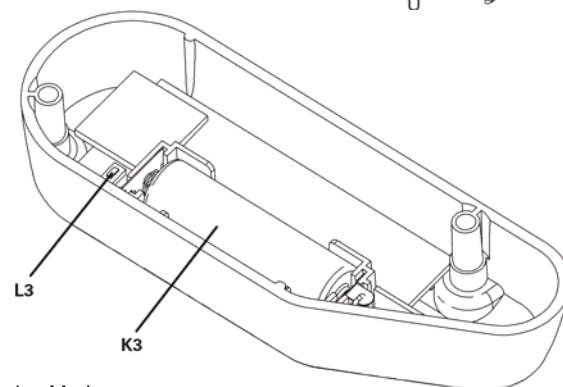
Console



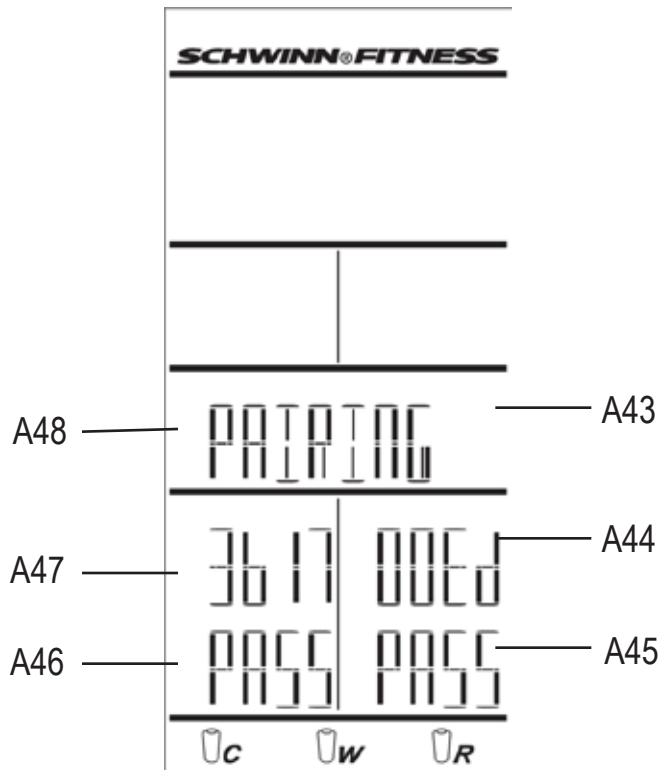
Speed Sensor



Power Sensor



2. Push the STAGE and AVG/END buttons for 5 seconds to go to Service Mode.
3. Tap the AVG/END button until you see the Power menu option, and push the Backlight button.
4. Push the STAGE or AVG/END button to see the Power submenu options—Sport (not power enabled) and Perform (power enabled).
  - If you have a Power Sensor, go to the Perform option and push the Backlight button to set.
  - If there is no Power Sensor, go to the Sport option and push the Backlight button to set.
5. The console goes back to the Service Mode menu and the Power menu option appears.
6. Make sure that the switch (U) on the Speed Sensor is set to S (speed).
7. Push the pairing buttons on the Console (L1), the Speed Sensor (L2) and the Power Sensor (L3), if applicable.
8. The console display shows PPP and the time display counts down from 0:35 (seconds).



A43	Pairing	A47	Countdown Timer (Power Sensor)
A44	Countdown Timer (Speed Sensor)	A48	Pairing Indicator
A45	Process Status (Speed Sensor)		
A46	Process Status (Power Sensor)		

9. The Process Status indicator(s) on the console display shows “--” while the Pairing operation continues.

If Pairing is completed satisfactorily, the console display shows PASS.

The circuit board inside the Power Sensor cover has 2 color LEDs — 1 green and 1 red. The 2 LEDs come on during the Pairing operation. While the operation continues satisfactorily, the green LED is on. When Pairing is completed satisfactorily, both LEDs turn off. If the Pairing operation is not completed satisfactorily, only the red LED stays on.

If the Pairing operation is not completed satisfactorily, the console display shows FAIL. Push the pairing button on the console (L1). Then do the Device Pairing procedure again.

10. When the Pairing procedure is completed, push the Backlight button to go back to the Service Menu.

If the Pairing operation was not completed satisfactorily, the console display shows the P-- menu option again. Push the pairing button on the console (L1). Then do the Device Pairing procedure again.

11. Tap the STAGE or AVG/END button until you see the “--” (exit) option in the Service Menu, and push the Backlight button.

12. Install the console and sensors on the bike. Refer to the MPower™ installation guides.

## Device Pairing for Multiple Bikes

For Schwinn A.C.™ bikes with MPower™ Consoles in a group setting, make sure to set up Device Pairing for only one bike at a time to prevent crosstalk between the devices on different bikes.

**NOTICE:** When you remove the handlebars (with console) to clean them, make sure that you install them again on the same bike to keep the Device Pairing correct. If you install the handlebars and console on a different bike, the console does not read data from the correct sensors.

**Recommendation:** You can put number labels on the bikes and handlebars to make sure that the Device Pairing stays correct.

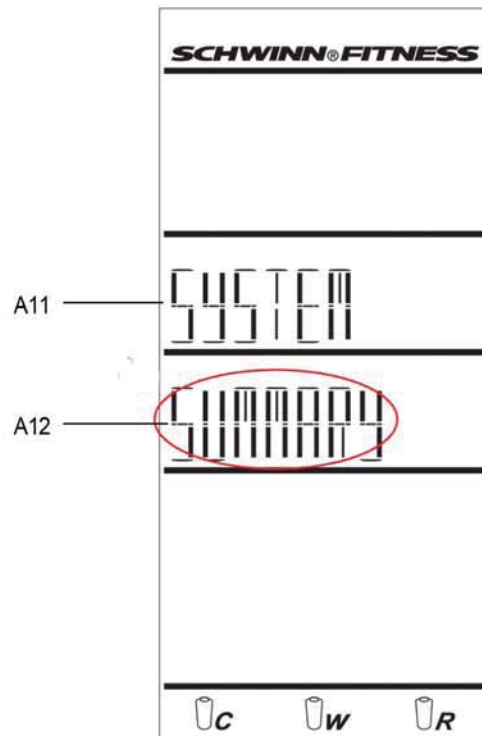
# Configuration / Service Mode

The Service Mode menu lets Service Technicians set the bike configurations, see maintenance data, do calibrations and upgrade the console firmware. Access to Service Mode is available when the console is in User Setup Mode:

- Push the STAGE and AVG/END buttons for 5 seconds to go to Service Mode.
- Tap the AVG/END or STAGE button to look at the Service Mode menu options.
- Push the Backlight button to make your selection and go to the submenu options.
- Tap the AVG/END or STAGE button to look at the submenu options.
- Push the Backlight button to set the correct option.
- The console goes back to the Service Mode menu and the current menu option appears.

**Note:** If the Exit option does not let you out of the Service Menu option, there is possibly a Pairing problem with the console or one of the sensors.

- Tap the STAGE or AVG/END button until you see the Back option in the Service Menu.
- Push the Backlight button to go back to User Setup Mode.



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A11 Current Menu Option

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A12 Current Setting of Menu Option

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## Units (English/Metric)

This option in the Service Mode menu sets the Unit Measures for speed and distance to kMH or MPH.

## Power

This option in the Service Mode menu sets the Power configuration to: Sport (not power enabled) or Perform (power enabled). Set the value to Sport if there is no Power Sensor on the bike. The default value is Perform.

## Calibrate

This option allows calibration of the power sensor, turns on/off rider calibration option, and allows view of current angle being reported by the power sensor.

Options:

UP - Calibrates Power Sensor

Rider - Turns rider calibration feature on/off

Current Angle - Allows user to see current angle being reported by Power Sensor

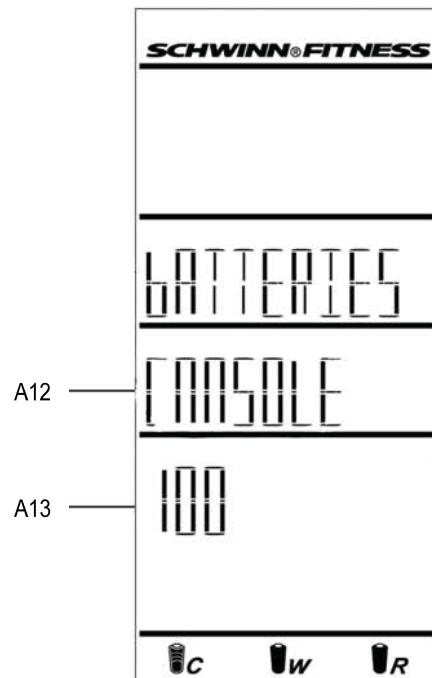
Back - Return to main menu

UP - power sensor must be active to perform the up calibration. This is best done by taking console to ride mode and seeing that a value for Watts shows on the console. Then enter the service menu and come to this menu option. Instructions will tell you steps to complete calibration procedure, and then show PASS or FAIL depending on outcome. If FAIL, ensure power sensor is active and start again.

Current Angle - displays current angle being transmitted by power sensor for trouble-shooting purposes. To return to calibration menu, hit any button.

## Batteries

This option in the Service Mode menu lets you inspect the levels of the batteries in the console and sensors through the submenu options: Console, Watts, RPMs.



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A12	Sensor Name
A13	% Battery Life Remaining

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When you select the submenu option for a specific battery (AP1, AP2, or AP3), the console shows the level of that battery.

Battery Status Icon	Console	Speed Sensor	Power Sensor Voltage
4 segments	80–100%	80–100%	1.5V or more
3 segments	60–80%	60–80%	1.3–1.499V
2 segments	40–60%	40–60%	1.1–1.299V
1 segment	20–40%	20–40%	0.9–1.099V
1 segment flashing	less than 20%	less than 20%	less than 0.9V

If the battery level is low, refer to the instructions for battery replacement in this manual.

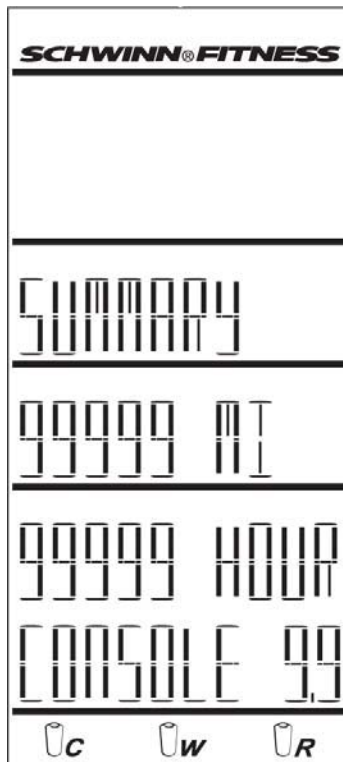
## System

This option in the Service Mode menu lets you inspect maintenance data in the console and adjust settings in the EEPROM firmware through the submenu options:

- Summary—Console setup summary
- Reset—Console “Reset” function for technician to update the firmware.
- Active RPM—Active speed option lets you change the 80 RPM threshold (default value) for the console to start Workout Mode.
- Error History—Error history
- Backlight—Backlight options
- Back—Exit

## Summary

Displays usage hours, distance, and console firmware version.







# Backlight

Allows changes to Backlight functions.



**Timer:** Sets the operation so that you must push the Backlight button to turn on the backlight. The length of time the backlight stays on can be adjusted.

**ON:** Sets the operation so that the backlight comes on and stays on when the console is on.

## USB

This option on the Service Mode menu sets the USB function to: ON or OFF

The Export Data option is only for the Service Technician to download system data (EP0 and EPN display data) to a USB device.

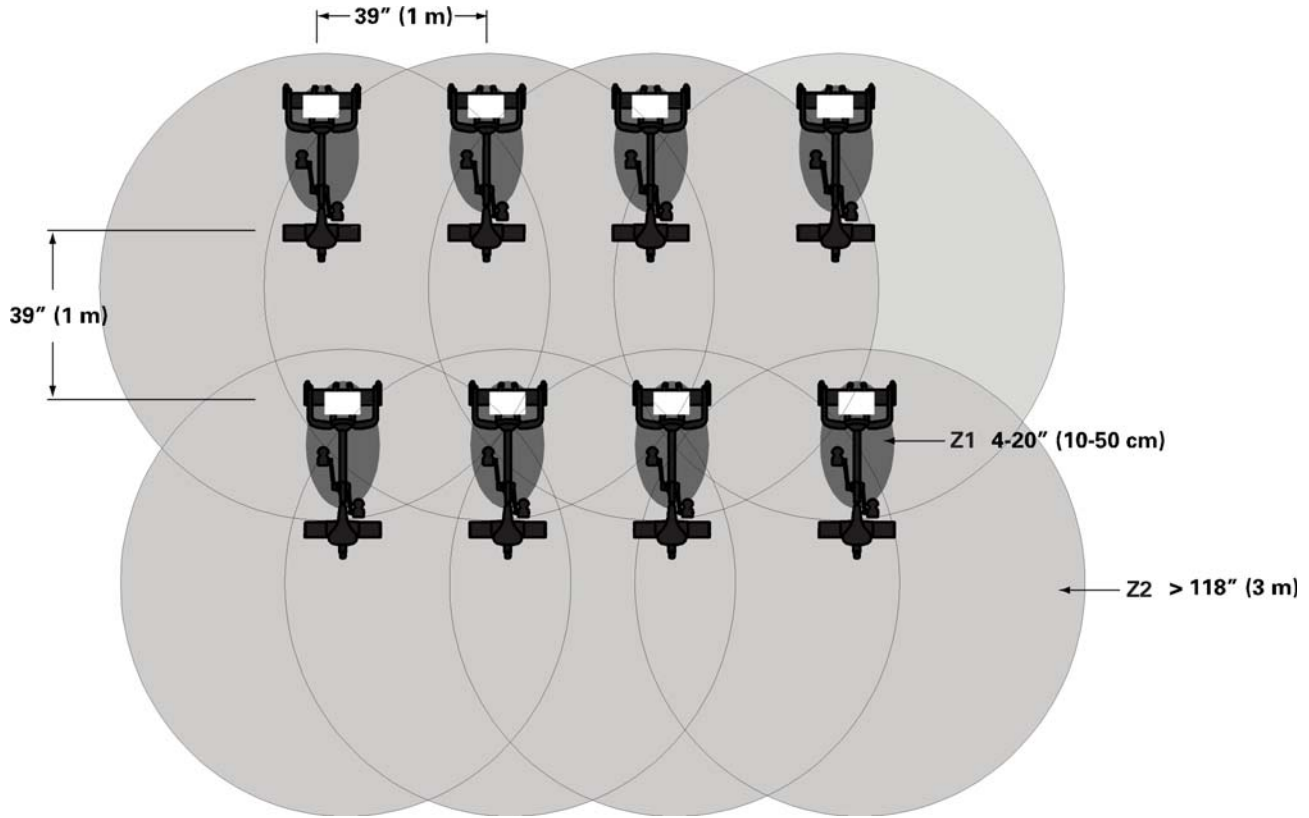
## Data Export to USB Storage Device

To record the console system data on a USB storage device, connect the USB device to the console and go to the U03 option

Allows changes to Backlight functions.

# IC Class Setup

To use Schwinn A.C.™ bikes with MPower™ consoles in a group setting, make sure to leave sufficient space between the bikes to prevent interference in the proximity linking of the console and the rider's HRM and Ant+ Sport Watch. Refer to the IC class floorplan below for the distance between bikes.



Z1	The proximity linking zone for the console and the HRM and Ant+ Sport Watch and HRM.
Z2	The tracking zone for the console to sense the HRM and Ant+ Sport watch after proximity linking is complete.

**Note:** The tracking zone for an EM 5kHz HRM is approximately 28" (70 cm).

# Maintenance



Equipment must be regularly examined for damage and repairs. The owner is responsible to make sure that regular maintenance is done. Worn or damaged components must be replaced immediately or the equipment removed from service until the repair is made. Only manufacturer supplied components can be used to maintain and repair the equipment.



This product, its packaging, and components contain chemicals known to the State of California to cause cancer, birth defects, or reproductive harm. This Notice is provided in accordance with California's Proposition 65. If you would like additional information, please refer to our Web site at [www.nautilus.com/prop65](http://www.nautilus.com/prop65)



Before each use, inspect the exercise machine for loose, broken, damaged, or worn parts. Do not use if found in this condition; repair or replace all parts at the first sign of wear or damage. After each use, use a damp cloth to wipe your equipment and computer free of sweat.

**Important:** To avoid damaging the finish on your bike and console, never use a petroleum-based solvent when cleaning. Avoid getting excessive moisture on the console.



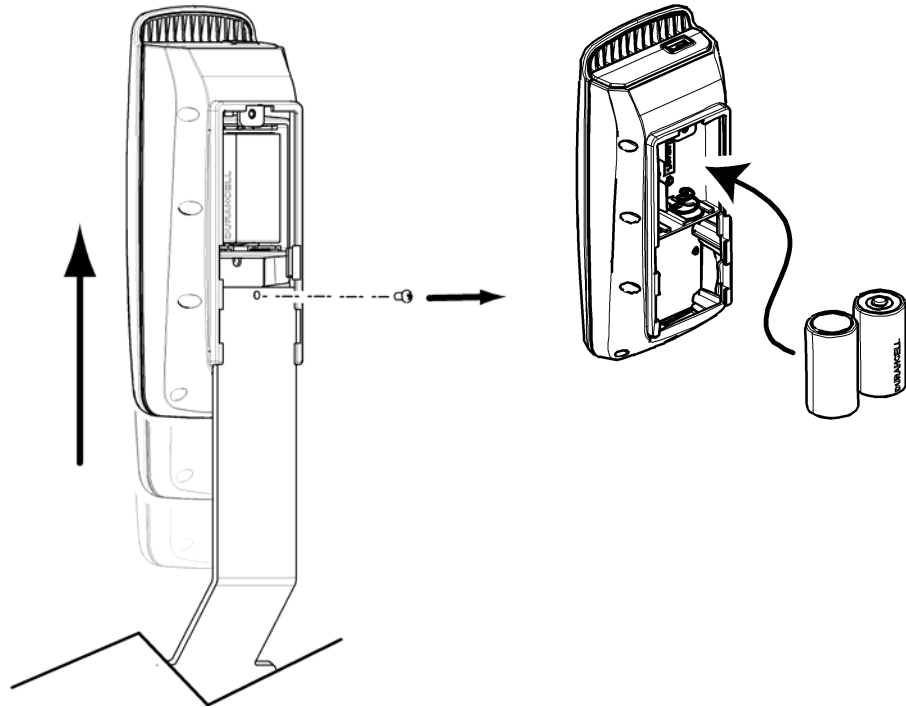
Replace the batteries every 1 year (as necessary):

- Console — (2) C batteries (LR14)
- Speed Sensor — (1) CR2032 battery
- Power Sensor (if installed) — (1) AA battery (LR6)

## Replacing the Console Batteries

If you need to replace the batteries in the console:

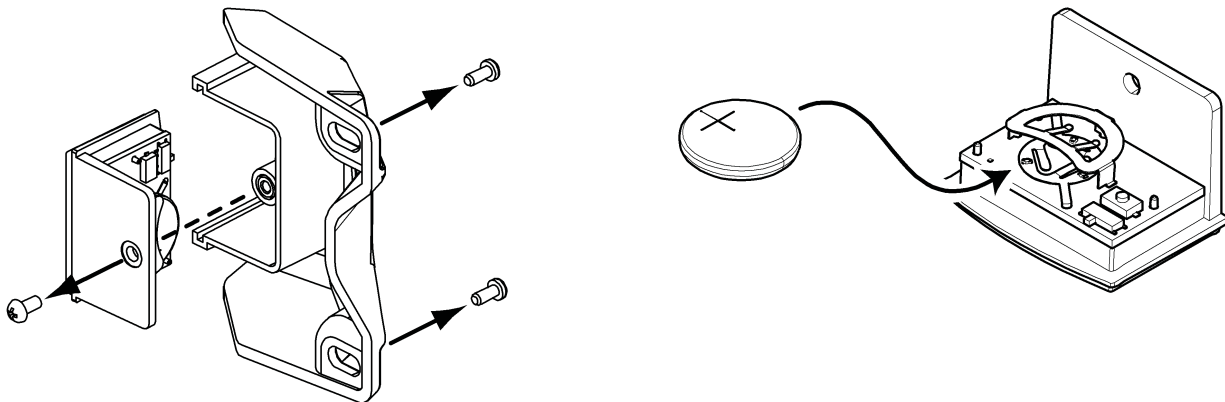
- Remove the screw that attaches the end of the console bracket to the back of the console.
- Move the console up along the console bracket to open the battery bay.
- Remove the old batteries.
- Put the new batteries in the console. Make sure that they point in the correct direction (+ and -).
- Move the console down the console bracket to close the battery bay.
- Attach the console to the console bracket with the screw.



## Replacing the Speed Sensor Battery

If you need to replace the batteries in the speed sensor:

- Remove the 2 screws that attach the speed sensor to the front of the chainguard.
- Remove the small screw that attaches the inner sensor housing to the outer housing.
- Slide the inner housing off the outer housing. The battery holder is in the inner housing.
- Carefully slide the old battery out of the battery holder.
- Carefully slide the new battery into the battery holder. Make sure that you can see the + icon on the battery.
- Install the inner sensor housing to the outer housing with the small screw.
- Attach the sensor to the chainguard with the 2 screws.

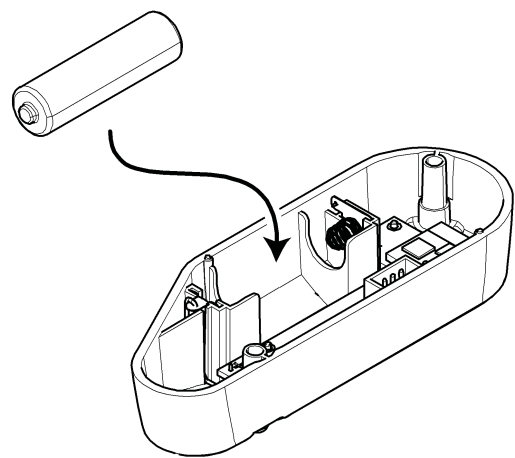
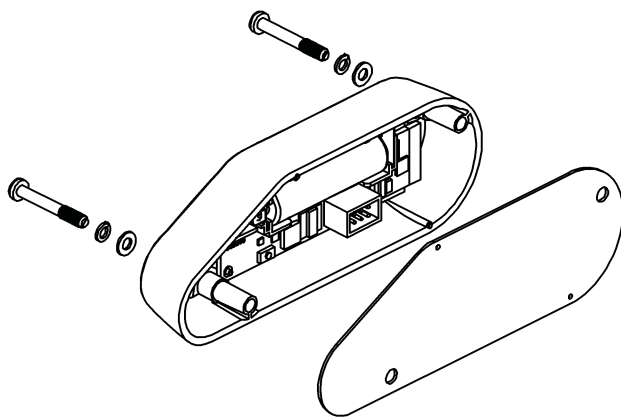


## Replacing the Power Sensor Battery

This procedure is only for bikes that have the Power Sensor upgrade installed.

If you need to replace the batteries in the Power Sensor, refer to the Schwinn® MPower™ Power Upgrade Installation Guide:

- Remove the 2 screws that attach the Power Sensor to the Brake Carriage.
- Remove the gasket from the outer sensor housing.
- Remove the old battery from the battery bay.
- Put the new battery in the battery bay. Make sure that it points in the correct direction (+ and -).
- Put the gasket back on the outer housing .
- Attach the Power Sensor to the Brake Carriage with the 2 screws.



# Troubleshooting

Condition/Problem	Check	Solution
Console does not come on	No batteries or dead batteries	Replace batteries.
Speed display is not accurate	Display set to wrong unit of measure. (English/Metric)	Go to Service Mode menu and change the Units configuration.
Power display is not accurate	Range of Watt values	Do the Full Up Position calibration. If the power display is still not accurate, replace the Power Sensor.
No Speed display	Speed Sensor	Make sure Speed Sensor is installed. Make sure that the Speed Sensor can sense the magnet in the flywheel. Replace Speed Sensor battery.
No Power display	Power Sensor	Make sure Power Sensor is installed. Replace Power Sensor battery.
No Heart Rate display while using chest strap	Transmitter contact with skin	Moisten skin contact area on the chest strap.
	Electromagnetic interference	Turn off any television, AM radio, microwave, or computer within 6 feet (2 meters) of the bike.
	Chest strap transmitter	Test chest strap with another HRM device such as HR watch or a machine at a gym. If transmitter has good skin contact and still does not send a HR signal, replace chest strap transmitter.
	HR receiver	If chest strap is known to work with other devices and no sources of interference are present, or console is tested with a Pulse Simulator and does not receive the signal, contact Nautilus Customer Care.

**Note:** The LCD display is different for Errors that occur during Service Mode and Errors during non-Service Mode.

Error Code	Condition/Problem	Solution
E00	Console did not pair with Speed Sensor correctly. (This error only occurs after Device Pairing was not completed satisfactorily.)	Push the pairing button on the back of the Console, Speed Sensor and Power Sensor (if applicable) and try the Device Pairing procedure again.
		Replace all batteries, and try the Device Pairing procedure again.
E01	Console did not pair with Power Sensor correctly. (This error only occurs after Device Pairing was not completed satisfactorily.)	Push the pairing button on the back of the Console, Speed Sensor and Power Sensor (if applicable) and try the Device Pairing procedure again.
		Replace all batteries, and try the Device Pairing procedure again.

E02	Power Sensor did not pair with Speed Sensor correctly. (This error only occurs after Device Pairing was not completed satisfactorily.)	Push the pairing button on the back of the Console, Speed Sensor and Power Sensor (if applicable) and try the Device Pairing procedure again.  Replace all batteries, and try the Device Pairing procedure again.
E03	Battery low on Console or Speed Sensor Interference from the adjacent area	Do a Battery Level check.  Turn off any television, AM radio, microwave, or computer within 6 feet (2 meters) of the bike, or move the bike.
E04	Battery low on Console or Power Sensor Interference from the adjacent area	Do a Battery Level check.  Turn off any television, AM radio, microwave, or computer within 6 feet (2 meters) of the bike, or move the bike.
E07	Tilt Sensor Calibration was not done.	Go to Service Mode menu,C- - submenu, C01 option. Call StairMaster Customer Care.
E08	Tilt Sensor Calibration is incorrect or out of date	Go to Service Mode menu,C- - submenu, C01 option. Call StairMaster Customer Care.
E09	USB disabled due to low battery	Replace Console batteries, and go to Service Mode,U- - submenu,U02 option.
E10	No signal from Power Sensor	Change the Brake position and pedal the bike for a few seconds to turn on the Power Sensor.
E12	EEPROM error	Remove the console batteries and install them again. If that does not work, call StairMaster Customer Care.
E13	Power Sensor is paired to the wrong Speed Sensor.	Do the Device Pairing procedure again.
E14	Console wireless module not able to transmit/receiv	Replace console. Call StairMaster Customer Care.

## Contacts

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