

**Having power issues with Bike- EX-7S and EX-5S? Items to check and verify:**

- Does the blue light between the handlebars show any activity (flashing/solid/off)?
- Does the unit beep when plugged in?
- Have we checked the power toggle on the back foot?
- Have we plugged the wall adapter into the front and back foot?
- Is the power plug from the neck of the bike securely attached to the "DC IN" port on the tablet?
- Does the wall adapter have a green light (solid/flickering/off)?
- Does anything change using a separate outlet?
- If you use another adapter does anything change?
- Does the tablet power on if we plug the wall adapter directly into the "DC IN" on the tablet (instead of the cord that normally goes in that port)?

**Having power issues with your EX-Pro bike? Items to check and verify:**

- Does the white light on the resistance knob show any activity (flashing/solid/off)?
- Does the unit beep when plugged in?
- Have you checked the power toggle on the unit?
- Have you plugged the wall adapter into the front and back foot?
- Is the power plug from the neck of the bike securely attached to the "DC IN" port on the tablet?
- Does the wall adapter have a green light (solid/flickering/off)?
- Does anything change using a separate outlet?
- If you use another adapter does anything change?

**Having power issues with your Row-7S? Items to check and verify:**

- Does the blue light below the handlebars show any activity (flashing/solid/off)?
- Does the unit beep when plugged in?
- Have you checked the power toggle on the unit?
- Is the power plug from the neck of the unit securely attached to the "DC IN" port on the tablet?
- Does the wall adapter have a green light (solid/flickering/off)?
- Does anything change using a separate outlet?
- If you use another adapter does anything change?
- Does the tablet power on if we plug the wall adapter directly into the "DC IN" on the tablet (instead of the cord that normally goes in that port)?

**Having resistance issues with your EX-5S, EX-7S? Items to check and verify:**

- Is the blue light between the handlebars flashing, solid, or off?
- Do you see a red "Disconnected: Tap here to reconnect" banner while in a class?
- Are you able to see other stats (cadence/output/etc) correctly in the application?
- When you adjust the resistance knob can you see changes in the numbers on the application?
- When you adjust the resistance knob all the way to the right does it feel harder to pedal?
- When you adjust the resistance knob, can you hear the motor in the bike whirring or making any kind of noise?
- When you adjust the resistance from the touch buttons in the class on the tablet, does it feel harder to pedal?

**Having resistance issues with your EX-Pro? Items to check and verify:**

- Is the white light on the resistance knob flashing, solid, or off?
- Do you see a red "Disconnected: Tap here to reconnect" banner while in a class?
- Are you able to see other stats (cadence/output/etc) correctly in the application?
- When you adjust the resistance knob can you see changes in the numbers on the application?
- When you adjust the resistance knob all the way to the right does it feel harder to pedal?
- When you adjust the resistance knob, can you hear the motor in the bike whirring or making any kind of noise?
- When you adjust the resistance from the touch buttons in the class on the tablet, does it feel harder to pedal?

**Having resistance issues with your Row 7S? Items to check and verify:**

- Is the blue light below the handlebars flashing, solid, or off?
- Do you see a red "Disconnected: Tap here to reconnect" banner while in a class?
- Are you able to see other stats (cadence/output/etc) correctly in the application?
- When you adjust the resistance buttons can you see changes in the numbers on the application?
- When you adjust the resistance button all the way to the 32 setting does it feel harder to row?
- When you adjust the resistance button, can you hear the handle controller beep or making any kind of noise?
- When you adjust the resistance from the touch buttons in the class on the tablet, does it feel harder to row?