

# Recall Information



## Affected product

This recall is to replace the console of the NordicTrack RW900 rowing machine that bears one of the following model numbers: NTRW19147.0, NTRW19147.1, NTRW19147.2, or NTRW19417.3.

This rowing machine has a black metal frame with a black seat, black console and a gray flywheel. The model number can be found on the product label located under the frame of the rower. If you are unable to locate this label, you can also find the model number of your rower on the first page of your owner's manual.

If you need help identifying whether you have this product, as opposed to other rower models, please contact us for further assistance.

## Reason for recall

The screen console can overheat and ignite, posing a fire hazard. This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission. Click here for more information <https://www.cpsc.gov/Recalls/2026/iFIT-Recalls-NordicTrack-Rowing-Machines-Due-to-Fire-Hazard>.

# How do I know if my rower is affected by the recall?

Only specific models of NordicTrack brand rowers are included in the recall.

Only specific models of NordicTrack brand rowers are included in the recall. Please use the guidelines below to determine whether your model is affected.

## 1. Check the serial and model number on the product label

Locate the product label on the rower (usually found near the front stabilizer or beneath the seat rail).

The label lists both the **model number** and **serial number**.

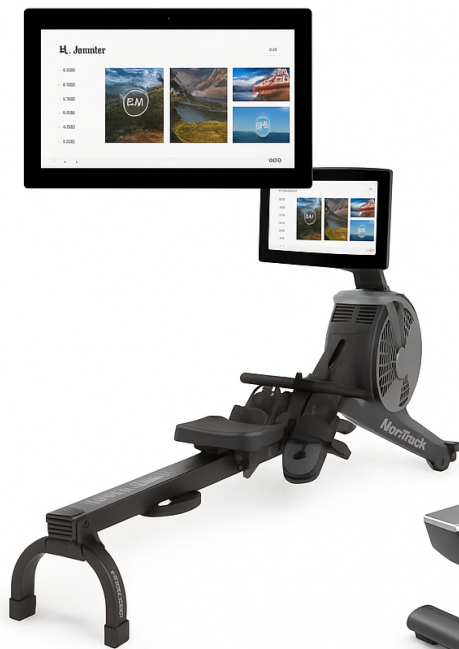
Compare these numbers to the list of affected models on our recall page.



## 2. Identify the rower version by design

You can also tell which version you have by the appearance of the area beneath the console:

- **Older version (affected)** – includes a **front cooling fan housing** with visible vent openings below the console and a rounder, bulkier flywheel cover.
- **Newer version (not affected)** – features a sleek, enclosed front housing with no fan openings and a more compact, streamlined design.



**Older Version (Fan)**



**Newer Version (No Fan)**

## **What do I do if I own an affected rower?**

Consumers should immediately stop using the rower and contact us to arrange for a technician to replace your console with a free, upgraded console.

## **How will you make this right?**

We will replace the rower screen console for consumers who submit a valid claim with the required documentation.

# Submitting a claim

## How do I make a claim?

### Option A – online form

The best way to make a claim is to go to [www.nordictrack.com/product-recalls](http://www.nordictrack.com/product-recalls) to fill out and submit a claim form.

### Option B – over the phone

You can call us at 833-680-4348 from 6 a.m. to 7 p.m. MT, Monday-Friday to submit your claim directly with our customer care team.

## What information or materials do I need to submit with my claim?

Please provide the following personal information when you submit your claim form:

- Full name
- Address
- Email
- Phone number
- Rower serial number

Please provide a photograph of your rower's product label showing the model and serial number. If you need assistance or if you do not have this documentation, contact iFIT directly.

## I submitted my claim. What happens next?

You will need to contact iFIT to arrange for a free home repair by an authorized technician to replace your rower's screen console. This will all be at no charge to you. Appointments will be scheduled on a first come, first served basis. We anticipate replacement consoles to be available within 120 days of the recall announcement.

## **What if I want to replace the console myself rather than making a technician appointment?**

Self-replacement is not permitted. The console replacement must be performed by one of our trained technicians to ensure that the repair is done correctly.

Our technicians are certified to complete the recall repair using approved tools and procedures.

Because of this, we cannot ship parts for self-installation or provide replacements without a technician appointment.

## **Who can I call if I have questions?**

You can call us at 833-680-4348 from 6 a.m. to 7 p.m. MT, Monday-Friday to speak with one of our customer care personnel. You can also email us at [ntrw19147-recall@ifit.com](mailto:ntrw19147-recall@ifit.com).