

# Max Trainer M9: My hardware card doesn't match what is shown in the manual

ID: 11784.2

Follow this troubleshooting guide to help resolve issues involving the hardware card for the BowFlex Max Trainer M9. The hardware card is the package of tools and hardware that comes with the machine to assemble and perform maintenance on it.

Some common complaints may include:

- Hardware card has 4 'C' washers and 8 'L' washers
- Hardware card has 12 black 'C' washers

## Follow these steps to troubleshoot the issue

1. If your hardware card included 4 'C' washers and 8 'L' washers, you can view/download updated assembly instructions [online here \[11784.A\]](#).
2. If your hardware card included 12 'C' washers, you can use the extra 'C' washers in place of the 'L' washers. You can view/download updated assembly instructions [online here \[11784..B\]](#).

## 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.