

Max Trainer M9: Why isn't the resistance changing when adjusted?

ID: 11789.1

Follow this troubleshooting guide to help resistance issues on the Max Trainer M9.

Some common complaints may include:

- Too difficult to pedal
- Too easy to pedal
- Resistance doesn't change when adjusted

Follow these steps to check for JRNY firmware updates:

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

(Reference 1.1)



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

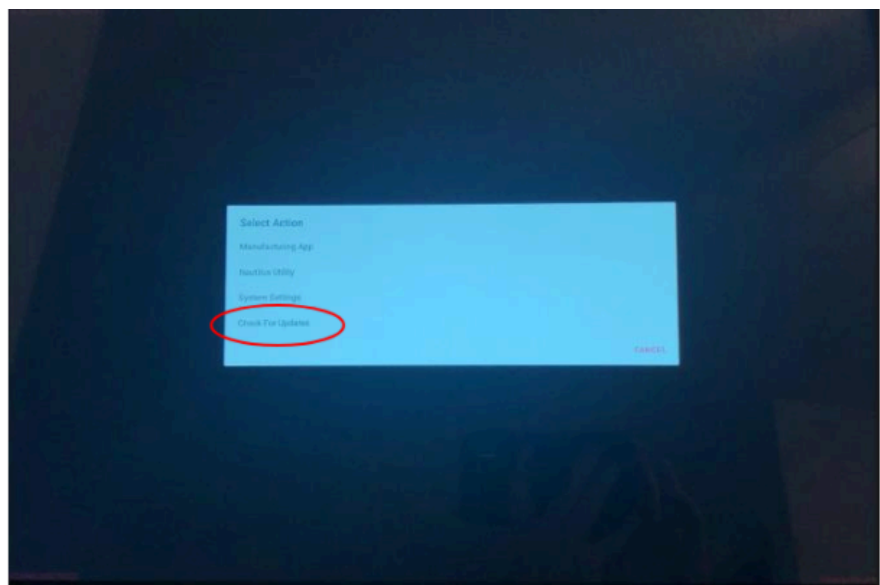
(Reference 1.2)



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

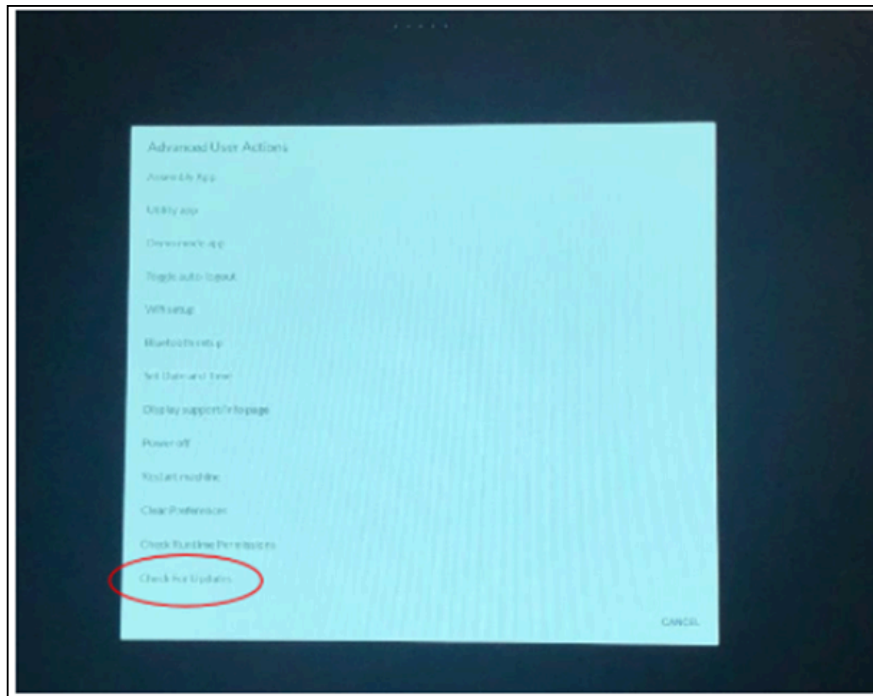
- 2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(Reference 1.3)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

(Reference 1.4)



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting in the next section.

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
5mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Turn your machine off and turn it back on, or power cycle by unplugging it from power and plugging it back in. Check if the console is able to turn on. If the console does not power on, please visit [Max Trainer M9: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Listen for a clicking noise when your machine is turning on. If a clicking noise is heard, [order a Servo Motor \[11789.A\]](#).
3. Check if the pedals are able to move freely. If they cannot move freely, please visit [Max Trainer M9: My machine is seized, why won't it move?](#) to continue troubleshooting.
4. Check if the red light around the resistance knob is lit up. If the red light is lit, check if the fan is able to turn freely. If the fan cannot turn freely, please visit [Max Trainer M9: My machine is seized, why won't it move?](#) to continue troubleshooting.
5. If the fan turns freely, unplug your machine from power. Remove the lower right fan shroud. Watch the video below or follow the instructions starting in the next step.

Bowflex® Max Trainer | Removing Lower Right Fan Shroud



(BowFlex® Max Trainer | Removing Lower Right Fan Shroud)

6. Use a Phillips head screwdriver to remove the round plastic cover located on the lower right side of your machine. Carefully remove the 3 upper screws and loosen the lower screw by at least 3 full rotations. **The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (reference 1).** It may help if you tilt the machine gently to the side to loosen the bottom screw. If the inlet wire was unplugged, plug it back in [\[11789.C\]](#).

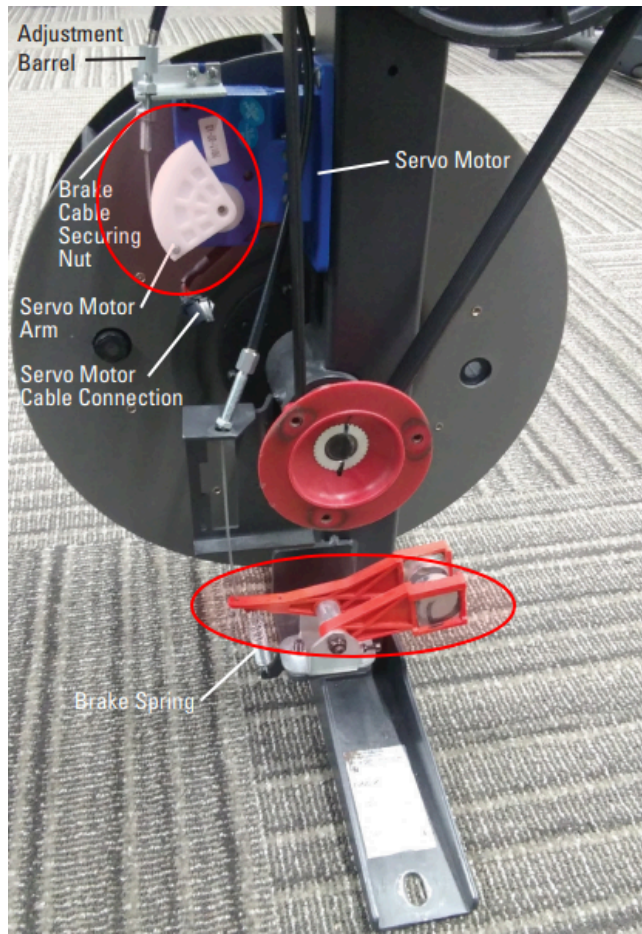
(Reference 1)



The white arrow indicates the location of the power plug wire inlet and bottom screw. The bottom screw can be loosened 3 turns rather than removing it entirely. The white circles indicate the locations of the screws to remove in order to remove the cover.

7. Plug the power cord back in and power up the console. Using the console, begin a workout and adjust the resistance knob. Watch to see if the Servo Motor and Brake Arm move when adjusting resistance (**reference 2**). If they do not move, [order Mast Wires \[11789.D\]](#). If they do move, please visit [Max Trainer M9: My machine is making a metallic grinding or scraping noise](#) to continue troubleshooting.

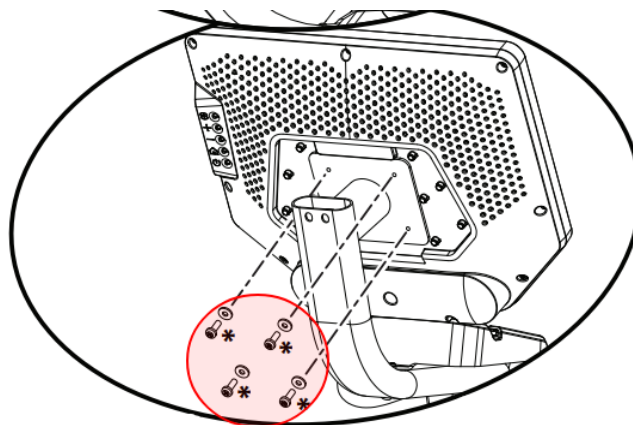
(Reference 2)



The servo motor and brake arms are circled in red. Adjust the resistance and monitor for movement.

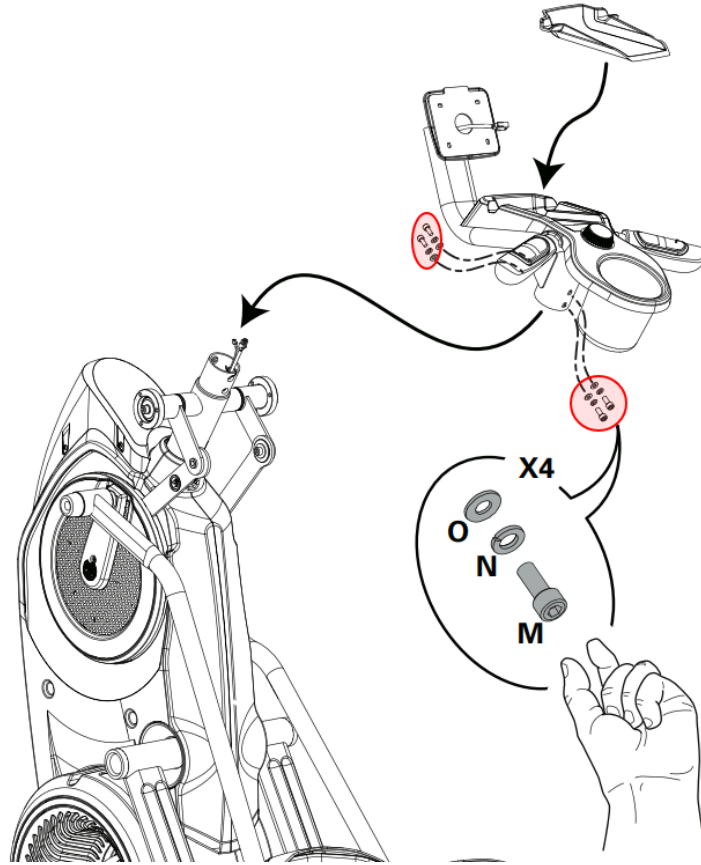
8. If the red light is not lit, unplug your machine from power and check the mid mast cable connections. Using a Phillips head screwdriver, remove the 4 screws attaching the console to the frame (**reference 3**). Set the console to the side and remove the 4 bolts on the mid mast using a 5mm Allen wrench (**reference 4**). Inspect both the cables and connectors for damage. If damage is present, [order Mid Mast Cables \[11789.E\]](#).

(Reference 3)



Remove the 4 circled screws, remove the console, and set the console to the side.

(Reference 4)



Remove the 4 bolts from the mid-mast assembly to inspect the cables..

9. If the issue persists, [order a Static Handlebar \[11789.F\]](#).

Need additional assistance?

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

Part Description	Part SKU
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Mast Wires	8025974
Mid Mast Cable	8027327
Servo Motor	8004601
Static Handlebar	8026468

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