

BowFlex Max Trainer M9: Why won't my heart rate monitor connect?

ID: 15694.1

Follow this troubleshooting guide to help resolve issues connecting Bluetooth heart rate devices to the BowFlex Max Trainer M9.

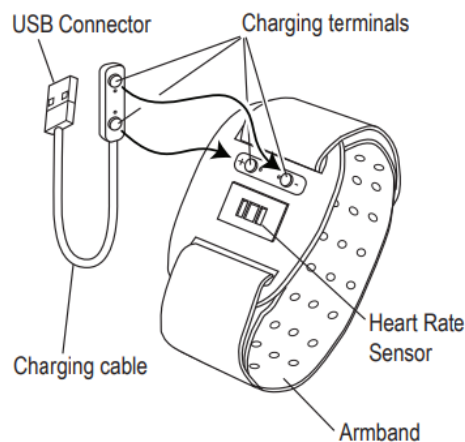
Some common complaints may include:

- Can't connect to heart rate monitor
- Heart rate doesn't show up on console

Follow these steps to troubleshoot the issue

1. If you are not using a BowFlex/Schwinn/Nautilus heart rate strap, or the strap that came with your machine, and are still having difficulty connecting, please refer to the device's manual or contact the manufacturer [\[15694.A\]](#).
2. If you are using the BowFlex/Schwinn/Nautilus heart rate strap, or the strap that came with your machine, check if the battery needs to be charged. Press the On/Off LED button and watch the lights. If the light flashes red several times, the battery is low and needs to be charged. Instructions on charging the heart rate strap are located in the manual included with the strap and can also be viewed [here \[15694.B\]](#).
3. If you are still unable to connect to the heart rate strap, check that the optical sensor on the underside of the device is clean and that the plastic protective sheet has been removed (**reference 1**). Place the strap against your bare skin, on the underside of your forearm. Once your heart rate has been detected, the flashing blue light will slow to match your heart rate [\[15694.C\]](#).

(Reference 1)



The optical sensor is the clear window located in the center of the underside of the monitor, just below the charging terminals.

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 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