

## Max Trainer M9: Why is my belt slipping/loose?

ID: 11779.2

Follow this troubleshooting guide to help resolve belt slipping issues on the BowFlex Max Trainer M9.

Some common complaints may include:

- Belt is slipping during use
- Belt has slack

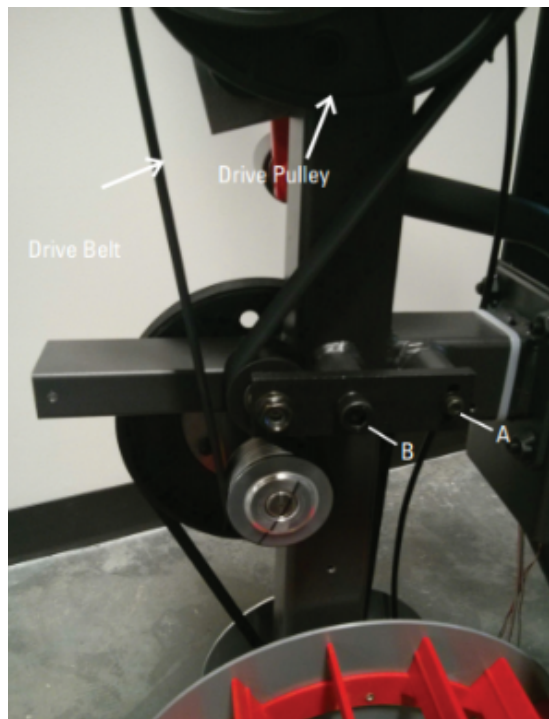
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

4mm, 8mm hex/Allen wrenches, or the Allen wrenches from the hardware card included with your machine  
Phillips head screwdriver

1. Check the [Service Manual](#) for the "Replace the Drive Belt" instructions.
2. Tighten the drive belt according to the instructions; see photo below (**reference 1**) for assistance identifying parts [\[11779.A\]](#).

(Reference 1)



White arrows indicate the location of the drive belt and pulley.  
White lines indicate the location of the A and B screws on the tensioner arm.

3. If tightening the drive belt does not resolve the issue, [order an Upper Belt and Upper Belt Tensioner \[11779.B\]](#).

**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.*

## 2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Upper Belt</b>	<b>8004642</b>
<b>Upper Belt Tensioner</b>	<b>8008798</b>

## 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**