

Max Trainer M9: Why is there no power to my machine or console?

ID: 11768.2

Follow this troubleshooting guide to help resolve issues involving lack of power on the Max Trainer M9.

Some common complaints may include:

- Buttons do not respond/aren't working
- Console does not light up
- Console lights up then turns off
- Console only lights up partially

Follow these steps to troubleshoot the issue

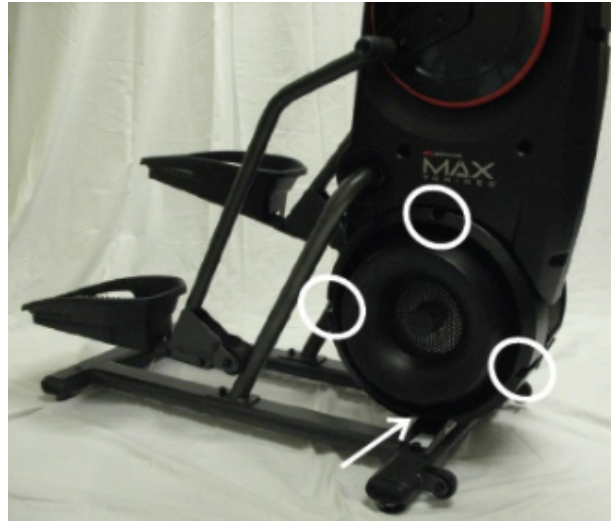
Tools you may need:

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

1. Power cycle your machine:
 - a. Unplug the power cord from both ends (machine and wall)
 - b. Leave the cord unplugged for 5 minutes.
 - c. Plug the power cord back into your machine.
 - d. The console may need several minutes to boot up if a firmware update was recently completed [\[11768.A\]](#). If the console will not boot up after the firmware update, [order a Console \[11768.B\]](#).
2. If the issue persists, check to see if the display will light up at all. Remove the protective film from the console display if you have not already done so [\[11768.C\]](#). If the console only turns on partially or flickers/is dim, [order a Power Adapter \[11768.Q\]](#).
3. If the issue persists, check the power adapter for damage. Unplug the adapter from both ends. Inspect the entire length of the cord for any visible wires, cuts, breaks, or crimps. Inspect the power adapter end for damage, such as bends or the tip being broken. If the tip of the power adapter is damaged, [order a Power Adapter and Power Plug Inlet \[11768.F\]](#). If the cord of the Power Adapter is damaged, [order a Power Adapter \[11768.G\]](#).
4. If the issue persists, check to see if the power outlet is working properly. Plug in another device, such as a lamp, and test to see if it turns on. If the outlet is not working, test your machine on another outlet [\[11768.H\]](#).
5. If the issue persists, remove the console from the console mast and unplug the cable. *Do not allow the lower cable to fall into the frame.*
6. Inspect the main cable (9-pin cable) for any damage, such as bent or missing pins, crimps, or cut wires. If the cable is undamaged, firmly plug the main cable back in and test your machine. If the cable coming from the console is damaged, [order a Console \[11768.I\]](#). If the cable coming from the frame is damaged, [order a Main Cable \[11768.J\]](#).

7. If the issue persists, carefully remove the round plastic cover located on the lower right side of your machine. Carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws attaching the cover. 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 power plug inlet wire was already unplugged, plug it back in and re-test your machine [\[11768.L\]](#). If the power plug inlet wire is damaged, [order a Power Plug Inlet \[11768.M\]](#).

(Reference 1)



The white circles indicate the location of the 3 upper screws to remove. The white arrow indicates the location of the power inlet wire and bottom screw. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, then remove the cover.

9. Reconnect the power plug inlet wire to the main input/output cable. Connect the power adapter and turn your machine back on. Observe the console to check if it turns back on [\[11768.N\]](#). If the issue persists, [order a Power Adapter \[11768.O\]](#).

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

Part Description	Part SKU
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Console	8026170
Main Cable	8010060
Power Adapter	8018406
Power Inlet Wire Plug	8025933

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