

# LateralX LX3: Why is there no power to my machine or console?

ID: 13247.1

Follow this troubleshooting guide to help resolve power issues on the BowFlex LateralX LX3.

Some common complaints may include:

- Machine won't turn on
- Console does not light up
- Console does not turn on

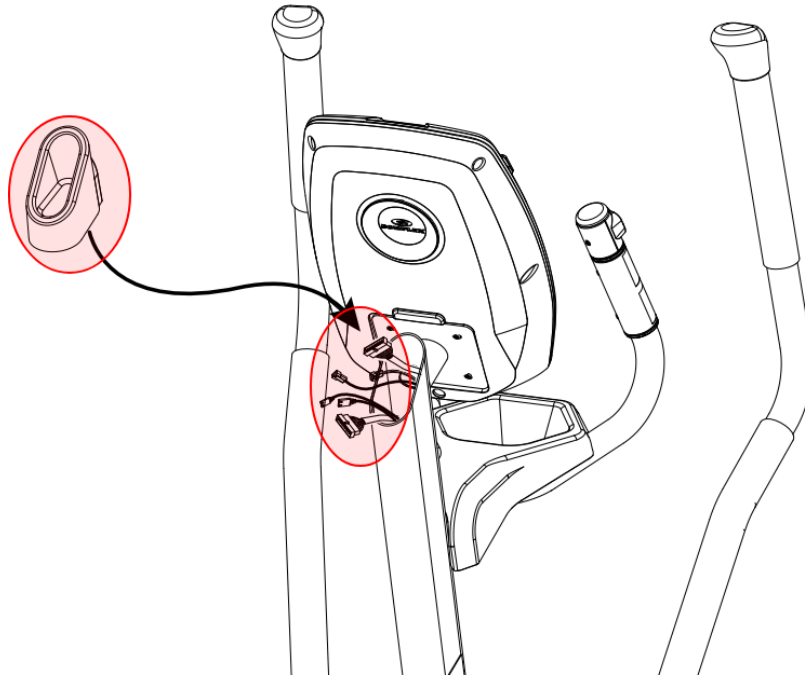
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
6mm, 10mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
24mm box wrench (or adjustable wrench)  
17mm open-ended wrench  
13mm socket wrench  
Rubber mallet

1. Unplug the power supply from your machine and the wall outlet. Inspect the length of the cord for damage and make sure you are using the correct power adapter for your model - the LX3 uses a 9V, 1500mAh single-piece adapter. If damage is present or your power cord does not match this specification, [order a Power Adapter \[13247.A\]](#).
2. Firmly plug your power cord back into your machine. Plug the opposite end of the cord into the wall outlet and test if your machine powers on [\[13247.B\]](#).
3. If the issue persists, test the wall power outlet that your machine uses with another device, such as a lamp, to ensure it is working. If the power outlet does not provide power to the new device, try plugging your machine into another outlet and powering on [\[13247.C\]](#).
4. If the issue persists, disconnect power to your machine and inspect the connections at the console. Remove the console mast end cap and inspect the cables inside (**reference 1**). One at a time, disconnect the cables and inspect the connectors and visible cables for damage. If they are undamaged, firmly reconnect them, ensuring the connectors are oriented in the proper direction. Test to see if the issue persists [\[13247.D\]](#). If the cables coming from the console side are damaged, [order Mast Cables \[13247.E\]](#). If the cables coming from the mast are damaged, [order a Mast to Servo Cable \[13247.F\]](#).

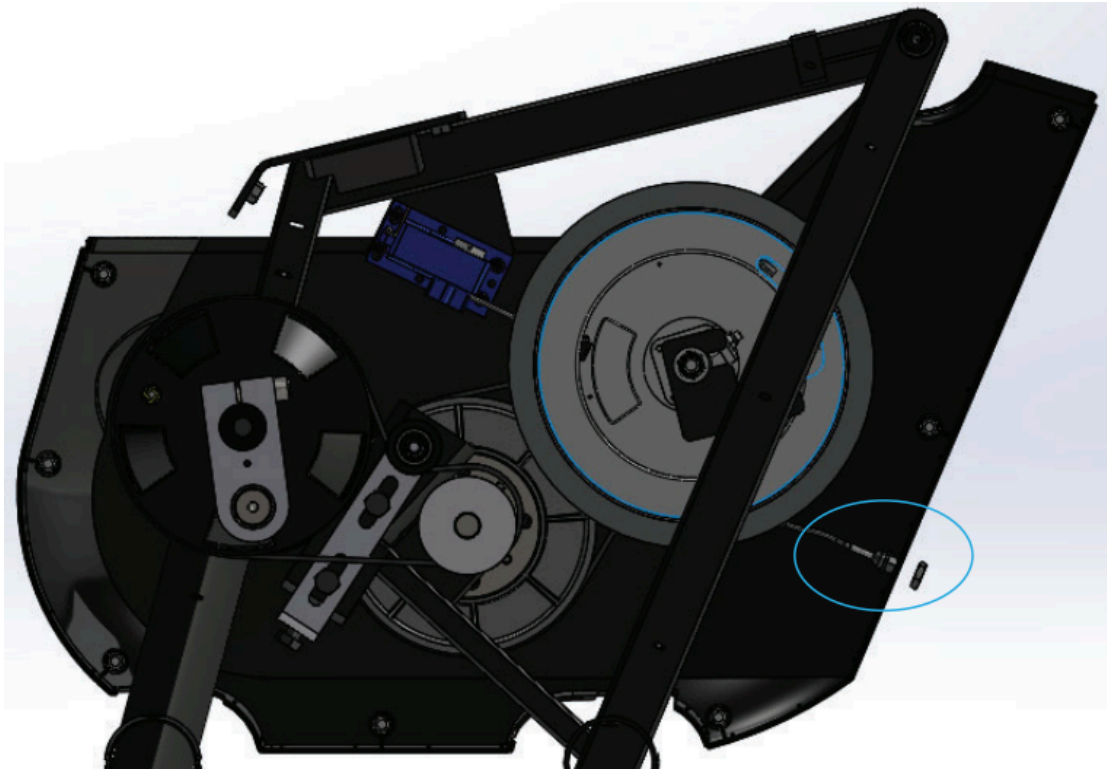
**(Reference 1)**



*Remove the console mast cover and inspect the cables circled in red.*

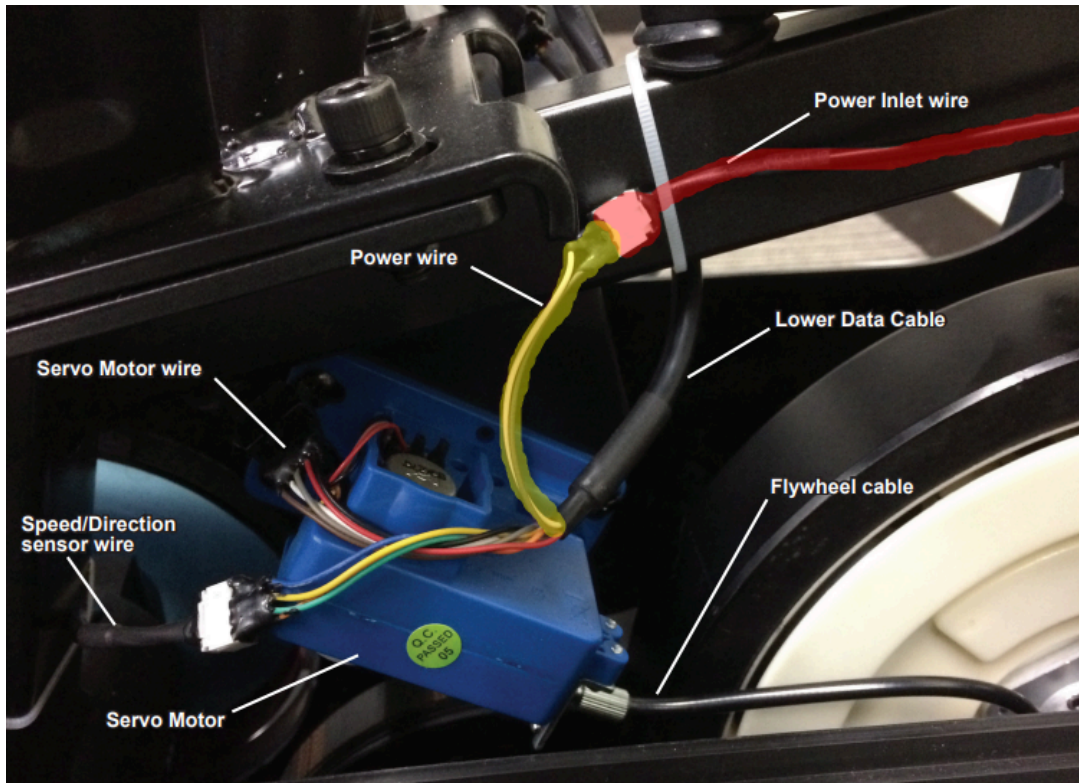
5. If the issue persists, inspect the power inlet wire for damage. The power inlet plug is located on the lower left side, at the front of your machine and the power inlet wire is connected to this inside (**reference 2**). Refer to the "Replace the Power Inlet" section of the *service manual* for instructions on accessing the power inlet wire. Once the power inlet wire is accessible, unplug the power inlet wire from the power wire portion of the lower data cable (**reference 3**). Inspect both connectors and the length of the power inlet wire for damage. If undamaged, firmly reconnect the cables and make sure they are oriented in the proper direction. Plug your machine back in and test if the issue persists [\[13247.G\]](#). If damage is present, [order a Left Shroud \[13247.H\]](#).

**(Reference 2)**



The power inlet plug and power inlet wire are circled in blue on the right side of this image.

**(Reference 3)**



Unplug the connection at the power wire (yellow) and the power inlet wire (red). The LX5 model is pictured; your machine's internal view may vary slightly from what is shown.

6. If the issue persists, [order a Power Adapter \[13247.I\]](#).

***Need to order replacement parts?***

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b><i>Left Shroud</i></b>	<b><i>8018437</i></b>
<b><i>Mast Cables</i></b>	<b><i>8018410</i></b>
<b><i>Mast to Servo Cable</i></b>	<b><i>8014842</i></b>
<b><i>Power Adapter</i></b>	<b><i>8007982</i></b>

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**