

Max Trainer M7: I'm having issues with my heart rate strap or monitor

ID: 11009.2

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the Max Trainer M7.

Troubleshooting for the heart rate sensors on the Max Trainer M5 and M7 can be found here: [Max Trainer M7: Why are the heart rate sensors not working?](#)

Some common complaints may include:

- Heart rate chest strap will not connect
- Heart rate does not register on machine

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. **If you are using the chest strap that came with your machine, skip to Step 4.**
2. Ensure the chest strap is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin, just below the chest muscles, and buckle it [\[11009.A\]](#).
3. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[11009.B\]](#).
4. Ensure the strap is facing up and the contact areas are damp. If the strap is dirty, remove it and clean it with mild soap and water. Thoroughly dry once clean. Do not submerge the strap in water [\[11009.C\]](#).
5. Move the machine away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc [\[11009.D\]](#).
6. If the issue persists, use a 5mm Allen wrench to remove the 4 screws attaching the console to the console mast (**reference 1**). Carefully lift the console off of the mast and set it down with the rear cover facing up.

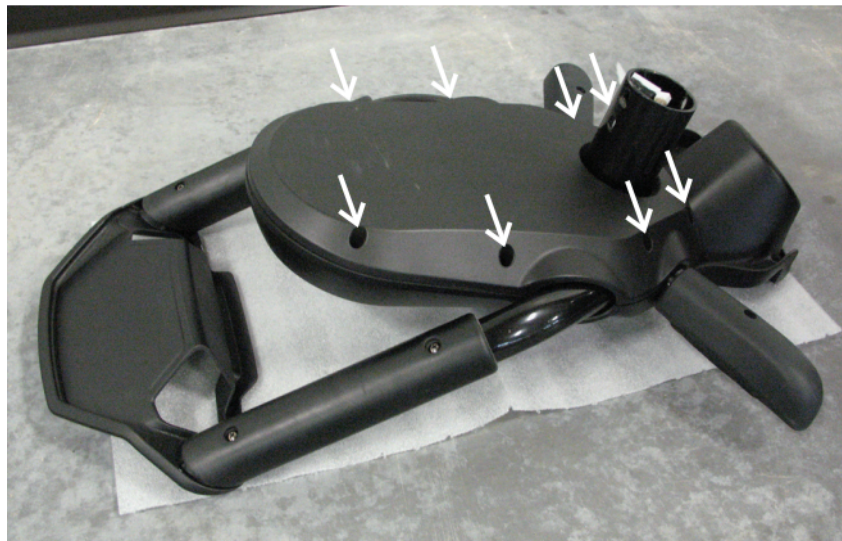
(Reference 1)



*There are two screws located on either side of the console mast.
Remove all four screws with the 5mm Allen wrench and carefully remove the console.*

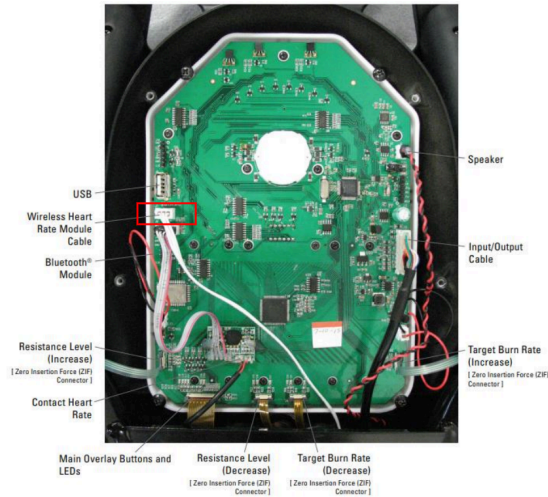
7. Using a Phillips head screwdriver, remove the eight screws from back of the console (**reference 2**). Remove the cover to expose the cable connections and check the wireless heart rate module wire. Make sure it is plugged into the correct connection (**reference 3**) [\[11009.E\]](#).
- If the heart rate module wire was unplugged, lower the console hood back onto the machine and plug the wire back in. If the wire will not reach, [order a Heart Rate Receiver \[11009.G\]](#).
 - If the wire was not unplugged, [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model \[11009.F\]](#)).

(Reference 2)



Remove all eight screws (four on each side) located on the console rear cover, then remove the cover to access the console cable connection:

(Reference 3)



The wireless heart rate module connection is located on the left side of the console board (see red box).

- 8. If you have already replaced the heart rate chest strap and the issue persists, [order a Heart Rate Receiver \[11009.H\]](#)
- 9. If you have already replaced the heart rate receiver and the issue persists, [order an M7 Console \[11009.I\]](#).

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
Heart Rate Chest Strap	8011909
Heart Rate Receiver	8008791
M7 Console	8010301

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