

# Max Trainer M7: Why is there no power to my machine or console? ID: 11016.1

Follow this troubleshooting guide to help resolve power and console issues on the Max Trainer M7.

Some common complaints may include:

- No power
- Console display never turns on
- Console display only turns on partially

**Important:** Many power issues can be resolved by reconnecting the power cord. Before beginning troubleshooting, unplug both ends of the power cord and plug it back in. Make sure the power cord is properly plugged in all the way.

## Follow these steps to troubleshoot the issue

*Tools you may need:*

5mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
Phillips head screwdriver  
14mm socket wrench, or the wrench from the hardware card included with your machine

1. Unplug the power adapter from both ends. Inspect the entire cord for any visible wires, cuts, breaks, or crimps. Verify that the power adapter end is not broken and that there is no damage to the power plug wire inlet (**reference 1**). If there is damage to the end of the power adapter, [order a Power Adapter and a Power Plug Wire Inlet](#) and dispose of the damaged components [\[11016.A\]](#). If there is only damage to the power cord portion, [order a Power Adapter](#) and dispose of the damaged component [\[11016.B\]](#).

### (Reference 1)



*This image provides an example of damage to the power adapter end and the power plug wire inlet.*

2. 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 work for the new device, try plugging your machine into another outlet and powering on [\[11016.C\]](#).

3. Plug the power adapter back into the wall outlet and the machine. Watch the console to see if it turns on, even partially [\[11016.D\]](#). If the console partially lights up, please visit [Max Trainer M3, M5: Why does the console only light up partially?](#) to continue troubleshooting.
4. If there is no power to the console at all, use a 5mm Allen wrench to remove the 4 screws (2 on either side of the console mast) attaching the console to the mast (**reference 2**). One at a time, unplug all connections to the console and inspect for damage. If the upper cable (the cable that goes into the console) is damaged, [order an M7 Console \[11016.E\]](#). If the lower cable (the cable that goes down into the frame, towards the motor) is damaged, [order a Main Cable \[11016.F\]](#).

**(Reference 2)**



*Remove the 4 screws (2 on either side) located within the white circle. Remove the console from the console mast.*

5. If the cables are undamaged, reconnect all cables, ensuring they are connected securely and oriented properly. The small latch on the connector should line up and audibly snap into place. Once the cables are reconnected, test if the issue persists. [\[11016.G\]](#).
6. If the issue persists, remove the console from the mast again and use a Phillips head screwdriver to remove the 8 screws attaching the console rear cover (**reference 3**). Disconnect the input/output cable connection into the console and reconnect (**reference 4**). The small latch on the connector should line up and audibly snap into place. Test to see if your machine powers on and the display lights up [\[11016.H\]](#).

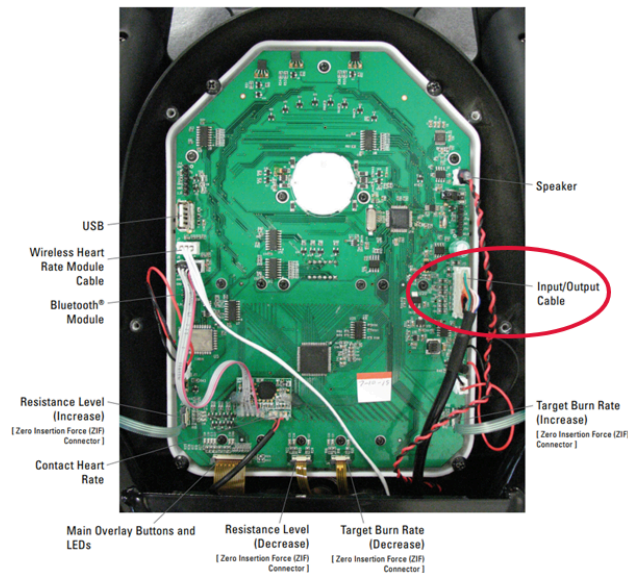
**(Reference 3)**



The image shows the rear side of the Max Trainer M7 console. The white arrows indicate which screws to remove in order to access the input/output cables.

#### (Reference 4)

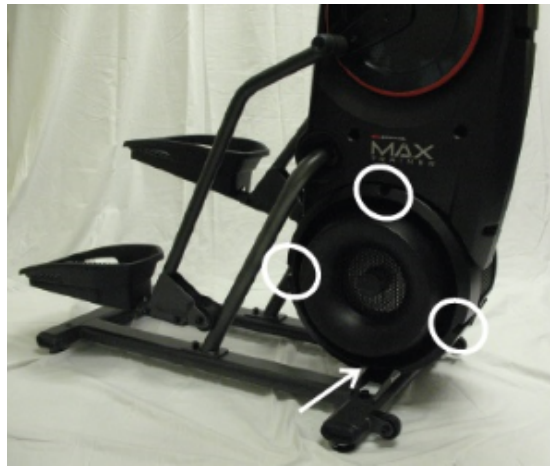
Note: The color of the Board may vary.



The board is shown with the location of the input/output cable circled in red on the right.

7. If the issue persists, plug the power plug wire inlet back into the main input/output cable and reconnect the power adapter. Check the console to see if it powers on [\[11016.I\]](#). If there is still no power, [order a Power Adapter \[11016.J\]](#).
8. Inspect the power plug wire inlet for damage. 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 1.4**). *It may help if you tilt the machine gently to the side to loosen the bottom screw.* If the power plug wire inlet was already unplugged, plug it back in and test your machine. If damage is present, [order a Power Plug Wire Inlet \[11016.K\]](#).

#### (Reference 1.4)



The white arrow indicates the location of the power plug wire inlet and bottom screw. The bottom screw can be loosened 3 turns rather than removing it entirely. The white circles indicate the locations of the screws to remove in order to remove the cover.

- If the issue persists, plug the power plug wire inlet back into the main I/O cable and reconnect the power adapter. Check the console to see if it powers on [\[11016.L\]](#). If there is still no power, [order a Power Adapter \[11016.M\]](#).

### 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
<b>M7 Console</b>	<b>8010301</b>
<b>Main Cable</b>	<b>8010060</b>
<b>Power Adapter</b>	<b>8007982</b>
<b>Power Plug Wire Inlet</b>	<b>8003600</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**