

Max Trainer M7: Why are the buttons on my console not responding?

ID: H019.1

Follow this troubleshooting guide to help resolve issues involving unresponsive buttons on the Max Trainer M7 console.

Some common complaints may include:

- Console is making a ticking noise
- Unexpected response when a button is pressed
- Beeping

Important: Many console-related issues can be resolved by power cycling your machine. Before performing any troubleshooting, unplug your machine, plug it back in, and confirm that the display lights up. If the console display does not light up at all, please visit [Max Trainer M7: Why is there no power to my machine or console?](#) to troubleshoot the issue.

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

1. Using a 5mm Allen wrench, 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)



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

- Using a Phillips head screwdriver, remove the 8 screws attaching the back of the console (**reference 2**). Remove the cover to expose the cable connections.

(Reference 2)



The white arrows indicate the location of the screws to remove in order to remove the console's rear shroud.

- One at a time, unplug each cable and plug them back in. Be sure that the cables are connected securely and oriented properly - the latches should audibly click into place. Reinstall the console on your machine and test if the issue persists [\[11019.A\]](#).
- If the issue persists, [order an M7 Console \[11019.B\]](#).

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>
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