

# LateralX LX5+: Why is the console pausing during a workout?

ID: 13297.1

Follow this troubleshooting guide to help resolve issues with the console pausing and direction arrows not changing on the BowFlex LateralX LX5+.

Some common complaints may include:

- Console pauses mid-workout
- Console pausing while working out
- Direction arrows don't change

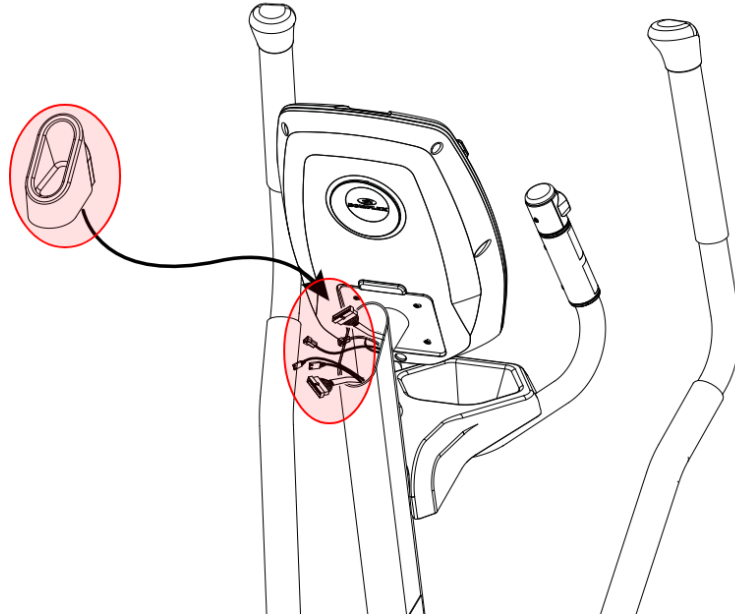
## **Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
Flathead screwdriver  
6mm, 10mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
Lateral link puller (if removing lateral links for troubleshooting)

1. Unplug your machine from power and inspect the cables at the console mast. Remove the console mast end cap and inspect the cables inside for damage (**reference 1**). One at a time, disconnect the cables and inspect the connectors and visible cables for damage. If the cables are undamaged, firmly reconnect them, ensuring the connectors are oriented in the proper direction. The tabs should line up and click into place once secured. Test to see if the issue persists [\[13297.A\]](#). If the cables coming from the console are damaged, [order a Console \[13297.B\]](#). If the cables coming from the mast are damaged, [order Mast Cables \[13297.C\]](#).

**(Reference 1)**



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

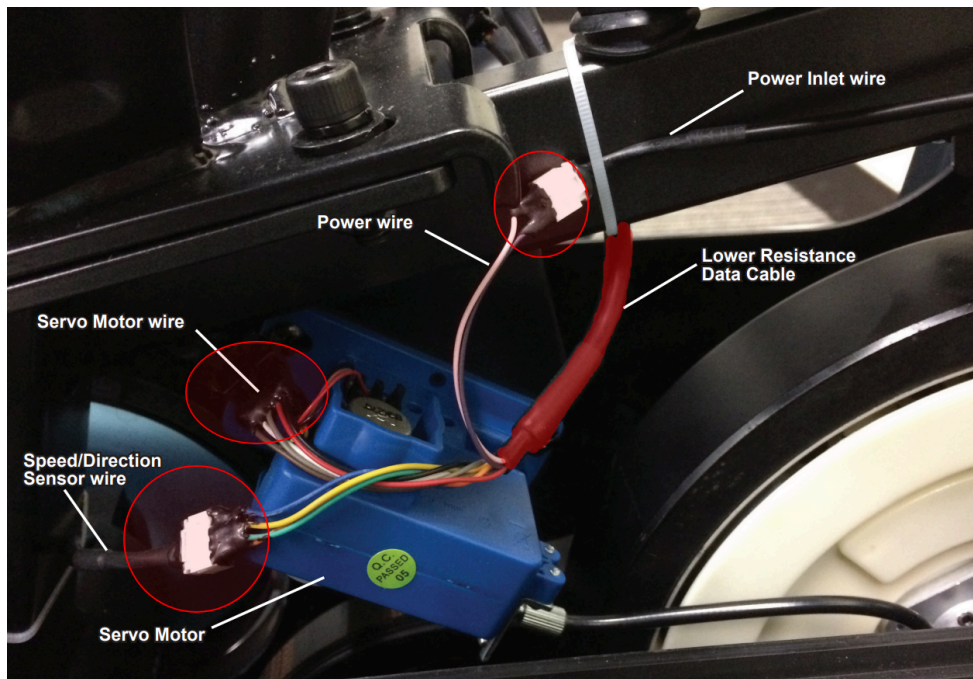
2. If the issue persists, check for damage to the lower cable connections. Refer to the "Replace the Lower Data Cables" section of the [service manual](#) for instructions on accessing the lower cable connections. You will need to remove both handlebars and the upper shrouds (**reference 2**). Inspect the wires running to the servc motor (**reference 3**) for damage. One at a time, unplug each cable and inspect the connectors for damage. If undamaged, align the tabs and press each set of connectors back together firmly. You should hear a small click when the connectors are secured. Once the cables are reconnected, reassemble the shrouds and handlebars, plug your machine back in, and test to see if the issue persists [\[13297.D\]](#). If the cables coming from the engine are damaged, [order a Mast to Servo Cable \[13297.E\]](#). If the cables coming from the mast are damaged, [order Mast Cables \[13297.F\]](#).

**(Reference 2)**



1-2: Remove the handlebars and set to the side.  
3-4: Remove both upper shrouds and set to the side.

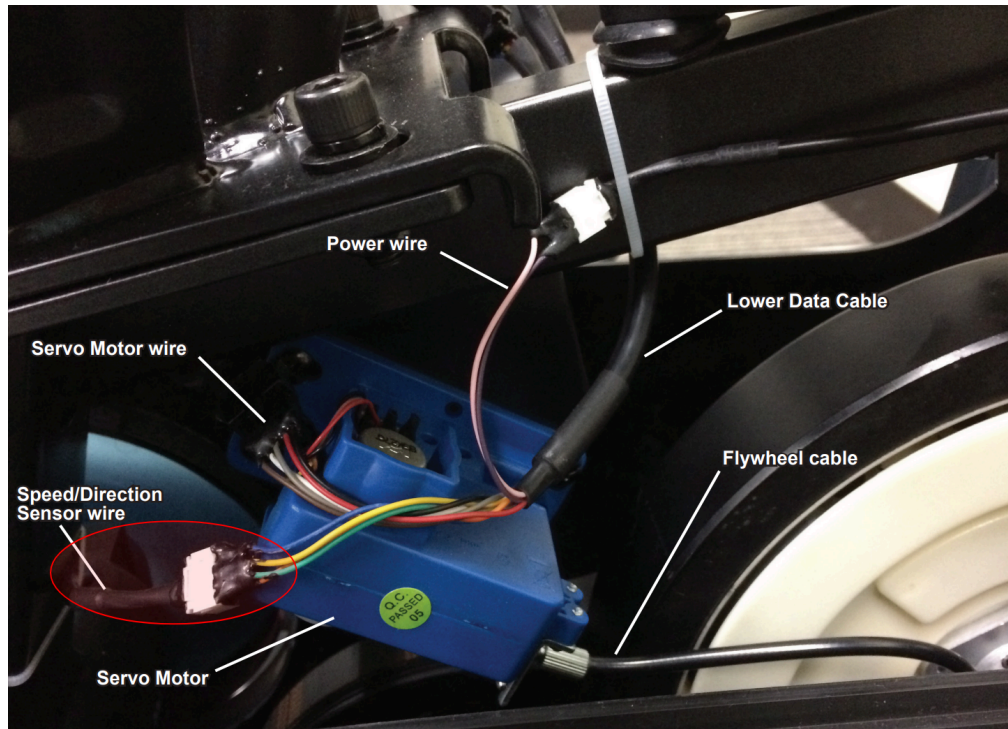
**(Reference 3)**



The servo motor is located on the right side of your machine.  
The lower data cable is highlighted in red. Reseat the circled connections and inspect for damage.

3. If the issue persists, check the speed and direction sensor for damage. Unplug the speed/direction sensor wire from the lower data cable near the servo motor (**reference 4**). Inspect the connector and the length of the sensor cable for damage. If undamaged, firmly plug the connectors back together and test if the issue persists [\[13297.G\]](#). If the sensor cable is damaged, [order a Sensor Assembly \[13297.H\]](#).

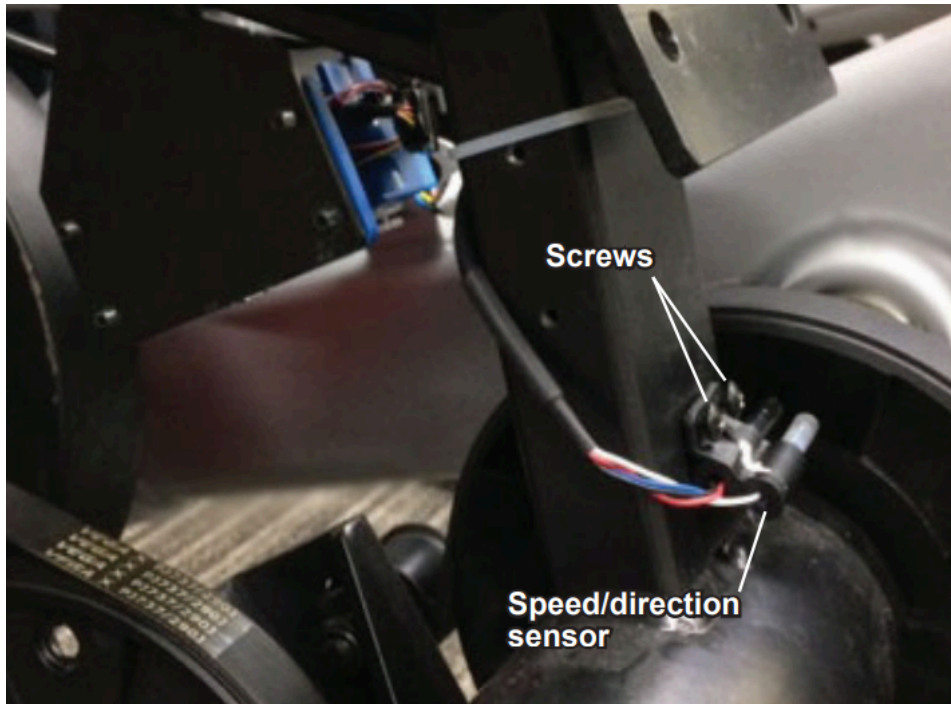
**(Reference 4)**



*The servo motor is located on the right side of your machine.  
Reseat and inspect the circled connection for damage.*

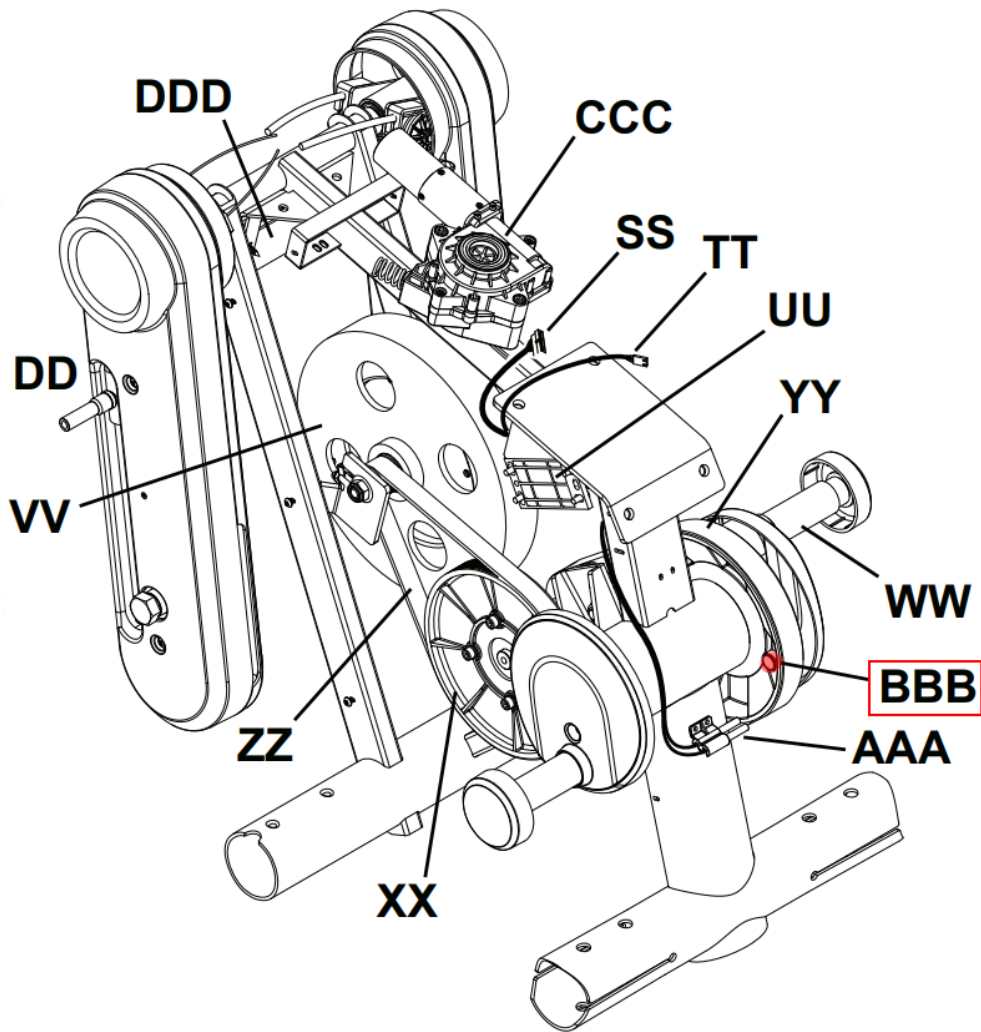
4. If the issue persists, inspect the sensor itself and look for the sensor magnet on the pulley. The sensor is mounted on the frame (**reference 5**) and the magnet is embedded on the pulley (**reference 6**). If the magnet is not in place on the pulley, check the interior of your machine to try and locate it. If found, reinsert into the pulley and test if the issue persists [\[13297.I\]](#). If the sensor is damaged, [order a Sensor Assembly \[13297.J\]](#). If the magnet is missing and cannot be located, [order an Engine](#). Please note that a link puller is required to replace the engine. [Order a Link Puller](#) as well if you do not already have one [\[13297.K\]](#).

**(Reference 5)**



The speed/direction sensor is shown mounted to the frame near the pulley.

(Reference 6)



The speed/direction sensor magnet (red/labeled **BBB**) is located on the side of the pulley closest to the frame. When the pulley is rotated, it should pass directly in front of the sensor on the frame but not make contact with it.

**Need to order replacement parts?**

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Console</b>	<b>8013934</b>
<b>Engine</b>	<b>8014350</b>
<b>Link Puller</b>	<b>8018723</b>
<b>Mast Cables</b>	<b>8018408</b>
<b>Mast to Servo Cable</b>	<b>8014842</b>
<b>Sensor Assembly</b>	<b>8014322</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**