

LateralX LX5+: Why is the resistance not changing when adjusted?

ID: 13296.1

Follow this troubleshooting guide to help resolve resistance issues on the BowFlex LateralX LX5+.

Some common complaints may include:

- Resistance is too low/high
- Machine is too difficult/easy to use
- Resistance does not change when adjusted
- Resistance controls are not working

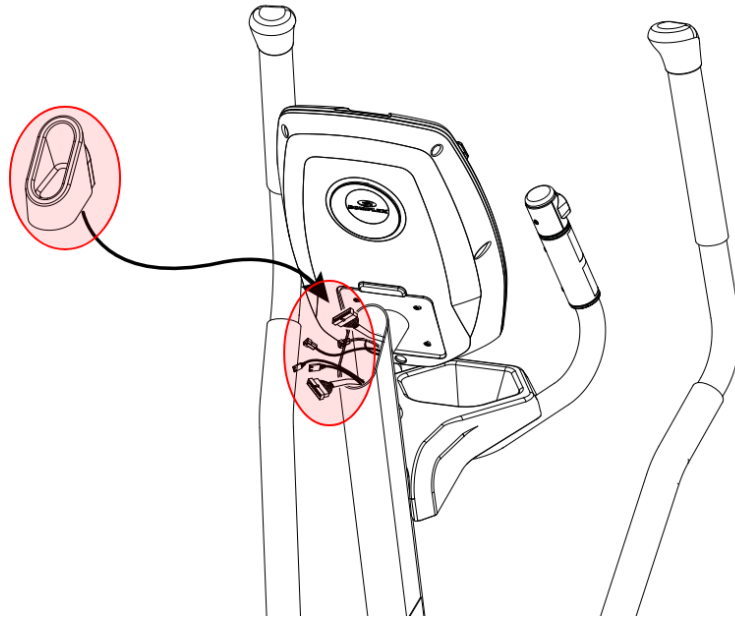
Follow these steps to troubleshoot the issue

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, wait a few moments, then plug it back in. Test if the resistance changes [\[13296.A\]](#). If the resistance does not change, turn up the volume on the console and start a workout program. Press the resistance buttons on the console and listen to whether the console beeps. If the console beeps, skip to Step 3.
2. If the console does not beep, inspect the cables to the console. Unplug your machine from power, 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 [\[13296.B\]](#). If the cables coming from the console are damaged, [order a Console \[13296.C\]](#). If the cables coming from the handlebar are damaged, [order a Static Handlebar \[13296.D\]](#). If the cables are not damaged and the issue persists after reconnecting the cables, [order a Static Handlebar \[13296.E\]](#).

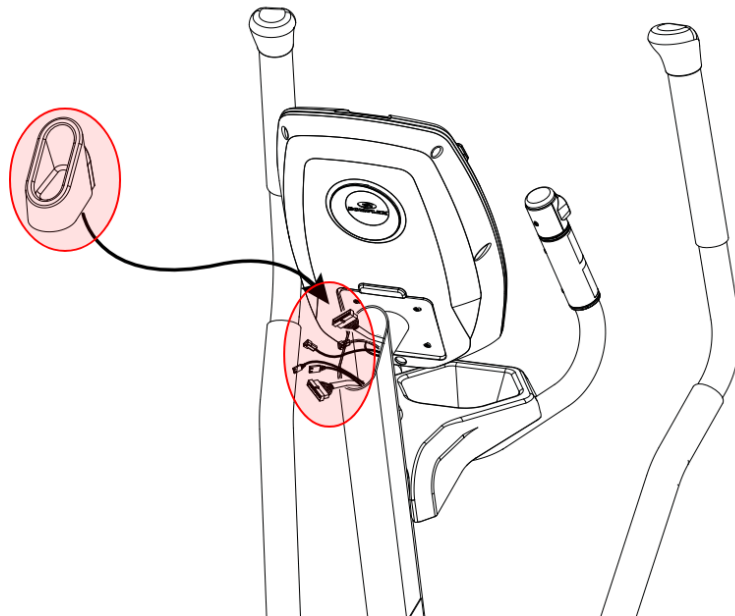
(Reference 1)



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

3. If the console beeps when the buttons are pressed, start a workout and increase the resistance to maximum. Wait 30 seconds for resistance to register with your machine and see if the resistance has changed. Your machine can take up to 30 seconds to increase resistance from minimum to maximum [\[13296.F\]](#).
4. If the issue persists, inspect the cables to the console. Unplug your machine from power, remove the console mast end cap, and inspect the cables inside for damage (**reference 2**). 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 [\[13296.G\]](#). If the cables coming from the mast are damaged, [order Mast Cables \[13296.H\]](#). If the cables coming from the engine side are damaged, [order a Mast to Servo Cable \[13296.I\]](#).

(Reference 2)



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

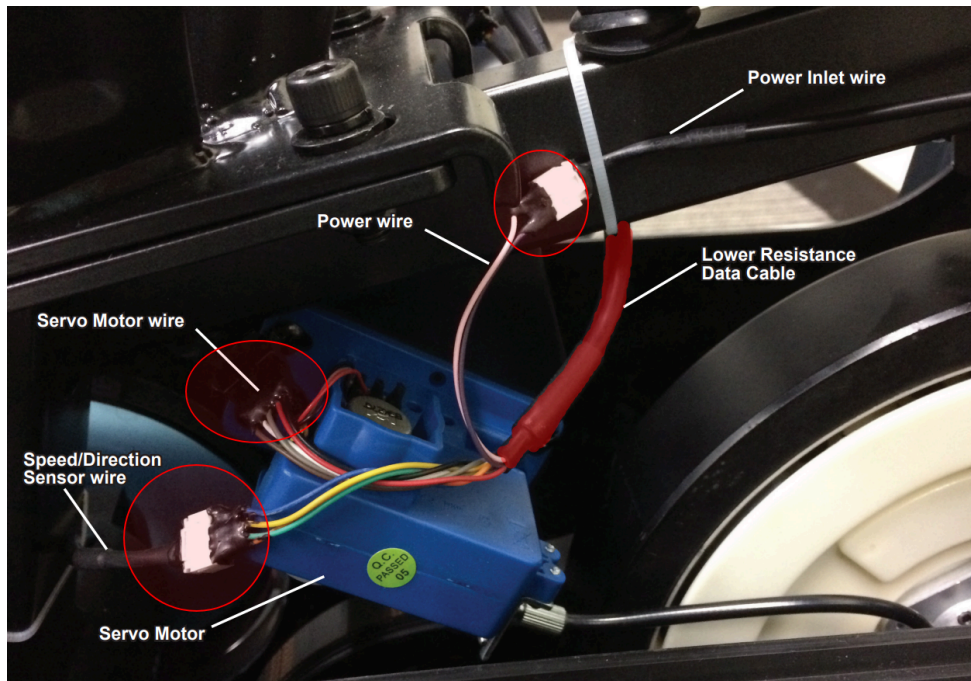
5. If the issue persists, check for damage to the lower cable connections. Refer to the "Replace the Lower Data Cables" section of the [service manual](#) for instructions on accessing the lower cable connections. You will need to remove both handlebars and the upper shrouds (**reference 3**). Inspect the wires running to the servo motor (**reference 4**) 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. The servo motor should move when resistance is adjusted [\[13296.J\]](#). If the servo motor does not move, [order a Console \[13296K\]](#).

(Reference 3)



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

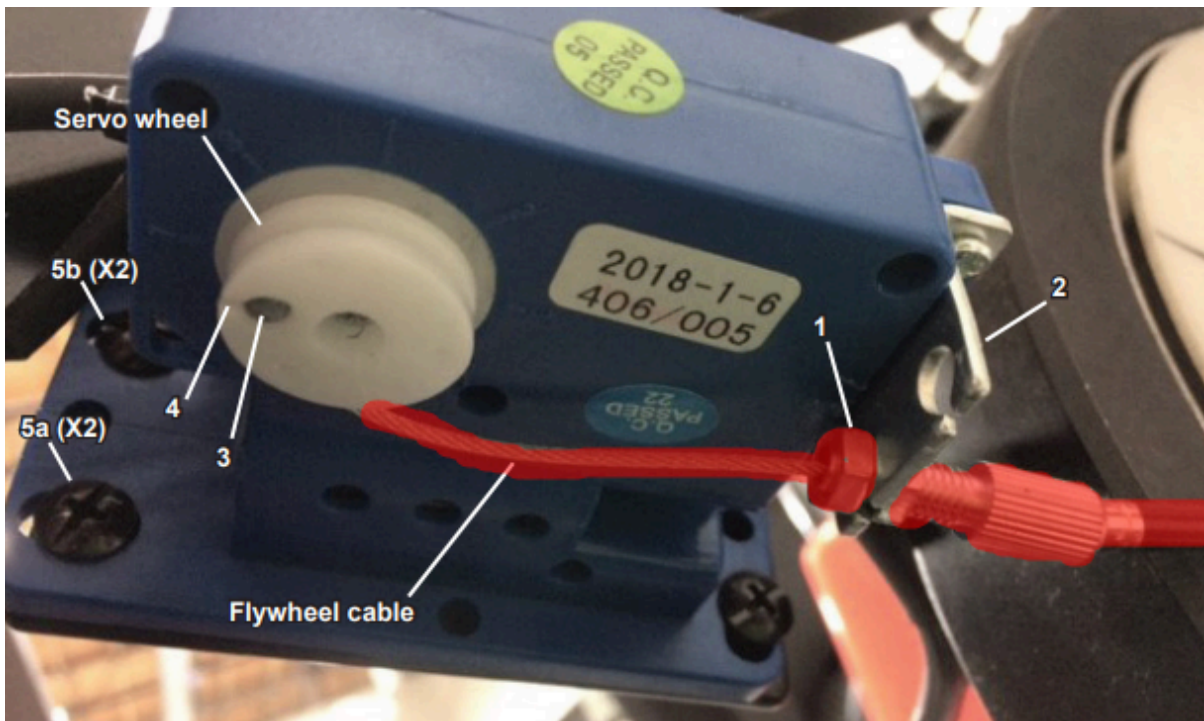
(Reference 4)



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.

6. If the issue persists, check the brake (flywheel) cable and ensure it is connected at both ends (**reference 5**). If the brake cable is not connected, you can reattach the cable. Refer to the "Replace the Resistance Servo Motor" section of the service manual, starting at Step 6, for instructions on attaching the cable to the servo motor [\[13296.L\]](#).

(Reference 5)



The brake/flywheel cable is highlighted in red and runs from the servo motor to the flywheel to provide resistance to your machine.

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8013934
Mast Cables	8018408
Mast to Servo Cable	8014842
Static Handlebar	8014278

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