

LateralX LX5+: Why is there no power to my machine or console?

ID: 13295.1

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

Some common complaints may include:

- Machine won't turn on
- Console does not light up
- Console does not turn on

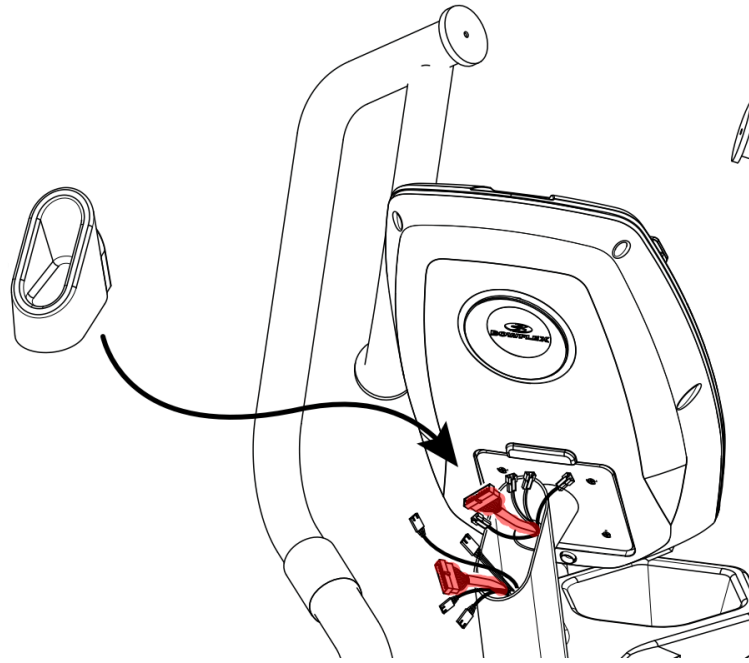
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm, 10mm hex/Allen wrench, or the wrench from the hardware card included with your machine
24mm box wrench (or adjustable wrench)
17mm open-ended wrench
13mm socket wrench
Rubber mallet

1. Unplug the power supply from your machine and the wall outlet. Inspect the length of the cord for damage and make sure you are using the correct power adapter for your model - the LX5 uses a 12V, 5Ah two-piece adapter. If damage is present or your power cord does not match this specification, [order a Power Adapter \[13295.A\]](#).
2. Firmly plug your power cord back into your machine. Plug the opposite end of the cord into the wall outlet. Make sure that both pieces of the power adapter are firmly connected as well. Test if your machine powers on [\[13295.B\]](#).
3. If the issue persists, 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 provide power to the new device, try plugging your machine into another outlet and powering on [\[13295.C\]](#).
4. If the issue persists, disconnect power to your machine and inspect the 8-pin connector at the top of the mast. Remove the console mast cover and disconnect only the 8-pin connector (**reference 1**). Leave the cable unplugged and reconnect the power adapter. Turn your machine on and watch the console.

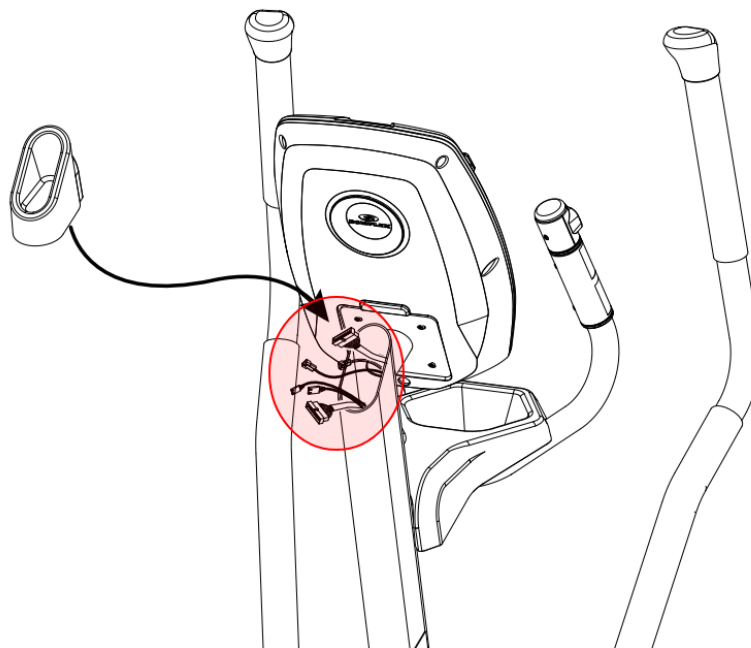
(Reference 1)



Remove the console mast cover and disconnect only the 8-pin cable (highlighted red).

5. If the console lights up fully after disconnecting the 8-pin cable, unplug the power adapter again and reconnect the cable. Make sure that the cable is oriented in the proper direction and firmly press the connector ends together. Plug your machine back into power and test if the issue persists [\[13295.D\]](#). If the console no longer lights up, [order Mast Cables \[13295.E\]](#).
6. If the console does not light up with the 8-pin cable disconnected, unplug the power adapter again and return to the cables in the mast. One at a time, disconnect each of the cables (**reference 2**). Inspect the connectors and visible cables for damage. If they are undamaged, firmly reconnect them, ensuring the connectors are oriented in the proper direction. Test to see if the issue persists [\[13295.F\]](#). If the cables coming from the console side are damaged, [order Mast Cables \[13295.G\]](#). If the cables coming from the mast are damaged, [order a Mast to Servo Cable \[13295.H\]](#).

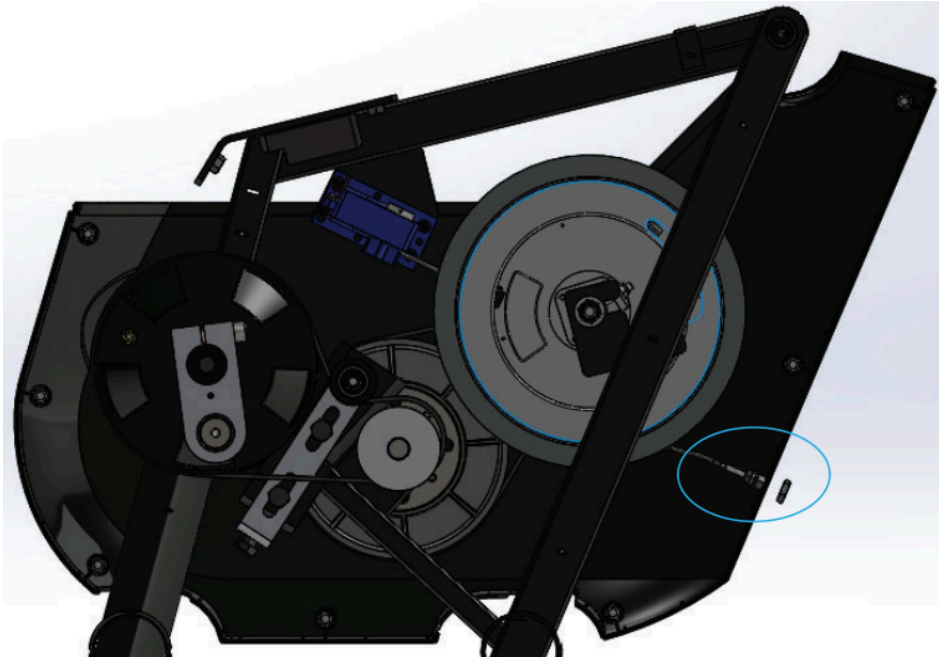
(Reference 2)



With the mast cover removed in the prior step, unplug and inspect each cable circled.

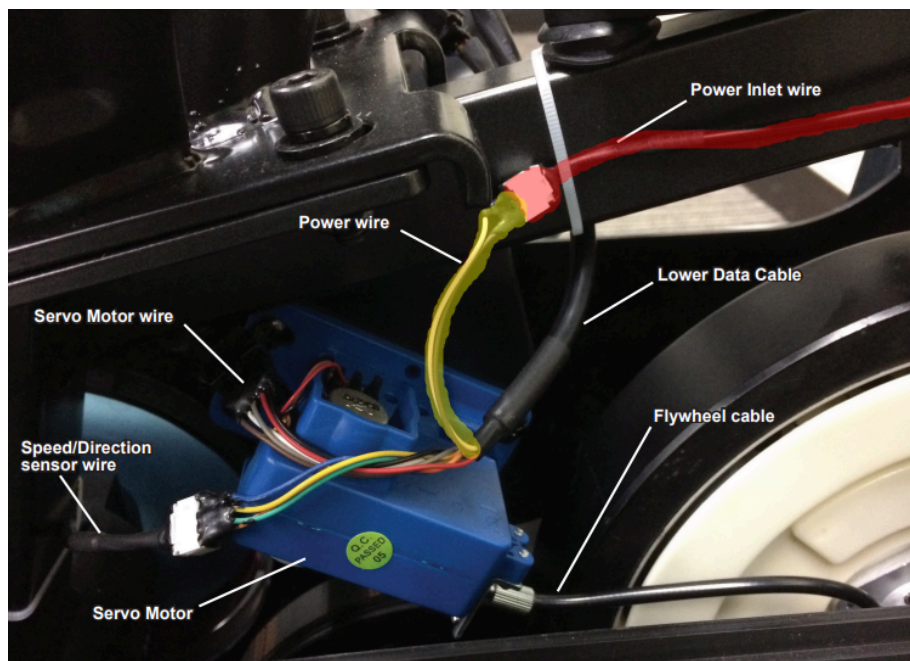
7. If the issue persists, inspect the power inlet wire for damage. The power inlet plug is located on the lower left side, at the front of your machine and the power inlet wire is connected to this inside (**reference 3**). Refer to the "Replace the Power Inlet" section of the [service manual](#) for instructions on accessing the power inlet wire. Once the power inlet wire is accessible, unplug the power inlet wire from the power wire portion of the lower data cable (**reference 4**). Inspect both connectors and the length of the power inlet wire for damage. If undamaged, firmly reconnect the cables and make sure they are oriented in the proper direction. Plug your machine back in and test if the issue persists [[13295.J](#)]. If damage is present, [order a Left Shroud](#) [[13295.J](#)].

(Reference 3)



The power inlet plug and power inlet wire are circled in blue on the right side of this image.

(Reference 4)



Unplug the connection at the power wire (yellow) and the power inlet wire (red).

8. If the issue persists, [order a Power Adapter \[13295.K\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<i>Left Shroud</i>	<i>8018430</i>
<i>Mast Cables</i>	<i>8018408</i>
<i>Mast to Servo Cable</i>	<i>8014842</i>
<i>Power Adapter</i>	<i>8018406</i>

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