

# LateralX LX5+: Why doesn't the console turn on all the way? ID: 13299.1

Follow this troubleshooting guide to help resolve issues with the console partially turning on on the BowFlex LateralX LX5+.

Some common complaints may include:

- Console partially lights up
- Console only turns on part way
- Console does not light up all the way

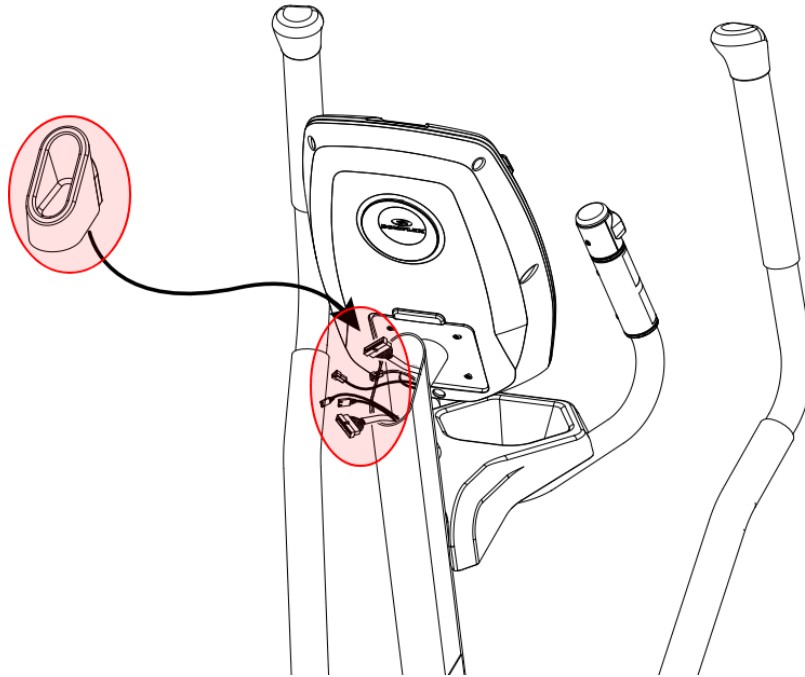
## **Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver (if removing console from mast)

1. If the console does not turn on at all, please visit [LateralX LX5+: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. If you did not remove the protective film over the console display during the assembly process, please do so now. Test to see if the issue is resolved [\[13299.A\]](#).
3. If the issue persists, disconnect power to your machine and inspect the connections at the console. Remove the console mast end cap and inspect the cables inside (**reference 1**). One at a time, disconnect the cables and 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 [\[13299.B\]](#). If the cables coming from the console side are damaged, [order Mast Cables \[13299.C\]](#). If the cables coming from the mast are damaged, [order a Mast to Servo Cable \[13299.D\]](#).

**(Reference 1)**



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

4. If the issue persists, inspect the console display for any segments not lighting up. If only certain segments light up, [order a Console \[13299.E\]](#).
5. Test the buttons on the console. One at a time, press each button and test for its response. If any (or all) of the buttons are not responding, [order a Console \[13299.F\]](#).

### ***Need to order replacement parts?***

## 1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Console</b>	<b>8013934</b>
<b>Mast Cables</b>	<b>8018408</b>
<b>Mast to Servo Cable</b>	<b>8014842</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**