

Max Trainer M6 & M8: Why is the console displaying an error code?

ID: 14236.3

Follow this troubleshooting guide to help resolve issues involving error codes on the Max Trainer M6 or M8 console.

Some common complaints may include:

- Console displays 0A error
- Console displays 0D error
- Console displays a Stuck Button error message
- Console error message
- Error code displayed

Follow these steps to troubleshoot the issue

Stuck Button Error

1. If a stuck button error message is displayed, [order a Console \[14236.C\]](#).

JRNY Update Errors (0A or 0D codes)

These error codes indicate there was an issue updating the firmware, typically due to an internet connection issue.

1. Please visit [JRNY Basic App Troubleshooting](#) for instructions on updating the JRNY app [\[14236.A\]](#).
2. If the console displays the error code after attempting to update:
 - a. Press the **Cancel** button.
 - b. Tap the **Bluetooth symbol** in the upper-right corner of the JRNY app to open the Bluetooth panel.
 - c. Disconnect your device from your through the Bluetooth panel.
 - d. Once your machine is disconnected, tap your machine's name in the panel to pair it again.
 - e. Follow the prompts to attempt the update again and see if the issue persists [\[14236.B\]](#).

Need to order 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>
M6	
M6 Console	8017308
M8	
M8 Console	8017423

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