

BowFlex HVT: Why is console only lighting up partially?

ID: 13315.1

Follow this troubleshooting guide to help resolve issues with the console not fully lighting up on the BowFlex HVT.

Some common complaints may include:

- Console doesn't light up fully
- Console only lights up partially
- Console not working correctly

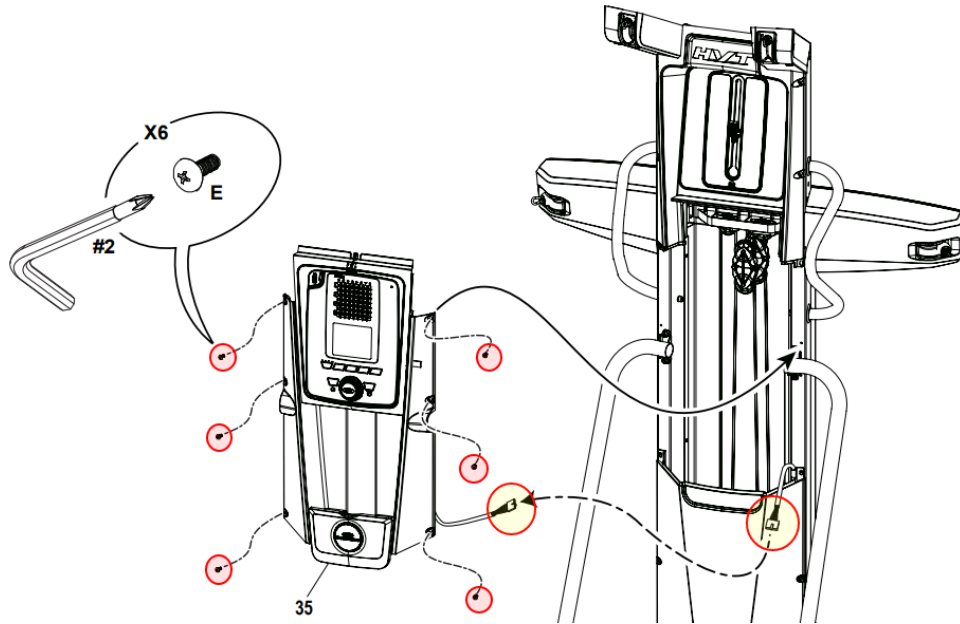
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. If you have not done so already, peel the protective film from the console display [\[13315.A\]](#). If there are no lights on the console at all, please visit [BowFlex HVT: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. If the issue persists, inspect the console and console/lower chassis cable connection. Remove the 6 screws attaching the console assembly to your machine using a Phillips head screwdriver (**reference 1**). Pivot the console assembly, remove the console from the body, and unplug the cable. Inspect the cable and cable connectors for damage. Look for cuts, crimps, and exposed wire on the cable and bent or missing pins in the connectors. If undamaged, reconnect the cable and secure the console assembly on your machine. Test to see if the console will light up fully [\[13315.B\]](#). If the console is damaged or the console still only lights up partially, [order a Console \[13315.C\]](#). If the cable to the console is damaged, [order a Console Cable \[13315.D\]](#). If the cable coming from the body of your machine is damaged, [order a Lower Chassis Cable \[13315.E\]](#).

(Reference 1)



There are 6 screws (red) attaching the console assembly to the machine. Remove the screws and assembly, then inspect the cable connection (red/yellow circle).

Need to order replacement parts?

1 Parts Reference Table

Part Description	Part SKU
Console	8013419
Console Cable	8011946
Lower Chassis Cable	8011945

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