

BowFlex HVT: Why is there no power to my machine or console?

ID: 13313.1

Follow this troubleshooting guide to help resolve power issues on the BowFlex HVT.

Some common complaints may include:

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

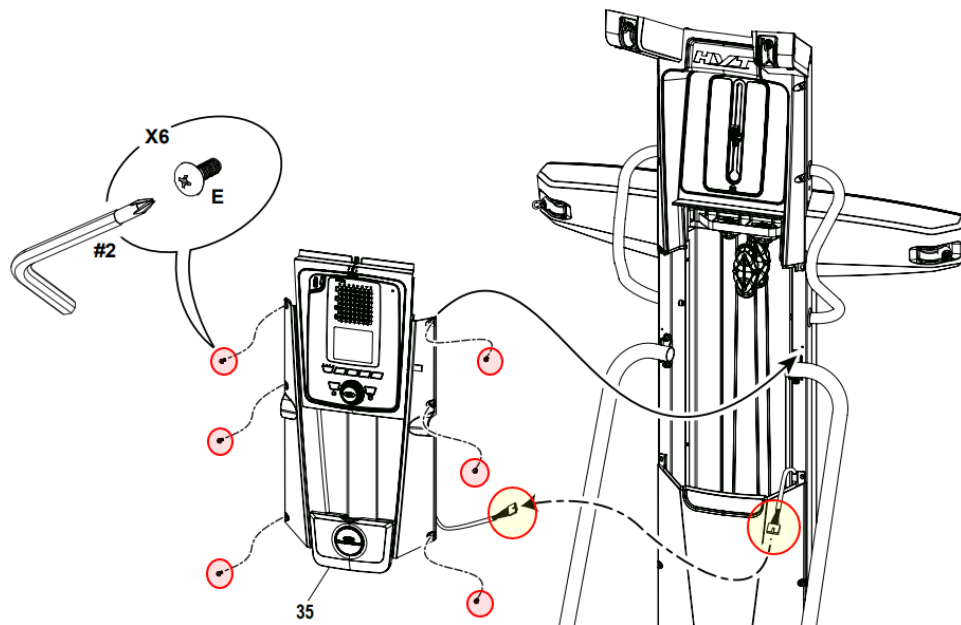
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Unplug the power supply from your machine and the wall outlet. Inspect the length of the cord for damage, such as exposed wires. Check the end of the adapter and make sure that it is undamaged as well. If damage is present, [order a Power Adapter and a Power Inlet Plug \[13313.A\]](#).
2. 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 [\[13313.B\]](#).
3. If the issue persists or the console only lights up partially, 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 [\[13313.C\]](#). If the console is damaged or the console still only lights up partially, [order a Console \[13313.D\]](#). If the cable to the console is damaged, [order a Console Cable \[13313.E\]](#). If the cable coming from the body of your machine is damaged [order a Lower Chassis Cable \[13313.F\]](#).

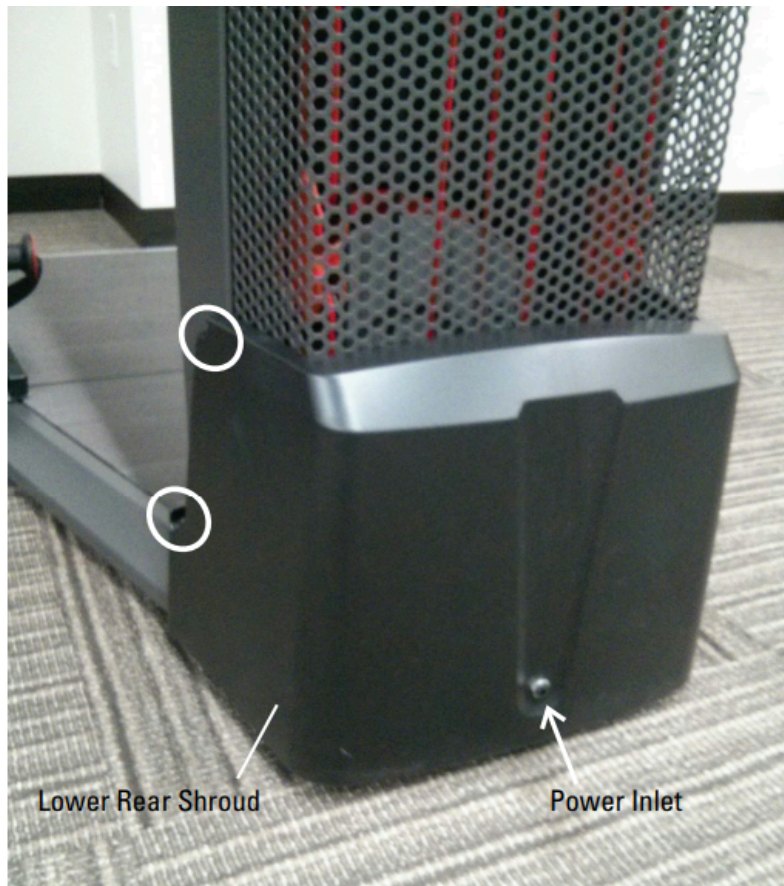
(Reference 1)



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).

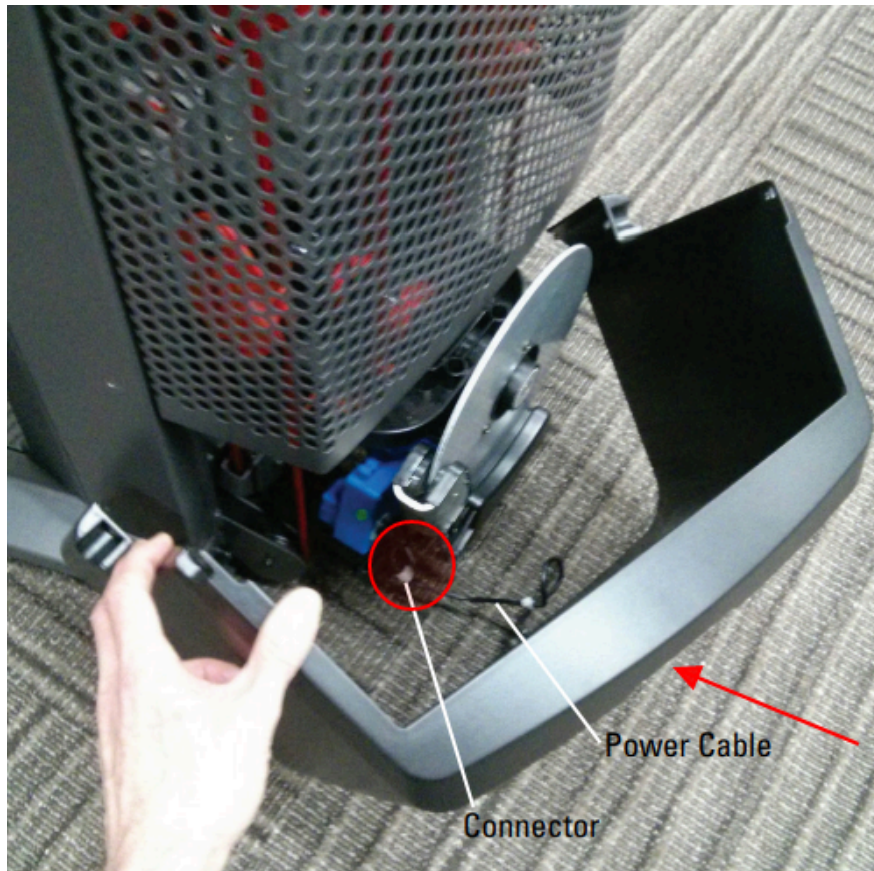
4. If the issue persists, remove the 4 screws attaching the lower rear shroud with a Phillips head screwdriver (**reference 2**). The power plug inlet wire is connected to the shroud; unplug the wire before completely removing the cover (**reference 3**). If the wire was already unplugged when you were removing the cover, plug it back in and test for power to your machine [\[13313.G\]](#).

(Reference 2)



2 of the 4 screws to remove are circled. The other 2 screws are located in the same location on the opposite side of the shroud.

(Reference 3)



The power cable must be unplugged from the power inlet plug before continuing with removing the cover. The power inlet (also pictured above in reference 2) is located roughly where the arrow indicates. Unplug the cable at the circled connector.

5. If the issue persists, inspect the power plug inlet wire for damage. If damage is present, [order a Power Inlet Plug \[13313.H\]](#). If undamaged, plug the inlet wire back into the main cable and plug your machine back into power. Test to see if the issue persists [\[13313.I\]](#).
6. If the issue persists, [order a Power Adapter \[13313.J\]](#).

Need to order replacement parts?

1 Parts Reference Table

Part Description	Part SKU
Console	8013419
Console Cable	8011946
Lower Chassis Cable	8011945
Power Adapter	8007982

Power Inlet Plug	8011947
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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