

# Max Trainer Max Total 16: Why aren't the heart rate contact plates working?

ID: 11816.2

Follow this troubleshooting guide to help resolve issues involving the heart rate contact plates on the Max Trainer Max Total 16. Troubleshooting for Bluetooth heart rate monitors can be found here: [Max Trainer Max Total 16: Why won't my heart rate monitor connect?](#)

Some common complaints may include:

- Heart rate isn't registering
- Heart rate spikes on the handlebar
- Heart rate isn't displayed

## Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Refer to the Updates section of the [JRNY Basic App Troubleshooting](#) guide or [click here to visit the JRNY Support page](#). If an update is available, follow the prompts on your console to install the update and retest once completed to determine if the issue persists [\[FW.A\]](#).
2. If the issue persists, ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[11816.A\]](#).
3. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple of minutes. Try to keep your hands still during this time [\[11816.B\]](#).
4. If you need a quicker heart rate reading, a heart rate chest strap monitor may be a better option. If you do not have one already, you can [order a Heart Rate Monitor](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[11816.C\]](#).
5. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online [\[11816.D\]](#).
6. If the issue persists, [order a Console](#) [\[11816.E\]](#).

## Need to order replacement 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>
<b>Console</b>	<b>8025967</b>

### 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**