

# Max Trainer Max Total 16: Why isn't my speed reading properly? ID: 11820.4

Follow this troubleshooting guide to help resolve speed issues on the Max Trainer Max Total 16.

Some common complaints may include:

- Machine goes to sleep while in use
- Speed is not registering or not registering properly
- Burn Rate Targets in JRNY are maxed out and barely visible

## Contents:

- [Check for updates](#)
- [Check cable connections:](#)
  - [Behind the console](#)
  - [Bottom of the console mast](#)
  - [Speed sensor and speed sensor cable](#)

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## Check for updates

1. Follow the instructions in [JRNY Basic App Troubleshooting](#) to check for and install any available updates
2. Once all applicable updates are installed, start a workout and test if the issue persists [\[FW.A\]](#)

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## Inspect the cable connections behind the console

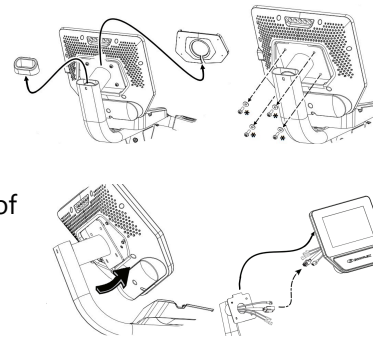
*Tools you may need:*

Phillips head screwdriver

### Access the connection

**Important:** Unplug your machine from power before continuing

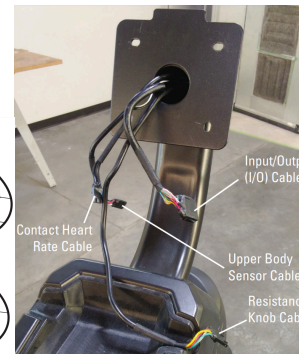
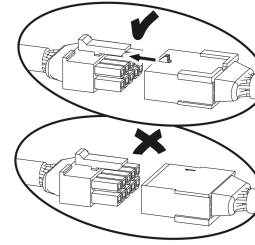
1. Remove the rear console cover from the back side of the console.
2. Use a Phillips head screwdriver to loosen and remove the four screws on each corner of the console mounting plate.
3. Carefully tilt and lift the console to expose the cable connections.



### Check the cables

1. [Three cables](#) run from the console mast to the console (5-pin, 6-pin, and 14-pin cable).
2. Unplug all connections behind the console. Check the following items while reconnecting the cables:
  - **Damage** - If damaged (cut, crimped, frayed wires, or loose/damaged connectors), [order Mid-Mast Cables \[11820.A\]](#)

- **Connector Orientation** - the number of wires leading to the connector and the color of the wires should match on both sides of the connection (e.g., 4-pin connects to 4-pin, and red wire matches red wire).
- **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. Most connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
- These latch components can also be used to confirm the connectors are secured in the correct orientation.



3. Once the cables are reconnected, test if the issue persists [\[11820.B\]](#). If the issue persists, continue to the next section.

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## Inspect the cable connections at the bottom of the console mast

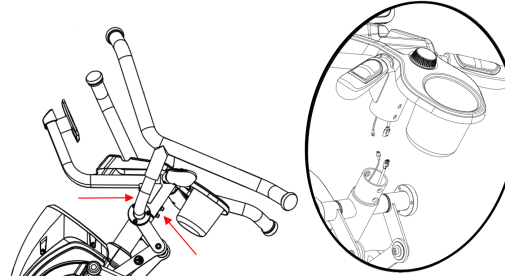
*Tools you may need:*

5mm hex key/Allen wrench

### Access the connection

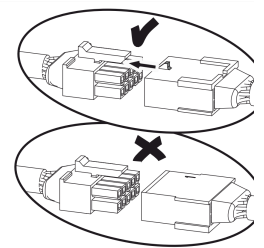
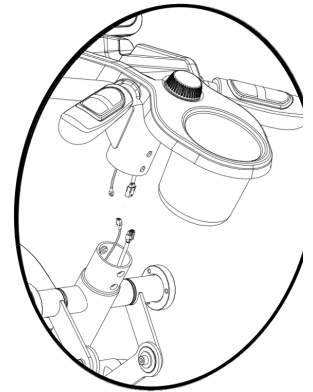
**Important:** Unplug your machine from power before continuing

1. Starting with the console removed from the section above, use a 5mm Allen wrench to loosen and remove the four bolts attaching the handlebar assembly to the console mast. There are two bolts each on the front and back of the console mast.
2. Carefully lift the handlebar assembly to expose the cable connections.



### Check the cables

1. Two cables run from the console mast to the engine (one 6-pin and one 14-pin cable).
2. Unplug both connections at the bottom of the console mast. Please do not allow the cables to slip inside the machine's frame while troubleshooting.
3. Check the following items while reconnecting the cables:
  - **Damage** - If damaged (cut, crimped, frayed wires, or loose/damaged connectors), the replacement item depends on which cable is affected:
    - **6-pin** cable: [order a Console to Base Hub Cable \[11820.C\]](#)
    - **14-pin** cable: [order a Main Wiring Harness \[11820.D\]](#)
  - **Connector Orientation** - the number of wires leading to the connector and the color of the wires should match on both sides of the connection (e.g., 5-pin connects to 5-pin, and red wire matches red wire).
  - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection. Most connectors have a latching mechanism where a plastic tab on the male connector slides over a small ridge on the female connector.
  - These latch components can also be used to confirm the connectors are secured in the correct orientation.
4. Once the cables are reconnected, test if the issue persists [\[11820.E\]](#). If the issue persists, continue to the next section.



## Check the speed sensor and speed sensor connection

*Tools you may need:*

Phillips head screwdriver

### Remove the lower right fan cover

**Important:** Unplug your machine from power before continuing

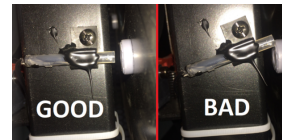
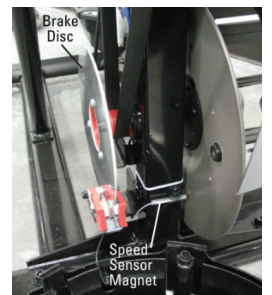
Watch the YouTube video below that shows how to remove the cover, or you can follow these instructions:

1. Use a Phillips head screwdriver to remove the three upper screws from the lower fan cover on the right side of your machine.
2. Loosen the lower screw by at least three complete turns. It may help to gently tilt the machine to loosen the screw.
3. **The power plug wire inlet is attached to the inside of the cover. Gently unplug the power wire before completely removing the cover.**



### Check the speed sensor's location and position

1. The speed sensor should be mounted on the frame between the brake disc and the fan. Sometimes the hot glue holding the speed sensor in place can break, causing the sensor to wiggle loose.
2. Rotate the fan so that one of the round magnets is lined up with the tip of the speed sensor.
3. Ensure the gap between the sensor and the magnet is at least 1/8" (3mm).
4. The sensor should point directly at the round magnet; it should not be crooked or at an angle.
5. If needed, use a Phillips head screwdriver to adjust the sensor to point directly to the magnet. The YouTube video demonstrates how to adjust the sensor [\[11820.F\]](#).



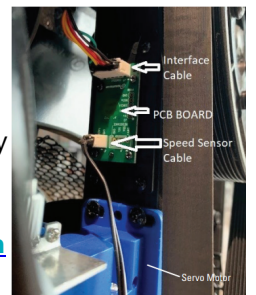
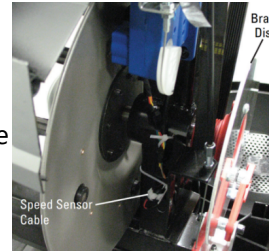
## Replacing Max Trainer Speed Sensor | Bowflex® Support



### Check the speed sensor cable

**Important:** Unplug your machine from power before continuing

- Follow the speed sensor wire from the speed sensor to the Base Hub and unplug the connection.
  - Please note you may need to remove the brake disc using a Phillips head screwdriver to access the connection. The brake disc is secured by three screws around the center of the disc
- Check the following items while reconnecting the cables:
  - Damage** - If damaged (cut, crimped, frayed wires, or loose/damaged connectors), [order a Speed Sensor \[11820.G\]](#)
  - Connector Orientation** - the number of wires leading to the connector and the color of the wires should match on both sides of the connection (e.g., 5-pin connects to 5-pin, and red wire matches red wire).
  - Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection.
- Once the cables are reconnected, test if the issue persists [\[11820.H\]](#). If the issue persists, [order a Speed Sensor \[11820.I\]](#)



### 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 to Base Hub Cable</b>	<b>8025463</b>
<b>Main Wiring Harness</b>	<b>8025974</b>
<b>Mid-Mast Cables</b>	<b>8027325</b>
<b>Speed Sensor</b>	<b>8004557</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**