

Max Trainer Max Total 16: Why is there no power to my machine or console?

ID: 11822.4

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

Some common complaints may include:

- Console does not light up
- Console lights up, then turns off
- Console only lights up partially

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Power cycle; inspect display and power adapter

1. Power cycle your machine:
 - a. Unplug the power cord from both ends (machine and wall)
 - b. Leave the cord unplugged for 5 minutes to allow the machine to completely power down.
 - c. Plug the power cord back into your machine.
 - d. The console may need several minutes to boot up if a firmware update was recently completed [\[11822.A\]](#).
 - e. If the console will not boot up after attempting a firmware update, [order a Console \[11822.B\]](#).
2. Check to see if the display will light up at all.
 - Remove the protective film from the console display if you have not already done so [\[11822.C\]](#).
 - If the console only turns on partially or flickers/is dim, [order a Power Adapter \[11822.D\]](#).
3. Inspect the power adapter for damage.
 - Unplug the adapter from both ends.
 - Inspect the entire length of the cord for any visible wires, cuts, breaks, or crimps. If the cord of the power adapter is damaged, [order a Power Adapter \[11822.E\]](#).
 - Inspect the power adapter end for damage, such as bends or the tip being broken. If the tip of the power adapter is damaged, [order a Power Adapter and Power Plug Inlet \[11822.F\]](#).
4. Check to see if the power outlet is working properly.
 - Plug in another device, such as a lamp, and test to see if it turns on.
 - If the outlet is not working, test your machine on another outlet [\[11822.G\]](#).
5. If the issue persists, continue to the next section.

Inspect the cable connections behind the console

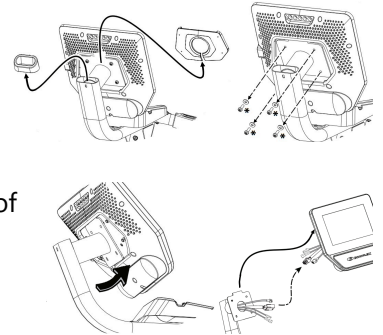
Tools you may need:

Phillips head screwdriver

Access the connection

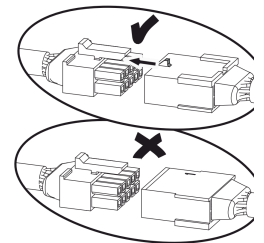
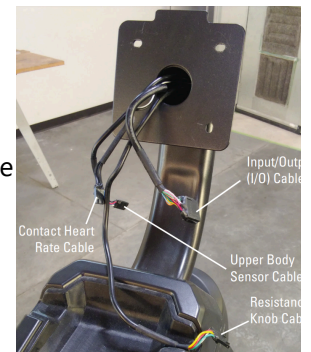
Important: Unplug your machine from power before continuing

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 \[11822.H\]](#)
 - **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 [\[11822.I\]](#). If the issue persists, continue to the next section.



Inspect the cable connections at the bottom of the console mast

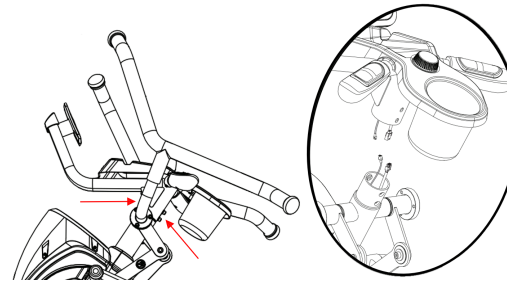
Tools you may need:

5mm hex key/Allen wrench

Access the connection

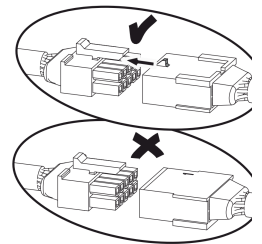
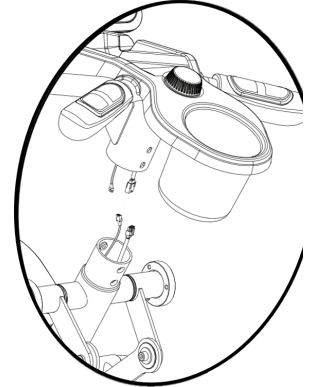
Important: Unplug your machine from power before continuing

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 \[11822.J\]](#)
 - **14-pin** cable: [order a Main Wiring Harness \[11822.K\]](#)
 - **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 [\[11822.L\]](#). If the issue persists, continue to the next section.



Check the power inlet wire 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 be easier to loosen the screw if you gently tilt the machine.
3. **The power plug wire inlet is attached to the inside of the cover. Gently unplug the power wire before completely removing the cover.**

Bowflex® Max Trainer | Removing Lower Right Fan Shroud



Check the power inlet wire connection

1. If the power plug inlet wire was already unplugged when removing the lower right fan cover, plug it back in and re-test your machine [\[11822.M\]](#).
2. Inspect the power inlet wire for damage, including cut, crimped, or frayed wires. If damage is present, [order a Power Plug Inlet \[11822.N\]](#).
3. Reconnect the power plug inlet wire to the main input/output cable. Connect the power adapter and turn your machine back on. Check if the console powers on [\[11822.O\]](#).
4. If the issue persists, [order a Power Adapter \[11822.P\]](#).

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

| Part Description | Part SKU |
|----------------------------------|----------------|
| Console | 8025967 |
| Console to Base Hub Cable | 8025463 |

| | |
|------------------------------|----------------|
| Main Wiring Harness | 8025974 |
| Mid-Mast Cables | 8027325 |
| Power Adapter | 8018406 |
| Power Inlet Wire Plug | 8024819 |

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