

Max Trainer Max Total: Why is there a slow charging message on the console?

ID: 12071.1

Follow this troubleshooting guide to help resolve a slow charging message on the Max Trainer Max Total.

Some common complaints may include:

- Slow charging
- Console charging message

Follow these steps to troubleshoot the issue

1. The console is intentionally charged at a slow rate. This is better for the life of the console. It cycles the battery between 40% and 80% to help prolong its battery life.
2. You can check the "Do not show again" box and then tap OK to clear the message [\[12071.A\]](#).
3. The console does not need to be replaced because of this message.

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 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