

Max Trainer Max Total: Why isn't my speed reading properly? ID: 12060.2

Follow this troubleshooting guide to help resolve issues involving speed on the Max Trainer Max Total. Please note, this guide does not cover speed readings within the BowFlex JRNY app.

Some common complaints may include:

- Machine goes to sleep while in use
- Machine pauses workout during use
- Speed is not registering or not registering properly
- RPMs are displayed incorrectly

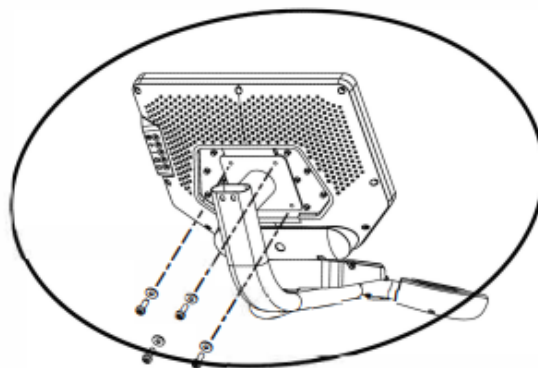
Follow these steps to continue troubleshooting the issue

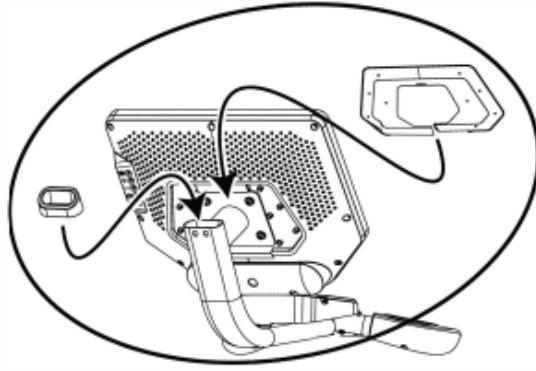
Tools you may need:

Phillips head screwdriver
5mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine

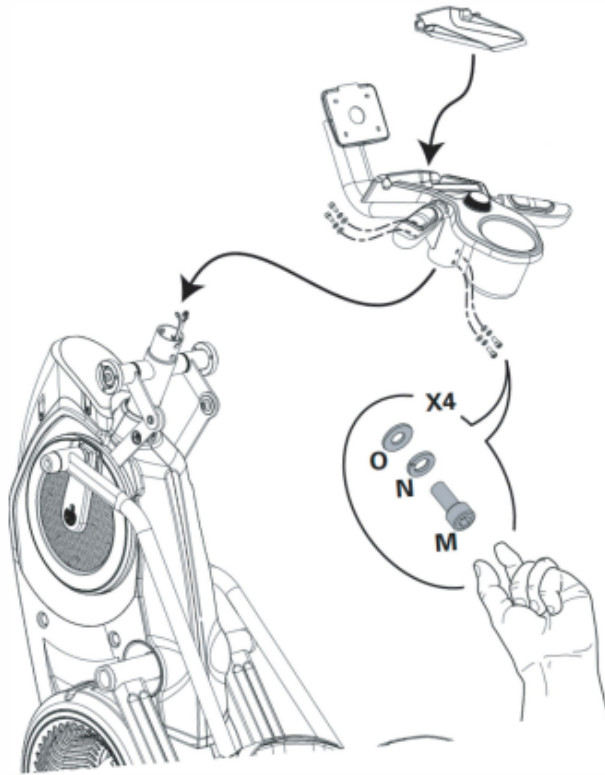
1. Unplug your machine from power. Using a Phillips head screwdriver, remove the screws on the back of the console and pull the console forward slightly. (**reference 1a**) Rest the console on the handlebar tray and check the four connections. Inspect each cable for damage. Unplug each connection and reconnect them securely, ensuring they are oriented in the proper direction (**reference 1b**). Plug the power back in, set the console back in place (without reattaching screws), and retest your machine (**reference 1c**) [\[12060.A\]](#). If the cable coming from the handlebar assembly is damaged, [order a Handlebar Assembly \[12060.B\]](#). If the cable coming from the console is damaged, [order a Console \[12060.C\]](#).

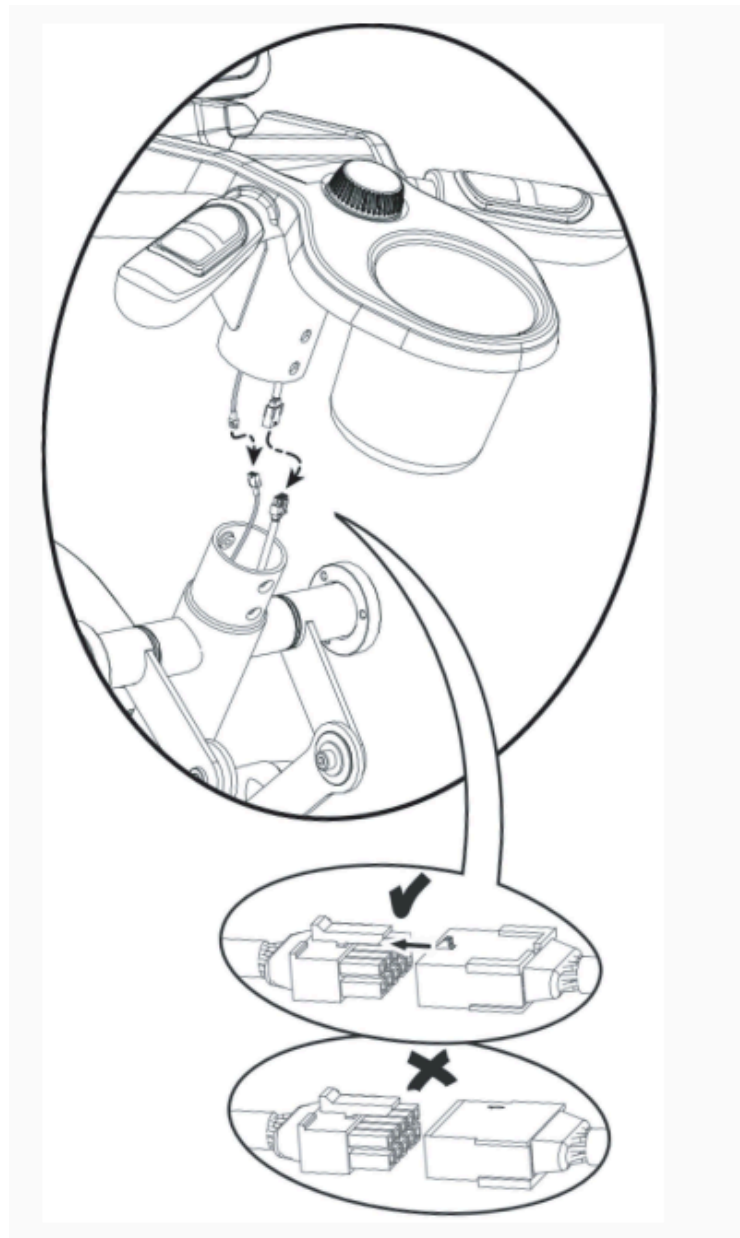
(Reference 1a)



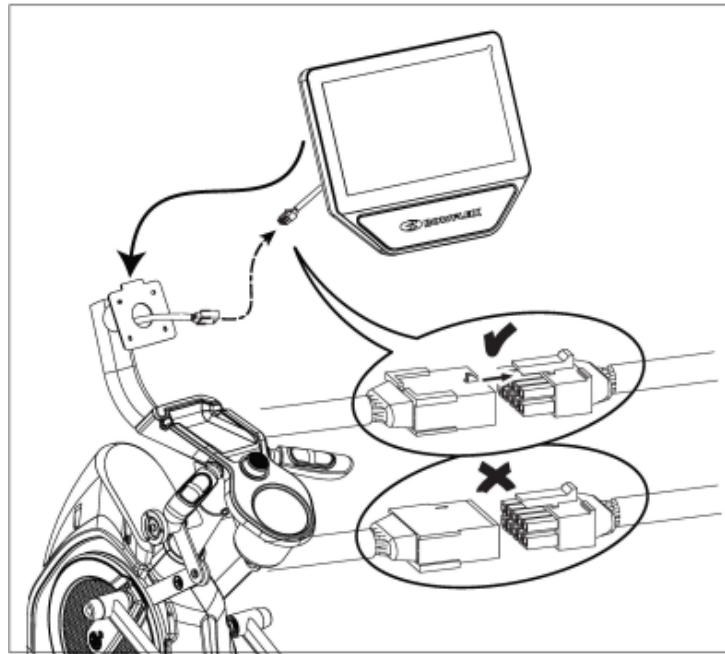


(Reference 1b)





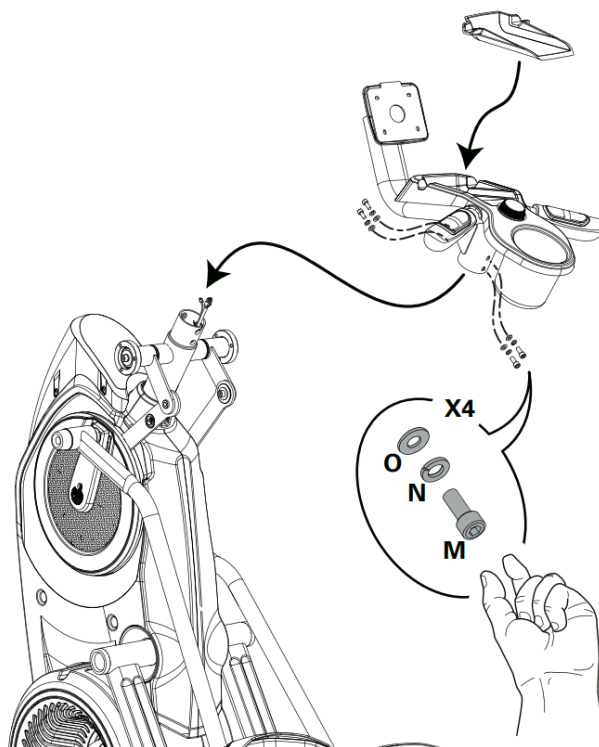
(reference 1c)



Remove the 4 screws at the locations indicated by the red arrows. Rest the console on the handlebar tray, just above the resistance adjustment knob. Check each connection and orient them as shown.

2. If the issue persists, disconnect your machine from power again and set the console back on the handlebar tray. Disconnect the 4 connections, remove the console, and set it to the side. Using a 5mm Allen wrench, remove the 4 bolts attaching the handlebar assembly to the engine. Lift the handlebars up and unplug the cable connections (**reference 2**). **Do not allow the cables to fall into the frame of your machine!**

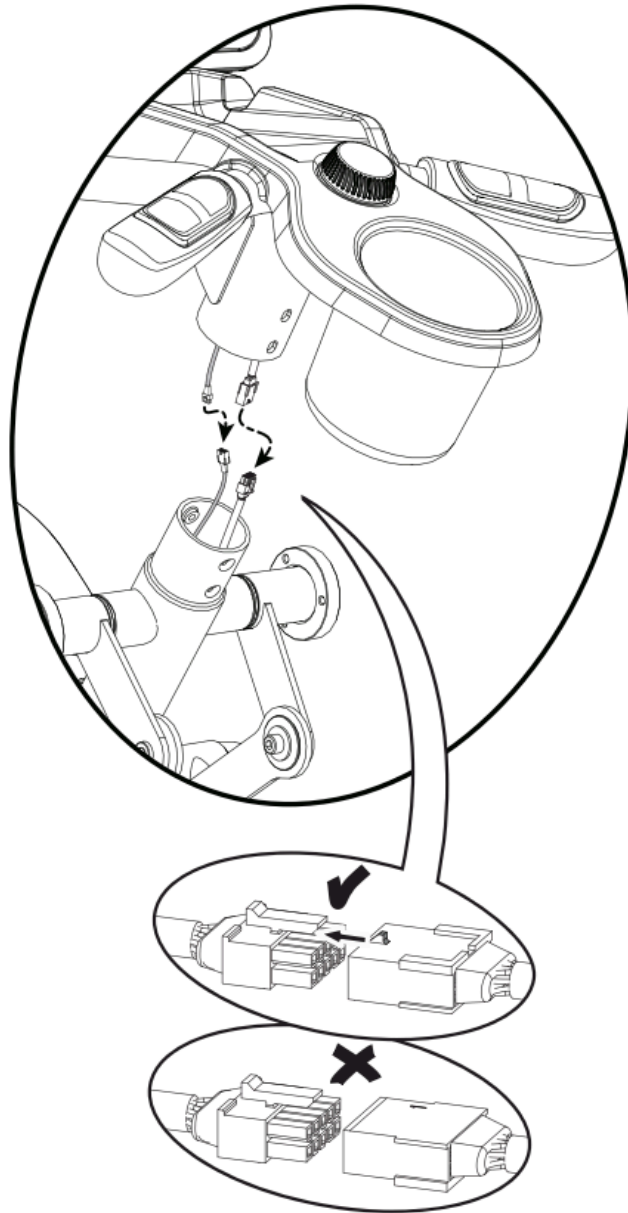
(Reference 2)



Use a 5mm Allen wrench to remove the two front and two rear bolts at the engine/handlebar connection.

3. Inspect both cables for damage. Firmly reconnect the cables, ensuring that the cables are oriented properly (**reference 3**). The latch should audibly click when fully connected. Reattach the handlebar assembly when complete. Hand tighten the 4 bolts removed in the previous step, then fully tighten with the 5mm Allen wrench once all screws are started **[12060.D]**. If the cable coming from the engine is damaged, [order a Mast Cable \[12060.E\]](#).

(Reference 4)



Make sure that the cables are undamaged, oriented properly as shown, and connected securely.

4. If the issue persists, remove the lower right fan shroud. Watch the video below or follow the instructions starting in the next step.

Bowflex® Max Trainer | Removing Lower Right Fan Shroud



[\(BowFlex® Max Trainer | Removing Lower Right Fan Shroud\)](#)

5. Use a Phillips head screwdriver to carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws. The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (**reference 4**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

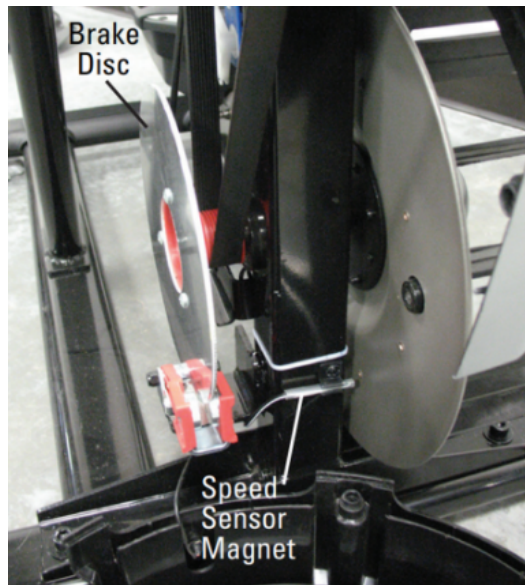
(Reference 4)



The white arrow indicates the location of the power plug wire inlet and bottom screw. The bottom screw can be loosened 3 turns rather than removing it entirely. The white circles indicate the locations of the screws to remove in order to remove the cover.

5. Check the speed sensor's location (**reference 5**) as the sensor can wiggle loose if the hot glue breaks. Rotate the fan so that one of the round magnets is lined up with the tip of the speed sensor [\[12060.F\]](#).

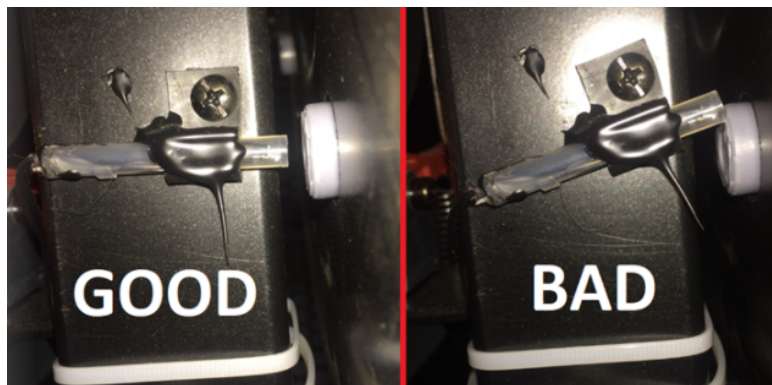
(Reference 5)



The speed sensor is located between the brake disc and the fan.

6. Check the positioning of the speed sensor. The sensor should point directly at the round magnet and not be crooked or at an angle (**reference 6**). If needed, use a Phillips head screwdriver to adjust the sensor to point directly to the magnet. Make sure the gap between the sensor and the magnet is at least 1/8" (3mm) [\[12060.G\]](#).

(Reference 6)

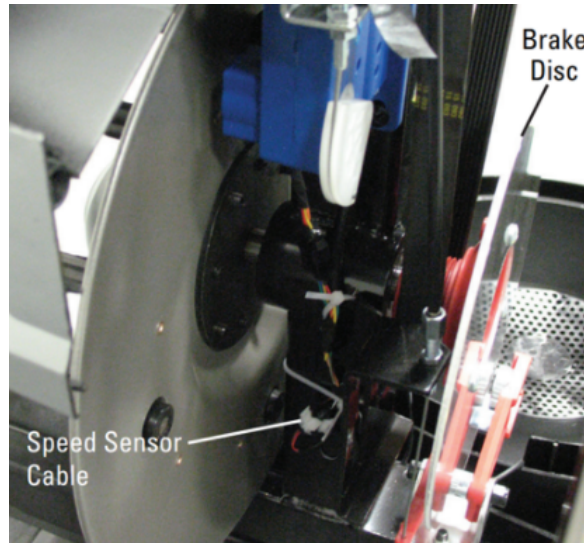


On the left is an example of a properly positioned speed sensor.

On the right is an example of a poorly positioned speed sensor. Use a Phillips head screwdriver to adjust to a proper position.

7. Follow the speed sensor wire to locate the connector (**reference 7**). Ensure the connection is secure by unplugging it and firmly plugging it back in. You may need to remove the brake disc to access the connection using a Phillips head screwdriver. The brake disc is secured by 3 screws midway into the disc [\[12060.H\]](#). If the issue persists, [order a Speed Sensor \[12060.I\]](#).

(Reference 7)



The speed sensor cable is ziptied to the frame of the machine. The white box between wires is the connection to inspect. If needed, the brake disc may be removed by removing the 3 screws located just outside the red center of the disc.

- 8. If the issue persists after replacing the sensor, [order Mid Mast Cables and a Mast Harness \[12060.J\]](#).

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	8017423
Handlebar Assembly	8017687
Mast Harness	8017800
Mid Mast Cables	8023271
Speed Sensor	8004557

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