

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

ID: 12103.2

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

Some common complaints may include:

- Console won't turn on
- No power to machine
- Console turns off randomly
- Blinking red light on console
- Slow charging message on console
- Console connection lost

Follow these steps to troubleshoot the issue

1. Make sure that your power cord is completely plugged into the wall outlet. Test the wall outlet with another device, such as a lamp, to ensure it is working properly. If needed, move the power adapter to a working outlet.
2. Make sure that the power cord is securely connected to your machine. The plug is located at the base of the front of the machine, just between and above the transport wheels. The adapter should not be plugged directly into the console.
3. **Do not use the power button to turn the console on.** Your machine is designed to power on automatically when the power cord is connected. Turning the console on manually will interfere with troubleshooting. If you've pressed the power button on the console before this step, shut down your machine, unplug it from power, and return to the first step in this troubleshooting guide.
4. Watch the LED ring around the resistance knob. The status of the LED ring can indicate the root cause of the issue:
 - **LED ring is not lit:** the console is not receiving power.
 - **LED ring has a steady light:** the console is receiving power and should be charging normally.
 - **LED ring flashing rapidly:** rapid flashing exceeds a rate of 1 flash per second. This indicates the charging circuitry has encountered an error and is no longer charging.
 - **LED ring flashing slowly:** the console may be in charging mode or there may be an error.

Select an LED ring status to begin troubleshooting

- [Max Trainer Max Total: LED ring not lit](#)
- [Max Trainer Max Total: LED ring steadily lit](#)
- [Max Trainer Max Total: LED ring flashing rapidly](#)
- [Max Trainer Max Total: LED ring flashing slowly](#)

Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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](#)