

Max Trainer Max Total: Upper Pulley Issues

ID: 12069.1

Follow this troubleshooting guide to help resolve issues involving the upper pulley of the Max Trainer Max Total (including missing or loose bolts, plastic tabs, etc.).

Some common complaints may include:

- Broken plastic tabs
- Missing or loose screws in the machine
- Drive pulley is loose or wobbly

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
CWP-7 crank puller (if removing crank arms for troubleshooting)
Flashlight

1. Inspect all around the machine for any hardware that may have fallen out of the machine [\[12069.A\]](#).
2. Using a Phillips head screwdriver, remove the screws attaching the rear shroud to the engine. Inspect the drive pulley (**reference 1**), using a flashlight as needed to check the 4 screws on the pulley. The screws can be seen protruding from the back of the pulley [\[12069.B\]](#).

(Reference 1)



The screws attaching the Main Drive Pulley are circled in red. Manipulate the foot pedals to rotate the pulley and check all 4 screws, using a flashlight as necessary for better viewing.

3. Rotate the pulley by manipulating the foot pedals to inspect all 4 screws, ensuring they are all in place and protruding approximately the same distance. If the pulley is loose or if any of the screws are missing/loose in the machine, [order a Main Drive Pulley \[12069.C\]](#).
4. Inspect the drive belt, checking for damage and that it is properly positioned on the pulley. If the belt is not traveling off the pulley, please see [Max Trainer Max Total: Why is my belt slipping/loose?](#) If damage is present, [order a Belt and Main Drive Pulley \[12069.D\]](#).
 - o **Important:** in order to replace the Main Drive Pulley, a CWP-7 model Crank Puller is required to remove the Crank Arms. [Order a CWP-7 Crank Puller](#) if you do not have one already.
5. Attempt to wiggle the pulley towards and away from the mast, observing whether the pulley wobbles as it rotates. If the pulley is loose or wobbles, [order a Main Drive Pulley \[12069.E\]](#).

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
Belt	8004642
CWP-7 Crank Puller	74025 or online, similar to this
Main Drive Pulley	8004562

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