

# Max Trainer Max Total: LED ring flashing slowly

ID: 13871.1

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

Some common complaints may include:

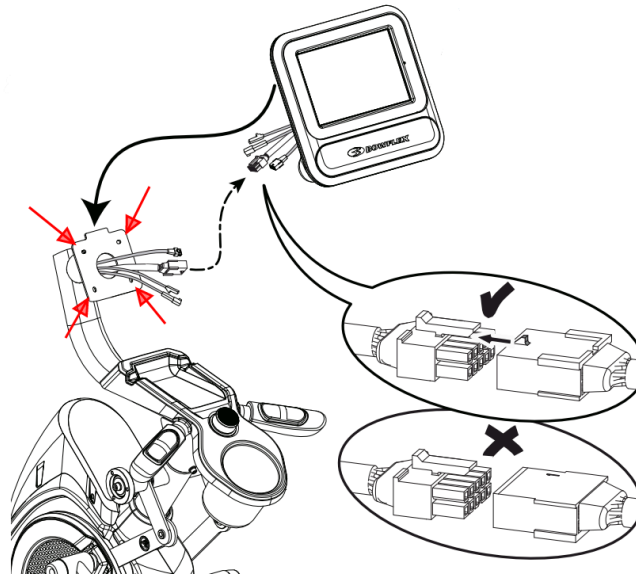
- Console won't turn on
- No power to machine
- Console turns off randomly
- Blinking red light on console
- Slow charging message on console
- Console connection lost

**Follow these steps to troubleshoot the issue**

Tools you may need:
Phillips head screwdriver

1. Confirm whether your console is charging. The screen should have an animated charging message displayed. This does not indicate the level of charge. The animation continues until your machine has sufficient charge to function (approximately 20%). If the screen is blank, briefly press the power button on the back of the screen to wake the display up. Do not hold the power button down [\[13871.A\]](#).
2. If the charging message is displayed, the battery is very low and needs time to recharge. Do not attempt to restart or power cycle your machine. Leave it to charge for 2 hours or longer. The charging message will disappear when it is done charging [\[13871.B\]](#).
3. If the console boots partially and shuts down repeatedly, leave it alone to charge for 2 hours or longer. After a series of boot loops, the console will go into charging mode.
4. When charging is complete, touch the screen or power button briefly to wake the console up and use your machine. Do not hold the power button down. Accept any updates that are offered by your machine and it will be ready to use once completed [\[13871.C\]](#).
5. If the console is not charging, check if the screen wakes up at all. If it wakes up and a Console Connection Lost error message is displayed, unplug the power cord from your machine fully. Wait several seconds then plug the power cord back in [\[13871.D\]](#).
6. If the console is not charging and the display does not wake up, disconnect power from your machine and make sure that the console power is off. Press and hold the power button to bring up the power menu and shut down the console [\[13871.E\]](#).
7. Using a Phillips head screwdriver, remove the screws on the back of the console and pull the console forward slightly. Rest the console on the handlebar tray and disconnect the four connections (**reference 1**). Reconnect **only** the largest cable. This cable has 14 pins, 2 rows of 7. Do not connect the other 3 cables at this time.

**(Reference 1)**



Disconnect all 4 cables and only reconnect the cable with 2 rows of 7 pins.

8. Plug the power cord back into your machine and watch the console. The LED ring around the resistance knob will not light up while the other 3 cables are disconnected. This is normal. The LED at the corner of the screen will light up as normal.
9. See if the console boots up normally. If it boots normally and the issue is no longer present, pull the resistance knob straight away from and off your machine. It should come off easily. With the knob off, attempt to pull up gently on the shaft that holds the knob to make sure it is properly positioned. It should move slightly up and down but remain in the up position. Plug in the remaining 3 cables disconnected in Step 6 and test your machine. The console should function normally [[13871.F](#)].
10. If the issue persists, check if the resistance knob shaft is damaged. If damage is present, [order a Handlebar Assembly](#) [[13871.G](#)].
11. If the issue persists, [order Mid Mast Cables](#) [[13871.H](#)].

### **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

<i>Part Description</i>	<i>Part SKU</i>
<b>Handlebar Assembly</b>	<b>8017687</b>
<b>Mid Mast Cables</b>	<b>8023271</b>

### 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**