

Max Trainer Max Total: LED ring steadily lit

ID: 13870.1

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:

Paperclip or other small object to insert into the console

1. Touch the screen of the console to wake it up. If the screen does not wake up, press the home button. The home button is accessed through a small hole on the right of the screen. Press a paperclip or similarly sized item into the hole until a slight click is felt. It is best to tap 'Exit' when finished with a workout and 'Exit' again to confirm to end the workout. This should prevent the issue from reoccurring and give you the opportunity to see the details of your workout and any earned rewards!
2. If the home screen appears after pressing the home button, the console display was just asleep. You can log in and use your machine like normal [\[13870.A\]](#).
3. If the console display remained off after pressing the home button, please visit [Max Trainer Max Total: LED ring flashing slowly](#) to continue troubleshooting.
4. If the console displays a "Console Connection Lost" error message, unplug the power cord from your machine fully. Wait several seconds then plug the power cord back in [\[13870.B\]](#).
5. If any other message is displayed, or the "Console Connection Lost" error message returns after power cycling, please contact Customer Care to submit an Advanced Troubleshooting case for further assistance. Our contact information is located at the bottom of this page [\[13870.C\]](#).

Need additional assistance?

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