

Max Trainer Max Total: Why is my resistance not changing?

ID: 12063.1

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

Some common complaints may include:

- No resistance
- Resistance does not change when adjusted
- Resistance knob came off

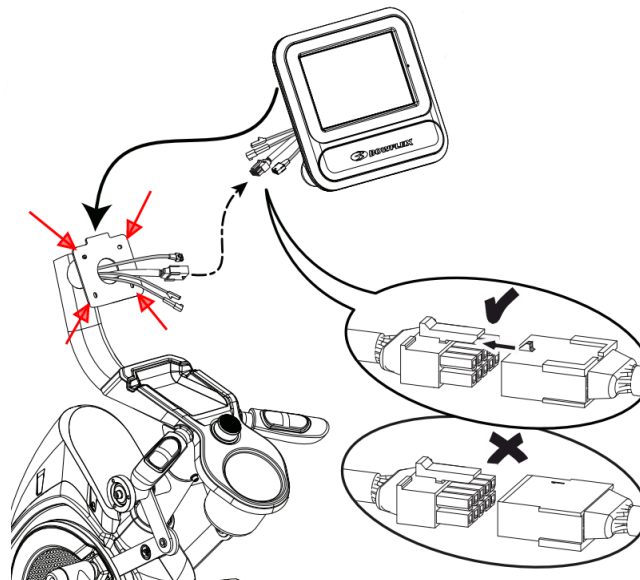
Follow these steps to troubleshoot the issue

Tools you may need:

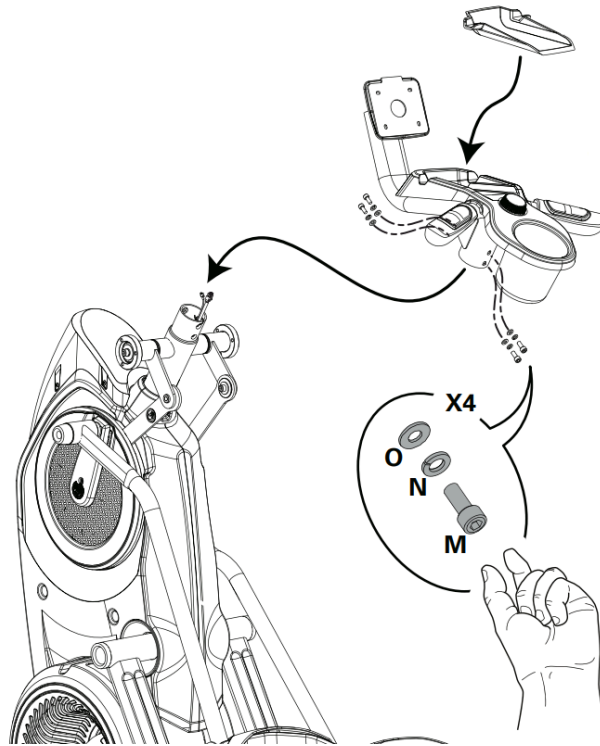
Phillips head screwdriver
5mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. If your resistance knob has come off of the handlebar assembly, you can press it back into place. It is designed to pull off. Take a look at the back of the knob and note the shape of the hole and the shape of the shaft on the handlebar assembly. Align the knob over the shaft and push the knob back into place [\[12063.A\]](#).
2. Disconnect your machine from power and plug it back in. Listen for a clicking noise inside the machine as soon as it is plugged back in. If a clicking noise is heard, [order a Servo Motor \[12063.K\]](#).
3. Look at the resistance knob. If there is no red light around the resistance knob, disconnect power to your machine. Use a Phillips head screwdriver to remove the screws from the back of the console (**reference 1**). Disconnect the cables then remove the console and set it off to the side. Use a 5mm Allen wrench to remove the 4 bolts attaching the handlebar assembly to the engine (**reference 2**).

(Reference 1)



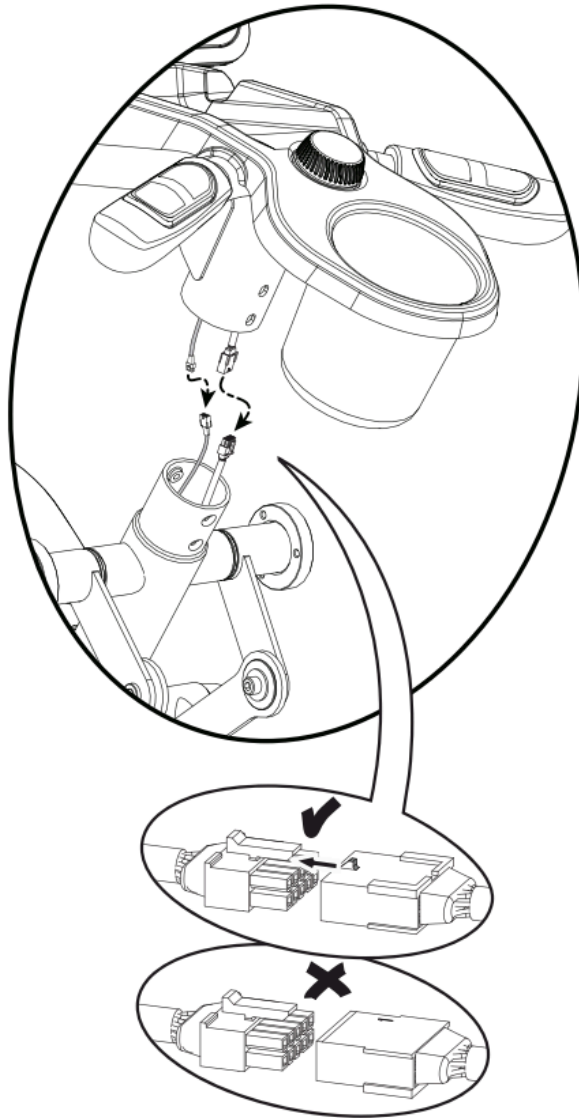
Remove the 4 screws at the locations indicated by the red arrows. Rest the console on the handlebar tray, just above the resistance adjustment knob. Check each connection and orient them as shown.

(Reference 2)

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

4. Lift the handlebar assembly to check the mid-mast connections (**reference 3**). It may be easier to check the connections while a second person holds the handlebar assembly. Inspect the wires for damage including cuts, crimp, exposed wiring, or other damage. Inspect each connector for damage as well. If the cable or connectors coming from the engine are damaged, [order Mid Mast Cables \[12063.B\]](#). If the cable or connectors coming from the handlebars are damaged, [order a Handlebar Assembly \[12063.C\]](#). Reconnect any undamaged cables securely and retest your machine [\[12063.D\]](#). If the issue persists, [order a Handlebar Assembly \[12063.E\]](#).

(Reference 3)



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

5. If the red light around the resistance adjustment knob is lit, check if the fan is able to turn freely. If the fan cannot turr freely, please visit [Max Trainer Max Total: My machine is seized, why won't it move?](#) to continue troubleshooting.
6. If the issue persists, remove the lower right fan shroud. Watch the video below or follow the instructions starting in th next step.

Bowflex® Max Trainer | Removing Lower Right Fan Shroud



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

7. Use a Phillips head screwdriver to remove the round plastic cover located on the lower right side of your machine. Carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws attaching the cover. 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. If the inlet wire was already unplugged, plug it back in. Plug the power cord back into your machine and the wall outlet and power on the display.

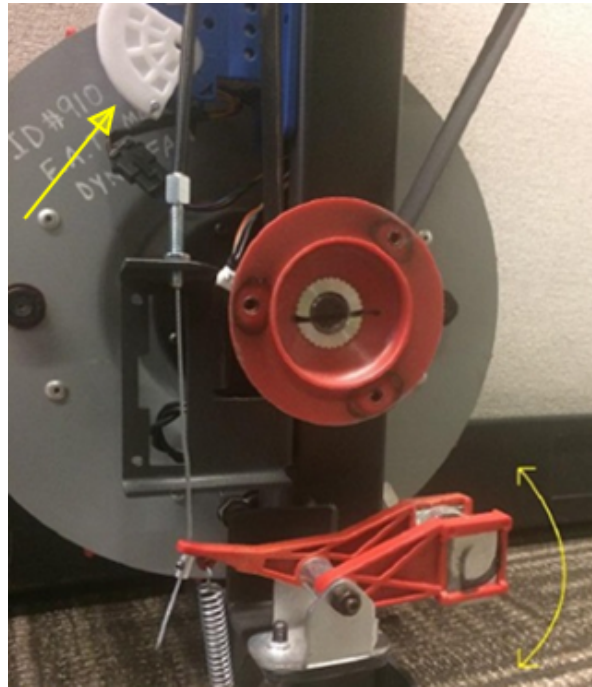
(Reference 4)



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.

8. Using the console, begin any workout and turn the resistance knob up. Watch the servo motor and brake arm for movement (**reference 5**). If they do not move, [order a Main Cable \[12063.F\]](#).

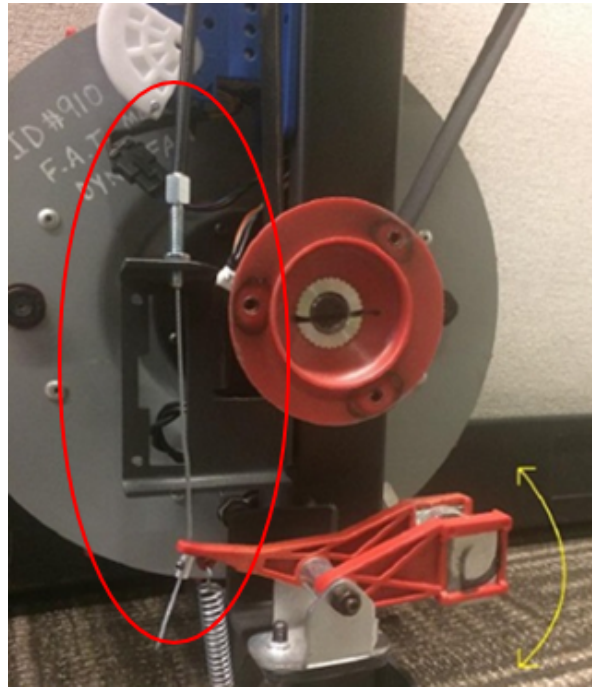
(Reference 5)



The white triangle on the servo motor and the red brake arm should move when the resistance is adjusted.

9. If the issue persists, inspect the servo motor and make sure that the metal cable is properly attached to the servo motor and brake arm.
- If the metal cable has come off track, reattach the cable. Please contact Customer Care if you need assistance reattaching the tension cable. Our contact information is located at the bottom of this page [\[12063.G\]](#).
 - If the metal cable needs to be adjusted, adjust the cable as needed. Please contact Customer Care if you need assistance adjusting the tension cable. Our contact information is located at the bottom of this page [\[12063.H\]](#).
 - If the red magnetic brake arm is damaged, [order an Eddy Brake Assembly \[12063.I\]](#).
 - If the metal cable is damaged, [order an Eddy Brake Assembly \[12063.J\]](#).

(Reference 6)



The cable circled in red should be securely attached to the brake assembly and the servo motor.

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>
Eddy Brake Assembly	8014558
Main Cable	8017800
Motor Tension Cable	8012019
Servo Motor	8004601

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