

Max Trainer Max Total: LED ring not lit

ID: 13869.1

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
- LED ring not lit
- No lights

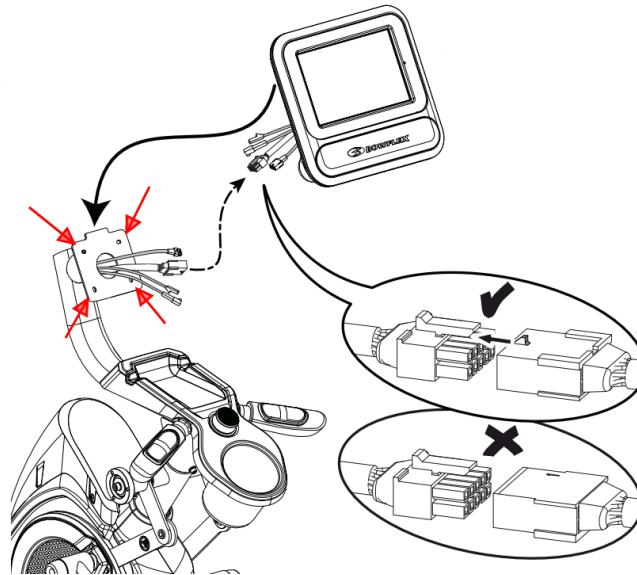
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. If the LED ring is not lit at all, check the end of the power cord where it plugs into your machine. The power adapter should be plugged directly into the machine near the transport wheels, NOT into any part of the console [\[13869.A\]](#).
2. Unplug the power adapter from your machine and the wall outlet and inspect its entire length for damage. Look for any visible wires, cuts, crimps, and check the tip of the adapter to make sure it is not bent or broken. If the tip of the cord is damaged, [order a Power Adapter and Power Wire Inlet Plug \[13869.B\]](#). If there is only damage to the cord [order a Power Adapter \[13869.C\]](#).
3. If the cord is undamaged, plug your machine back into power and test to see if the issue persists [\[13869.O\]](#). If at any point the LEDs light up or start flashing, return to the main troubleshooting guide continue troubleshooting based on the new light behavior: [Max Trainer Max Total: Why is there no power to my machine or console?](#)
4. 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 [\[13869.D\]](#).
5. Unplug your machine from power. 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 check the four connections. Inspect each cable for damage. Unplug each connection and reconnect them securely, ensuring they are oriented in the proper direction (**reference 1**). Plug the power back in, set the console back in place (without reattaching screws), and retest your machine [\[13869.E\]](#). If the cable coming from the handlebar assembly is damaged, [order a Handlebar Assembly \[13869.F\]](#). If the cable coming from the console is damaged, [order a Console \[13869.G\]](#).

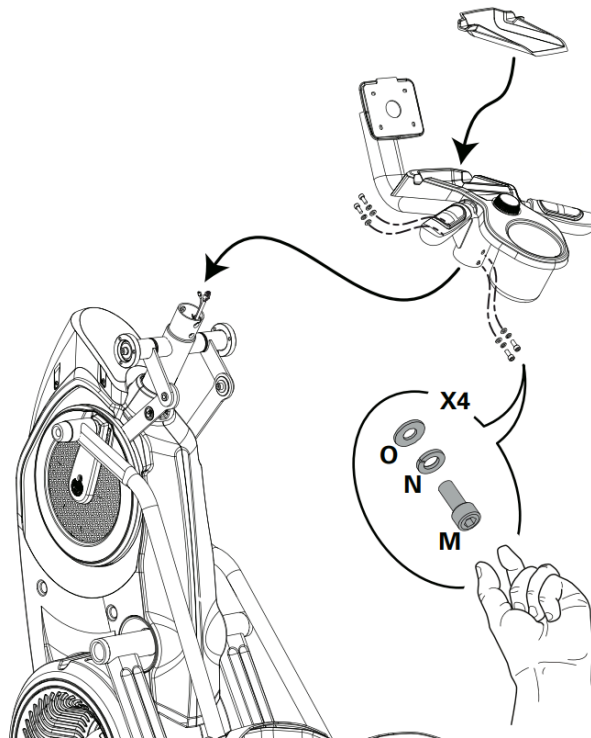
(Reference 1)



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.

- 6. If the issue persists, disconnect your machine from power again and set the console back on the handlebar tray. Disconnect the 4 connections from the back of the console again, remove the console, and set it to the side. Using a 5mm Allen wrench, remove the 4 bolts attaching the handlebar assembly to the engine. Lift the handlebars up and unplug the cable connections (**reference 2**). **Do not allow the cables to fall into the frame of your machine!**

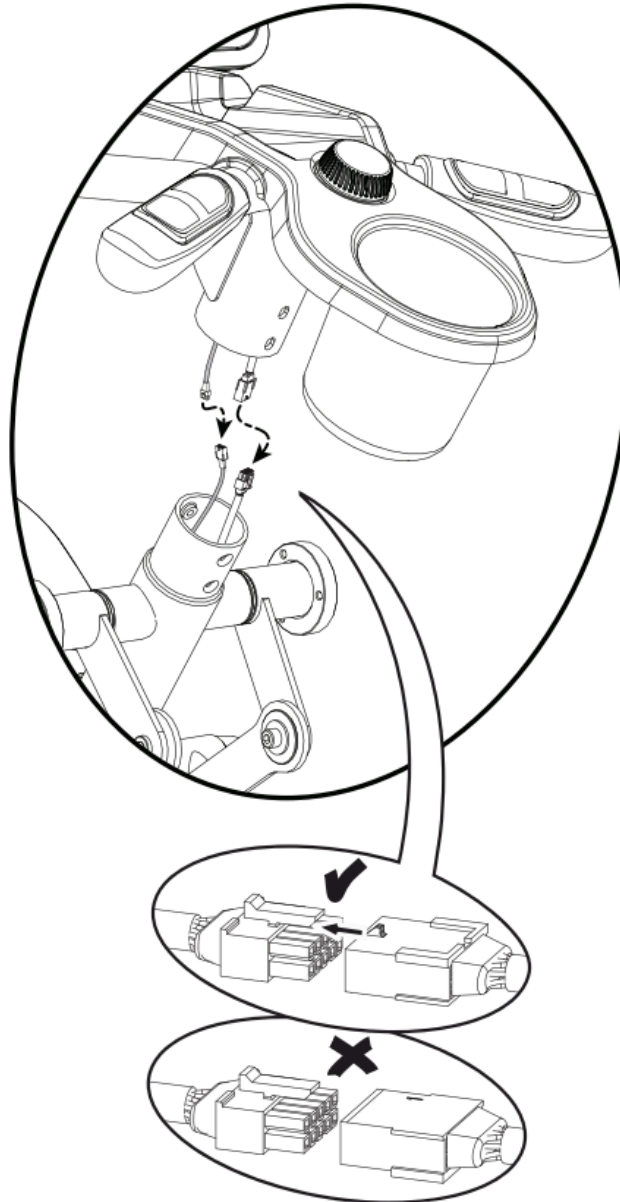
(Reference 2)



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

7. Inspect both cables for damage. Firmly reconnect the cables, ensuring that the cables are oriented properly (**reference 3**). The latch should audibly click when fully connected. Reattach the handlebar assembly when complete. Hand tighten the 4 bolts removed in the previous step, then fully tighten with the 5mm Allen wrench once all screws are started [\[13869.H\]](#). If the wires coming from the handlebars are damaged, [order a Handlebar Assembly \[13869.I\]](#). If the wires coming from the engine are damaged, [order a Mast Harness \[13869.J\]](#).

(Reference 3)



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

8. If the issue persists, 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 3**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

(Reference 3)



The white circles indicate the location of the 3 upper screws to remove. The white arrow indicates the location of the power inlet wire and the bottom screw. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, then remove the cover.

- 9. If the power inlet wire was already unplugged, plug it back in and test your machine [\[13869.K\]](#). Inspect the power inlet wire plug for damage. If damage is present, [order a Power Inlet Wire Plug \[13869.L\]](#).
- 10. Reconnect the power inlet wire if you have not already and connect your machine to power. Test to see if the console turns on after reconnecting to power [\[13869.M\]](#). If the console does not turn on, [order a Mast Harness and Mid Mast Cables \[13869.N\]](#).

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>
Console	8023258
Handlebar Assembly	8017687
Mast Harness	8017800
Mid Mast Cables	8023271
Power Adapter	8017784

Power Inlet Wire Plug	8017802
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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