

Max Trainer M5: Why is my resistance not changing?

ID: 11017.2

Follow this troubleshooting guide to help resolve issues adjusting the resistance on the Max Trainer M5.

Some common complaints may include:

- No resistance or resistance does not change when adjusted
- Motor does not move when adjusting the resistance

No resistance or resistance does not change when adjusted

Tools you may need:

Phillips head screwdriver

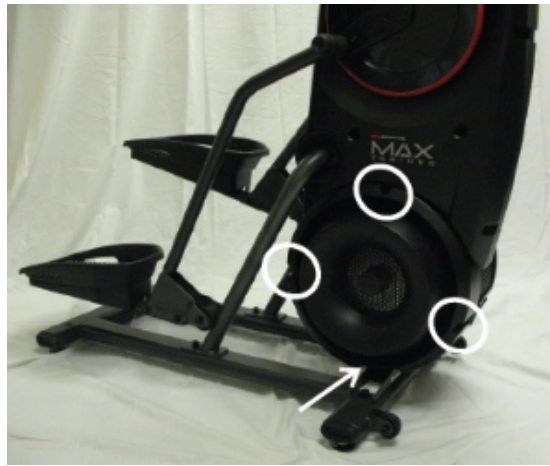
1. Power cycle the machine by unplugging it and plugging it back in [\[11017.A\]](#). If the console does not turn on after power cycling, please visit [Max Trainer M5: Why is there no power to my machine or console?](#) to troubleshoot further.
2. If the issue persists, disconnect your machine from power again 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 \[11017.J\]](#).
3. Check that the fan can turn freely. If it does not, this indicates the machine is seized. Please visit [Max Trainer M5: My machine is seized, why won't it move?](#) for troubleshooting a seized machine.
4. If the issue persists, remove the lower right fan shroud. Watch the video below or follow the instructions starting in the next step.

Bowflex® Max Trainer | Removing Lower Right Fan Shroud



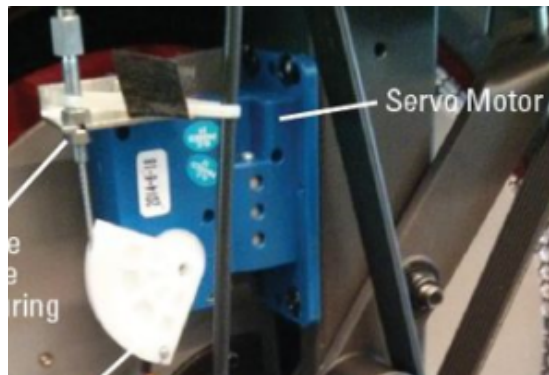
[\(BowFlex® Max Trainer | Removing Lower Right Fan Shroud\)](#)

5. Use a Phillips head screwdriver to 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 1.1**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

(Reference 1.1)

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

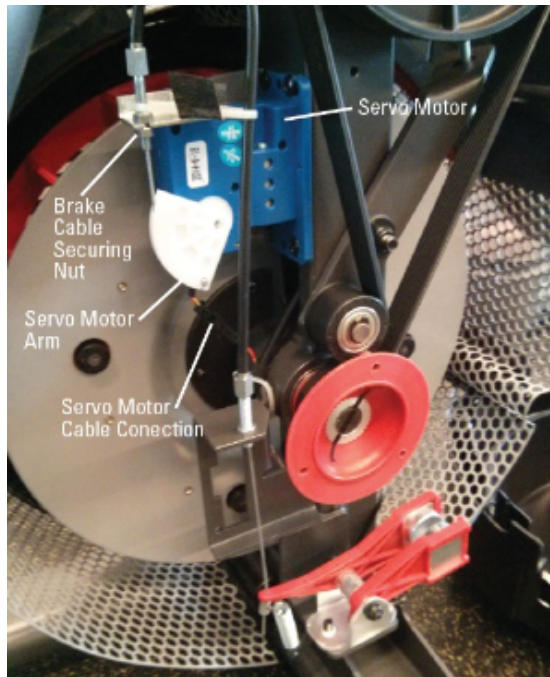
6. Plug the power cord back in and power up the display. If the inlet wire was unplugged, plug it back in and test if the issue persists [\[11017.B\]](#). Press "START/ENTER" twice. Check if the servo motor can move freely while pressing the increase or decrease resistance buttons. The white triangle piece on the motor (**reference 1.2**) should be able to move freely.

(Reference 1.2)

The servo motor is the blue component attached to the frame of the Max Trainer. The white triangle piece on the bottom left of this image should move freely as resistance levels are changed.

7. If the servo motor does not move freely, press the increase resistance button on the console and listen for a clicking noise.
 - If the resistance button makes a clicking noise, but the motor does not, [order a Main Cable \[11017.C\]](#).
 - If both the resistance button and the motor make a clicking noise, [order a Servo Motor \[11017.D\]](#).
 - If the resistance button does not make a clicking noise, [order a Pod Assembly \(button/keypad\) \[11017.E\]](#).
8. If it does move freely, inspect the servo motor and check if the metal cable is properly attached to the motor and brake arm (**reference 1.3**). Adjust the metal tension cable as needed if it is off track [\[11017.F\]](#). If the metal tension cable is broken, [order a Motor Tension Cable \[11017.G\]](#). If the red magnetic brake arm is broken, [order an Eddy Brake Assembly \[11017.H\]](#).

(Reference 1.3)



This image shows the locations of the brake cable securing nut and the servo motor, motor arm, and cable connection.

- 9. If the issue persists, slowly pedal your machine and check that the fan rotates. If it does not, please visit [Max Trainer M5: Why is my machine making a weird noise?](#) to troubleshoot rubbing noises.
- 10. If the issue persists, return to Steps 5 and 6 of this section to complete another servo motor inspection. [\[11017.\]](#)

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
Eddy Brake Assembly	8004558
Main Cable	8003610
Motor Tension Cable	8012019

Pod Assembly	8004600
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