

Max Trainer M5: Why isn't my speed reading properly?

ID: 11027.2

Follow this troubleshooting guide to help resolve issues involving speed readings on the Max Trainer M5.

Some common complaints may include:

- Needle does not move
- Machine goes to sleep while in use
- Speed is not registering

Follow these steps to troubleshoot the issue

Tools you may need:

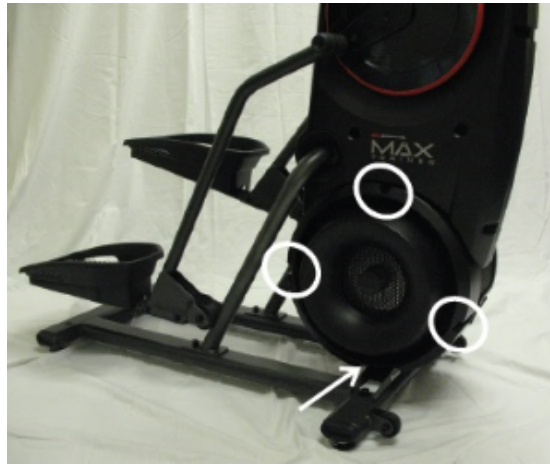
Phillips head screwdriver

1. Check the needle and display while using the machine. If the needle remains stationary while the display shows RPMs, [order an M5 Console \[11027.A\]](#).
2. Remove the lower right fan cover. Watch the video below or follow the instructions starting in the next step.



3. Use a Phillips head screwdriver to carefully remove the 3 upper screws and loosen the bottom screw by at least 3 full rotations. **The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (reference 1).** It may help if you tilt the machine gently to the side to loosen the bottom screw.

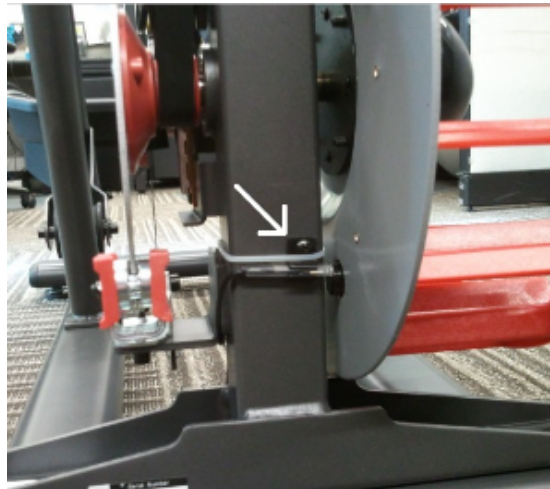
(Reference 1)



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.

4. Check the speed sensor. The speed sensor is located at the front of the frame point at the fan (**reference 2**). Carefully inspect the speed sensor for damage. If damage is present, [order a Speed Sensor \[11027.B\]](#).

(Reference 2)



The white arrow indicates the location of the speed sensor.

5. If the issue persists, follow the speed sensor wire to the other end and make sure it is plugged in. Unplug the white connector and firmly plug it back in. Test the machine to determine if the issue is still present [\[11027.C\]](#).
6. If the issue persists, unplug your machine from power. Rotate the fan so that one of the magnets meets the tip of the sensor, then adjust the sensor so that there is a 1/8" (3mm) gap between the sensor and the magnet. Watch the video below for instructions on adjusting the sensor. The gap should be around the same thickness as 2 pennies held together. Tighten the speed sensor screw back down and plug your machine back into power [\[11027.D\]](#).

Replacing Max Trainer Speed Sensor | Bowflex® Support



Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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>
M5 Console	8004598
Speed Sensor	8004557

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