

# Max Trainer M5: I'm having issues with my heart rate strap or monitor

ID: 11008.1

Follow this troubleshooting guide to help resolve issues involving the heart rate chest strap on the Max Trainer M5.

Troubleshooting for the heart rate sensors on the Max Trainer M5 can be found here: [Max Trainer M5: Why are the heart rate sensors not working?](#)

Some common complaints may include:

- Heart rate chest strap will not connect
- Heart rate does not register on machine

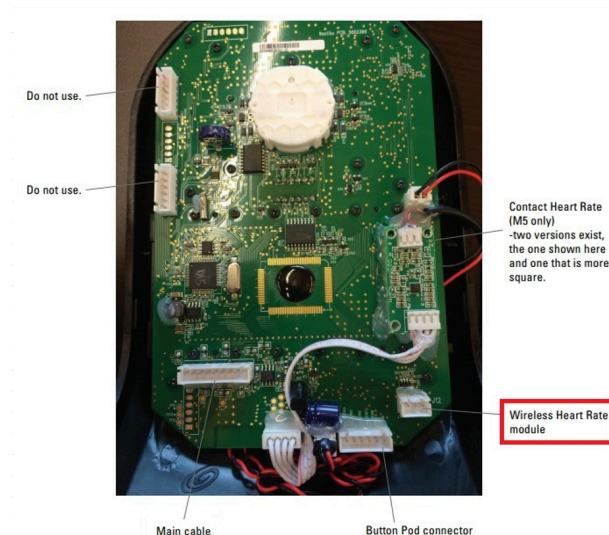
## Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. If you are using the chest strap that came with your machine, skip to Step 4.
2. Ensure the chest strap is "POLAR" compatible and uncoded. Place the heart rate chest strap against bare skin, just below the chest muscles, and buckle it [\[11008.A\]](#).
3. Make sure the heart rate strap transmitter operates in the 4.5 - 5.5 kHz range [\[11008.B\]](#)
4. Ensure the strap is facing up and the contact areas are damp. If the strap is dirty, remove it and clean it with mild soap and water. Thoroughly dry once clean. Do not submerge the strap in water [\[11008.C\]](#).
5. Move the machine away from any sources of potential electromagnetic interference, such as TV, computers, microwave, cordless or cell phones, etc. [\[11008.D\]](#).
6. If the issue persists, remove the console hood (attached by 4 screws) and check the wireless heart rate module wire. Make sure it is plugged into the correct connection (**reference 1**). If the wire was not unplugged, [order a Heart Rate Monitor](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[11008.E\]](#). If it was unplugged, lower the console hood back onto the machine and plug the wire back in. If the wire will not reach, [order a Heart Rate Receiver](#) [\[11008.F\]](#).

### (Reference 1)



The wireless heart rate module connection is located on the lower right side of the board.

7. If you have already replaced the heart rate chest strap and the issue persists, [order a Heart Rate Receiver \[11008.G\]](#)
8. If you have already replaced the heart rate receiver and the issue persists, [order an M5 Console \[11008.H\]](#).

### 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>
<b>Heart Rate Chest Strap</b>	<b>8011909</b>
<b>Heart Rate Receiver</b>	<b>8004603</b>
<b>M5 Console</b>	<b>8004598</b>

## 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**