

# Max Trainer M5: Why are the buttons on my console not responding?

ID: 11024.1

Follow this troubleshooting guide to help resolve issues involving unresponsive buttons on the Max Trainer M5 console.

Some common complaints may include:

- Console is making a ticking noise
- Unexpected response when a button is pressed
- Beeping

**Important:** Many console-related issues can be resolved by power cycling your machine. Before performing any troubleshooting, unplug your machine, plug it back in, and confirm that the display lights up. If the console display does not light up at all, please visit [Max Trainer M5: Why is there no power to my machine or console?](#) to troubleshoot the issue.

## 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. Check the connections to the console. Use a Phillips head screwdriver to remove the 4 screws attaching the console hood (**reference 1**). One at a time, unplug each cable and plug them back in. Be sure that the cables are connected securely and oriented properly, then test if the issue persists [\[11024.A\]](#).

**(Reference 1)**



*Remove the screws circled in white, then remove the console hood.*

2. Check to make sure the keypad-to-console cable is plugged into the correct 6-pin connector. There are (3) 6-pin connectors and the correct one is located at the bottom of the electronics (**references 2 and 3**). The other (2) 6-pin connectors should not have anything plugged into them [\[11024.B\]](#).

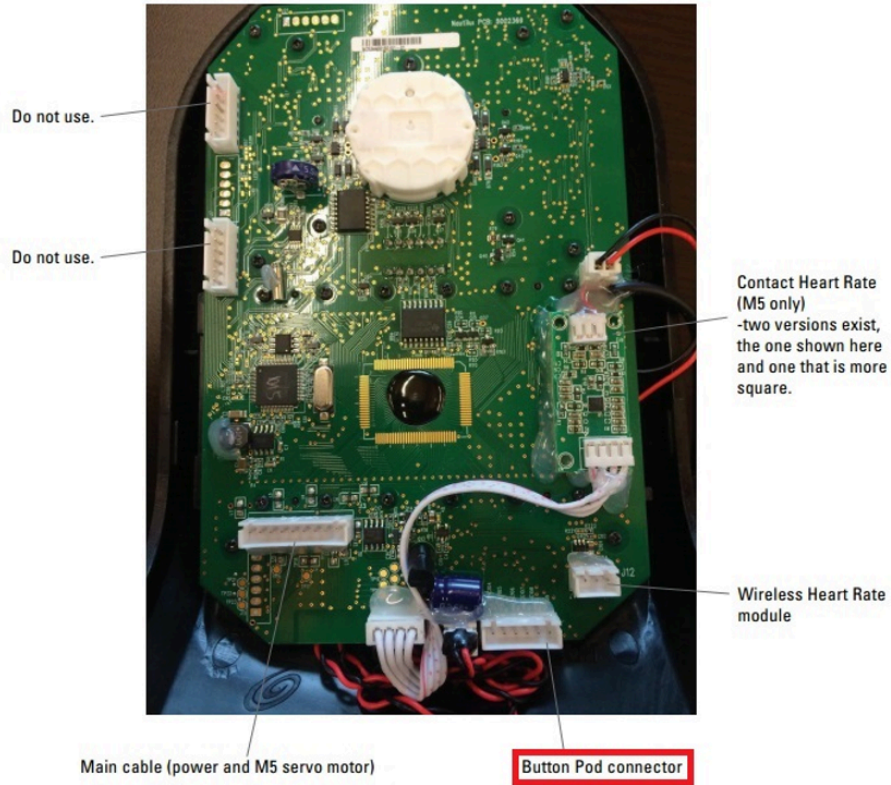
**(Reference 2)**



This image shows all the connections plugged in.

**(Reference 3)**

Note: The color of the Board does not matter.

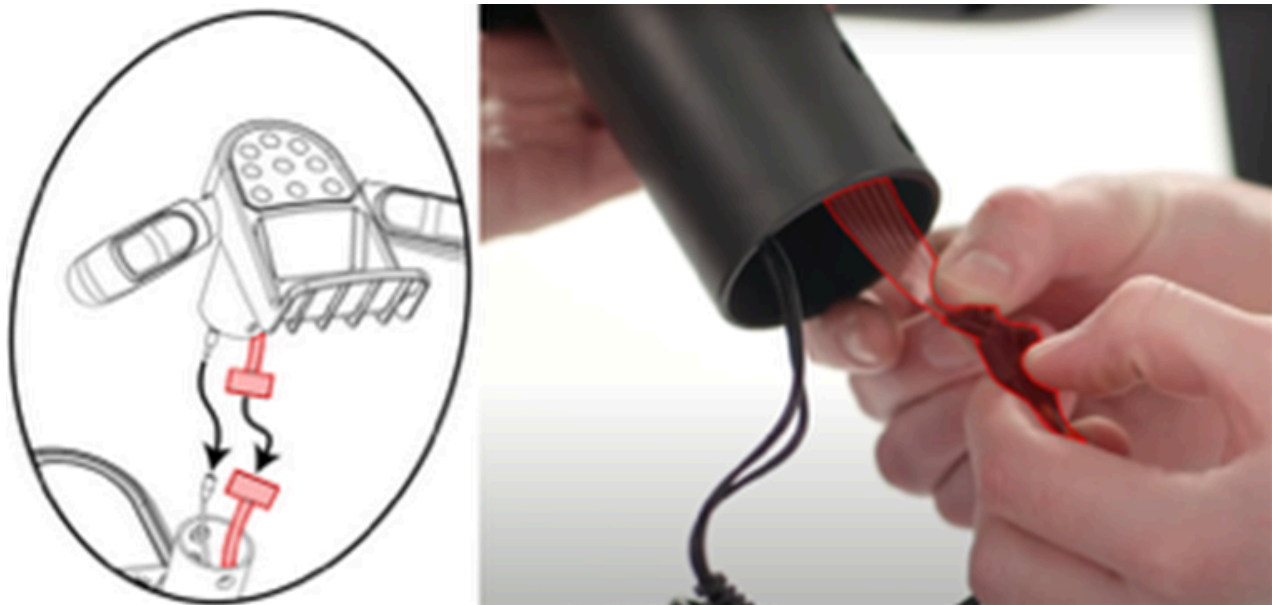


(Click/tap the photo to enlarge)

This image shows all the connections without cables, specifically identifying where to connect the keypad-to-console cable.

- 3. Inspect the keypad-to-console ribbon cable for damage (**reference 4**). Use a 5mm Allen wrench to remove the keypad assembly. Unplug the ribbon cable and inspect for damage. If undamaged, plug the cable back in and test if the issue persists [\[11024.E\]](#). If damage is present, [order a Keypad-to-Console Cable \[11024.C\]](#).

**(Reference 4)**



Remove the keypad assembly and inspect the ribbon cable (highlighted red).

4. If the issue persists, [order a Pod Assembly \(button/keypad\) \[11024.D\]](#).

## 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>Keypad-to-Console Cable</b>	<b>8003598</b>
<b>Pod Assembly</b>	<b>8004600</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**