

## Max Trainer M5: Why is the belt on my machine slipping/loose? ID: 10984.1

Follow this troubleshooting guide to help resolve belt slipping issues on the BowFlex Max Trainer M5.

Some common complaints may include:

- Belt is slipping during use
- Belt has slack

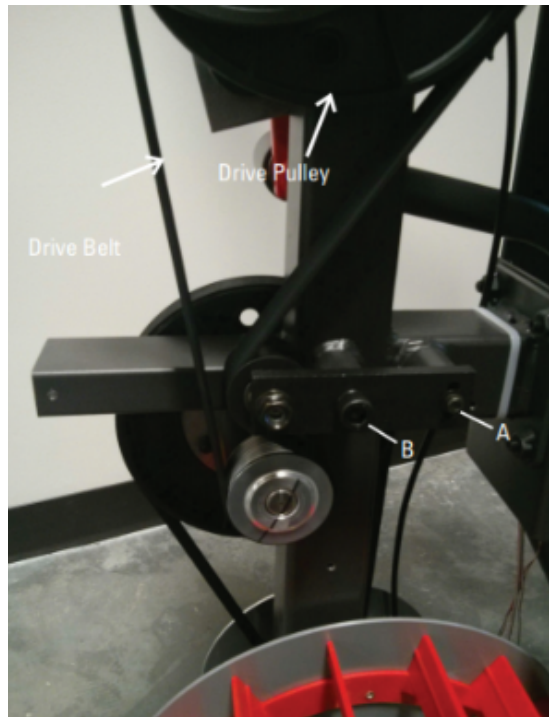
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

4mm, 8mm hex/Allen wrenches, or the Allen wrenches from the hardware card included with your machine  
Phillips head screwdriver

1. Refer to the "Replace the Drive Belt" section of the [service manual](#) to adjust the belt. Tighten the drive belt according to the instructions, see **reference 1** for assistance identifying parts [\[10984.A\]](#).

(Reference 1)



*White arrows indicate the location of the drive belt and pulley.  
White lines indicate the location of the A and B screws on the tensioner arm.*

2. If tightening the drive belt does not resolve the issue, [order an Upper Belt and Upper Belt Tensioner \[10984.B\]](#).
  - **IMPORTANT:** machines produced before June 2015 used a different belt tensioner. Be sure to check the manufacture date of your machine before ordering so the correct part can be installed.

**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>Upper Belt</b>	<b>8004642</b>
<b>Upper Belt Tensioner</b> (manf. 6/2015 or earlier)	<b>8004553</b>
<b>Upper Belt Tensioner</b> (manf. after 6/2015)	<b>8008798</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**