

Max Trainer M3, M5: Why does the console only light up partially? ID: 13882.1

Follow this troubleshooting guide to help resolve power and console issues on the Max Trainer M3 and M5.

Some common complaints may include:

- Console doesn't turn on all the way
- Console display only turns on partially
- Console partially lights up

Important: Many power issues can be resolved by reconnecting the power cord. Before beginning troubleshooting, unplug both ends of the power cord and plug it back in. Make sure the power cord is plugged in all the way.

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. **Important:** the console display is not backlit. If the room is too dark or there is a glare, it will be difficult to properly view the console. Reduce glare and adjust lighting as needed to view the console more easily. If the protective film has not been removed yet, do so now [\[13882.A\]](#).
2. Remove the 4 screws attaching the console hood (**reference 1**).

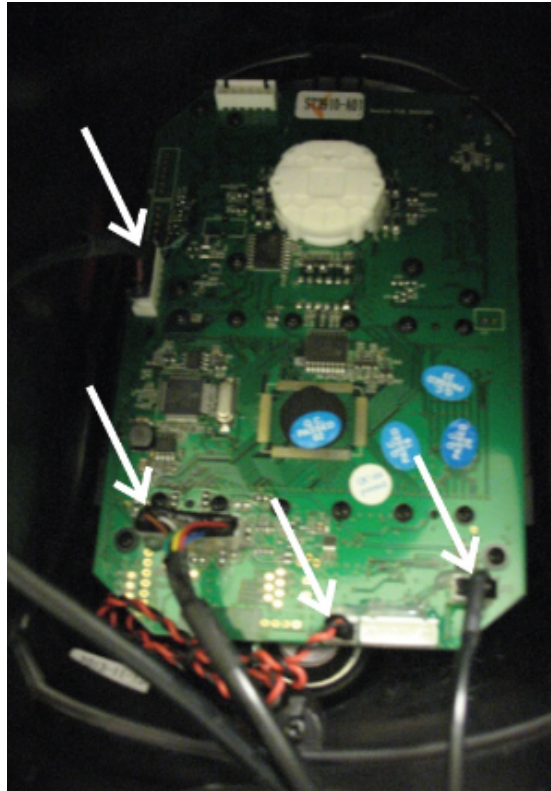
(Reference 1)



Remove the 4 screws (2 on either side) to remove the console hood & inspect connections inside.

- One at a time, unplug all connections to the console and reconnect (**reference 2**). Check the cables and ensure they are connected securely and oriented properly. The small latch on the connector should line up and audibly snap into place. Test to see if your machine powers on and the display lights up [\[13882.B\]](#).

(Reference 2)



The white arrows in the image indicate the connections to test.

- If the console is still having issues after checking power and connections, [order a Console \[13882.C\]](#).

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>
M3 Console	8004544
M5 Console	8004598

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