

# Max Trainer M5: Why is there no power to my machine or console? D: 11014.1

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

Some common complaints may include:

- No power
- Console display never turns on
- Console display only turns on partially

**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 properly plugged in all the way.

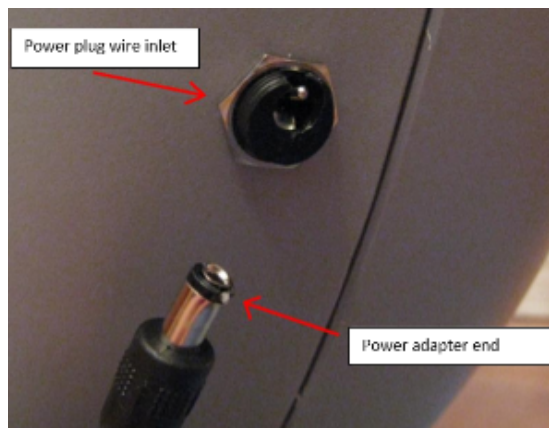
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
Voltmeter

1. Unplug the power adapter from both ends. Inspect the entire cord for any visible wires, cuts, breaks, or crimps. Verify that the power adapter end is not broken and that there is no damage to the power plug wire inlet (**reference 1.1**). If there is damage to the end of the power adapter, [order a Power Adapter and a Power Plug Wire Inlet](#) and dispose of the damaged components [\[11014.A\]](#). If there is only damage to the power cord portion, [order a Power Adapter](#) and dispose of the damaged component [\[11014.B\]](#).

**(Reference 1.1)**

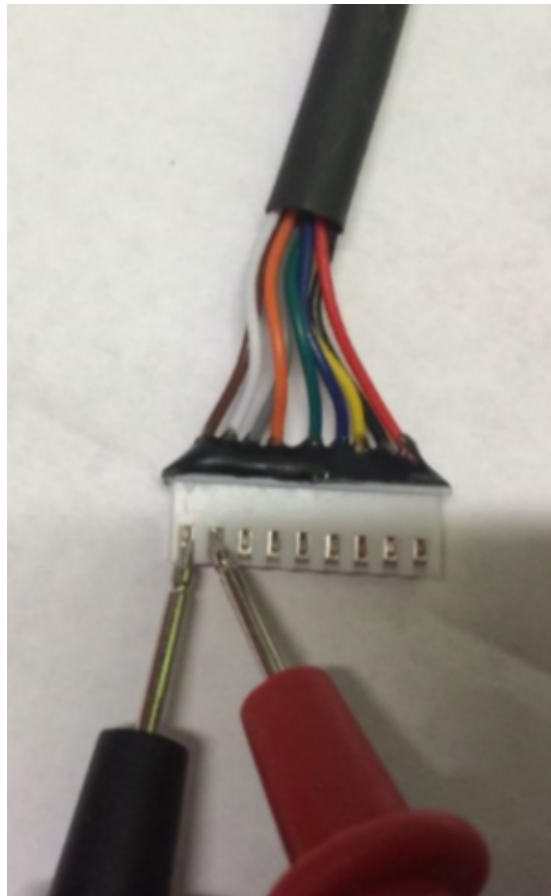


*This image provides an example of damage to the power adapter end and the power plug wire inlet.*

2. Test the wall power outlet that your machine uses with another device, such as a lamp, to ensure it is working. If the power outlet does not work for the new device, try plugging your machine into another outlet and powering on [\[11014.C\]](#).
3. Plug the power adapter back into the wall outlet and the machine. Watch the console to see if it turns on, even partially. If the console partially lights up, please visit [Max Trainer M3, M5: Why does the console only light up partially?](#) to continue troubleshooting.

4. If there is no power to the console at all, remove the console hood (attached by 8 screws). One at a time, unplug all connections to the console and reconnect. 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 [\[11014.D\]](#).
5. If you have a voltmeter, test the main cable, power cord, and power plug wire inlet. **Continue to Step 6 if no voltmeter is available.**
  - Test the main cable. Measure pins 1 and 2 (**reference 1.2**); the wires corresponding to these pins are brown and white. The black lead should go to pin 1 with the brown wire and the red lead should go to pin 2 with the white wire.
  - Test the power cord. Measure by putting the red lead inside the end of the power cord, then touching the black lead to the metal outer edge (**reference 1.3**).
  - Test the power plug wire inlet. Measure pins 1 and 3 (**reference 1.4**). The black lead should go to pin 1 with the black wire and the red lead should go to pin 3 with the red wire.

**(Reference 1.2)**



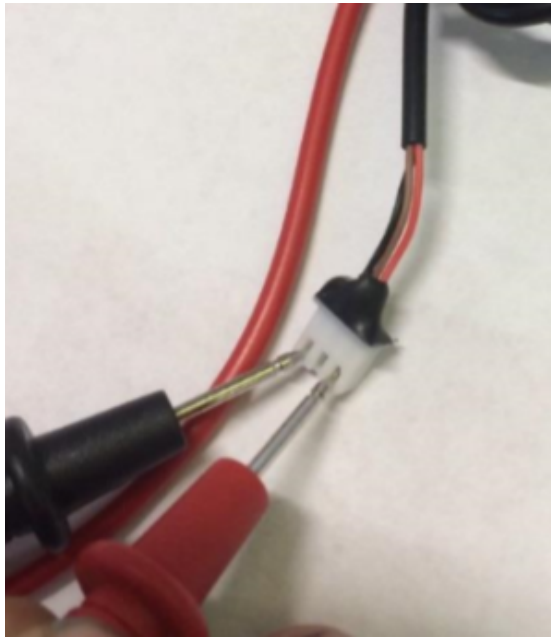
*This image shows the proper positioning of the voltmeter on the connection.*

**(Reference 1.3)**



*This image shows the proper positioning of the voltmeter on the connection.*

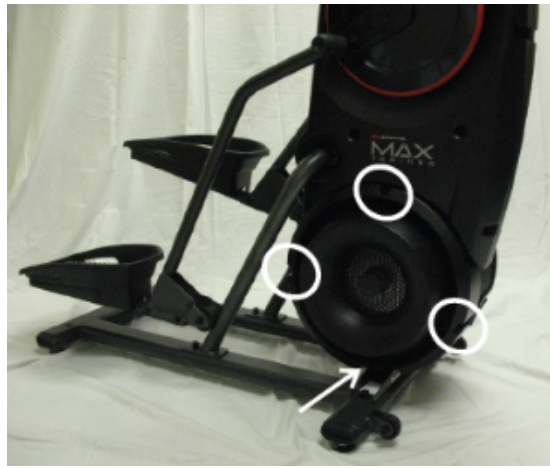
**(Reference 1.4)**



*This image shows the proper positioning of the voltmeter on the connection.*

6. Inspect the power plug wire inlet for damage. Remove the round plastic cover located on the lower right side of your machine. Carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws attaching the cover. The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (**reference 1.5**). It may help if you tilt the machine gently to the side to loosen the bottom screw. If the power plug wire inlet was already unplugged, plug it back in and test your machine [\[11014.E\]](#). If damage is present, [order a Power Plug Wire Inlet \[11014.F\]](#).

**(Reference 1.5)**



The white circles indicate the location of the 3 upper screws to remove. The white arrow indicates the location of the power plug wire inlet and the bottom screw. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, then remove the cover.

- If the issue persists, plug the power plug wire inlet back into the main input/output cable and reconnect the power adapter. Check the console to see if it powers on [\[11014.G\]](#). If there is still no power, [order a Power Adapter \[11014.H\]](#).

**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**

Part Description	Part SKU
<b>M5 Console</b>	<b>8004598</b>
<b>Power Adapter</b>	<b>8007982</b>
<b>Power Plug Wire Inlet</b>	<b>8003600</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**