

Max Trainer M3: Why is my resistance not changing?

ID: 10975.1

Follow this troubleshooting guide to help resolve issues adjusting the resistance on the Max Trainer M3.

Some common complaints may include:

- No resistance or the resistance does not change when adjusted
- Shifter does not move freely

No resistance or the resistance does not change when adjusted

Tools you may need:

Phillips head screwdriver

1. Power cycle the machine by unplugging it and plugging it back in. Test if the resistance can be adjusted [\[10975.A\]](#).
2. Check that the fan can turn freely. If it does not, this indicates the machine is seized. Please visit [Max Trainer M3: My machine is seized, why won't it move?](#) for troubleshooting a seized machine.
3. Check if the shifter can move freely through all 8 levels. Listen for any grinding or scraping noises that occur before reaching Level 8. Please visit [Max Trainer M3: Why is my machine making a weird noise?](#) for troubleshooting grinding or scraping noises.
4. If the shifter stops before reaching Level 1, please contact BowFlex Customer Care for assistance reattaching or adjusting the metal tension cable. Our contact information is located at the bottom of this page [\[10975.B\]](#).
5. Remove the lower right fan shroud. Watch the video below or follow the instructions starting in the next step.

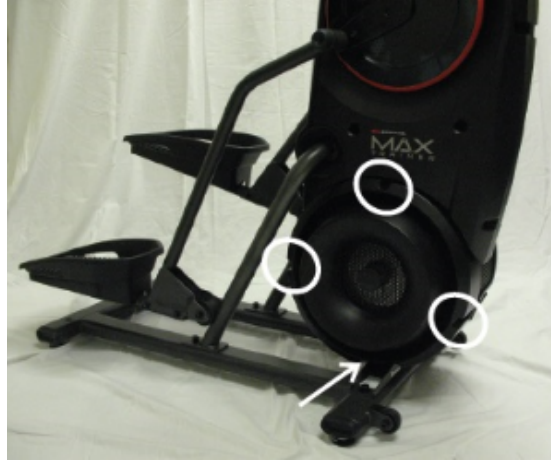
Bowflex® Max Trainer | Removing Lower Right Fan Shroud



[\(BowFlex® Max Trainer | Removing Lower Right Fan Shroud\)](#)

- Using a Phillips head screwdriver, 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**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

(Reference 1)



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

- Verify that the Potentiometer arm and metal tension cable are securely attached to the Potentiometer. Using a Phillips head screwdriver, remove the 3 screws holding the brake disc in place (**reference 2**). Set the brake disc to the side. If the Potentiometer arm or metal tension cable are not securely attached to the Potentiometer, check to see if the metal tab has separated from the Potentiometer. If the metal tab is separated, [order a Potentiometer \[10975.C\]](#). If it is securely connected, retighten the cable clamp and test the machine.

(Reference 2)



The white circles indicate the locations of the screws to remove in order to remove the brake disc.

- Visually inspect the metal tension cable and red magnetic brake arm for damage. If the metal tension cable is damaged, [order a Shifter Assembly \[10975.D\]](#). If the brake arm is damaged, [order an Eddy Brake Assembly \[10975.E\]](#).

9. Verify that the metal tension cable is properly attached to the red magnetic brake arm. Please contact BowFlex Customer Care if you need instructions or assistance adjusting the metal tension/shifter cable. Our contact information is located at the bottom of this page [\[10975.F\]](#).
10. If the metal tension cable and brake are both undamaged, please visit [Max Trainer M3: My machine is making a rubbing noise](#) to continue troubleshooting.

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>
Eddy Brake Assembly	8004558
Potentiometer	8004559
Shifter Assembly	8004561

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](#)