

Max Trainer M8: Why isn't my speed reading properly?

ID: 11247.2

Follow this troubleshooting guide to help resolve issues involving speed on the Max Trainer M8. Please note, this guide does not cover speed readings within the BowFlex JRNY app.

Some common complaints may include:

- Needle does not move
- Machine goes to sleep while in use
- Speed is not registering or not registering properly
- Burn Rate Targets in JRNY are maxed out and barely visible

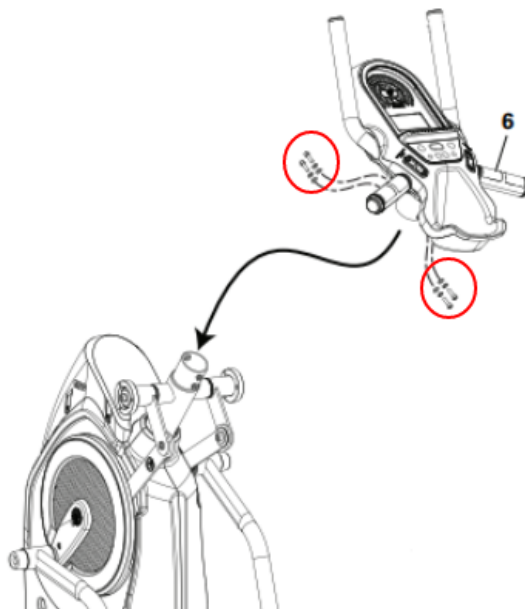
Follow these steps to continue troubleshooting the issue

Tools you may need:

Phillips head screwdriver
5mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine

1. Check the needle and display while using the machine. If the needle remains stationary while the display shows RPMs, [order a Console \[11247.A\]](#).
2. Unplug your machine from power. Using a 5mm Allen wrench, remove the 4 bolts attaching the console to the console mast (**reference 1**).

(Reference 1)

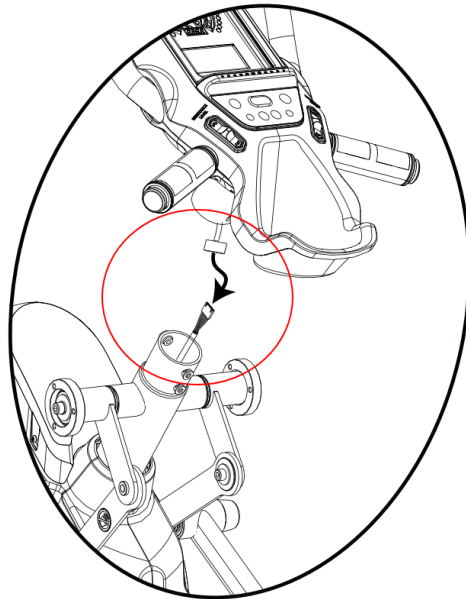


The bolts to remove are circled in red. Use a 5mm Allen wrench to remove and lift the console from the console mast.

3. Unplug the cable connections (**reference 2**). **Do not allow the cables to fall into the frame of your machine!** Firmly reconnect the cables, ensuring that the cables are oriented properly. The latch should audibly click when fully connected. Reattach the console to the console mast when complete. Hand tighten the 4 bolts on the bottom of the

console, then fully tighten with the 5mm Allen wrench once all screws are started. Plug your machine back into power and test if the issue persists [\[11247.B\]](#).

(Reference 2)



Check the cable connection circled in red. Unplug and firmly reconnect, paying special attention to the orientation of the connectors.

4. 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)

5. Using a Phillips head screwdriver, carefully remove the upper 3 screws and loosen the lower screw by at least 3 full rotations. **The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (reference 3).** It may help if you tilt the machine gently to the side to loosen the bottom screw.

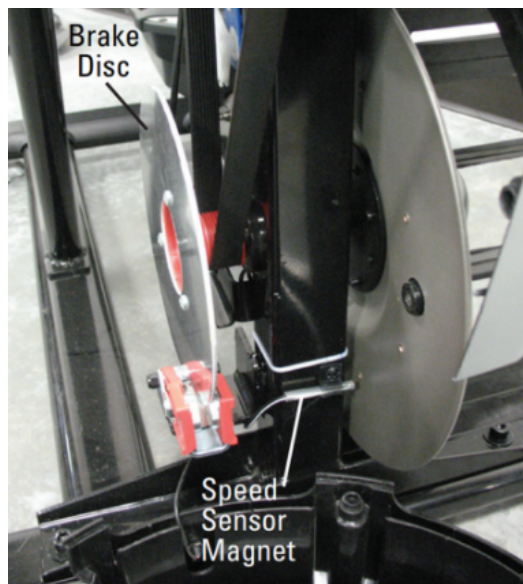
(Reference 3)



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

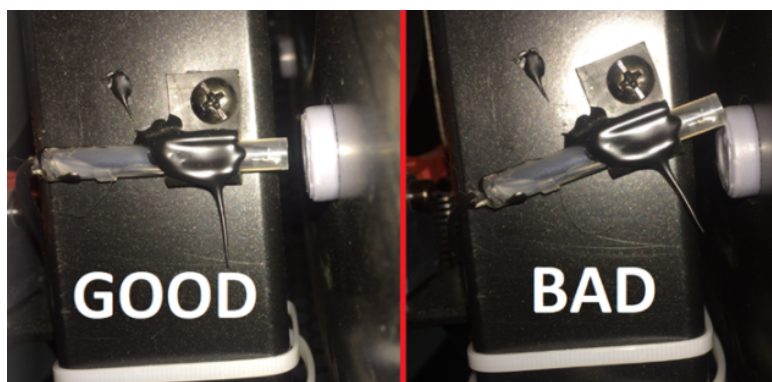
- 6. Check the speed sensor's location and position (**reference 4**) as the sensor can wiggle loose if the hot glue breaks. Rotate the fan so that one of the round magnets is lined up with the tip of the speed sensor. The sensor should point directly at the round magnet and not be crooked or at an angle (**reference 5**).

Reference 4)



The speed sensor is located between the brake disc and the fan.

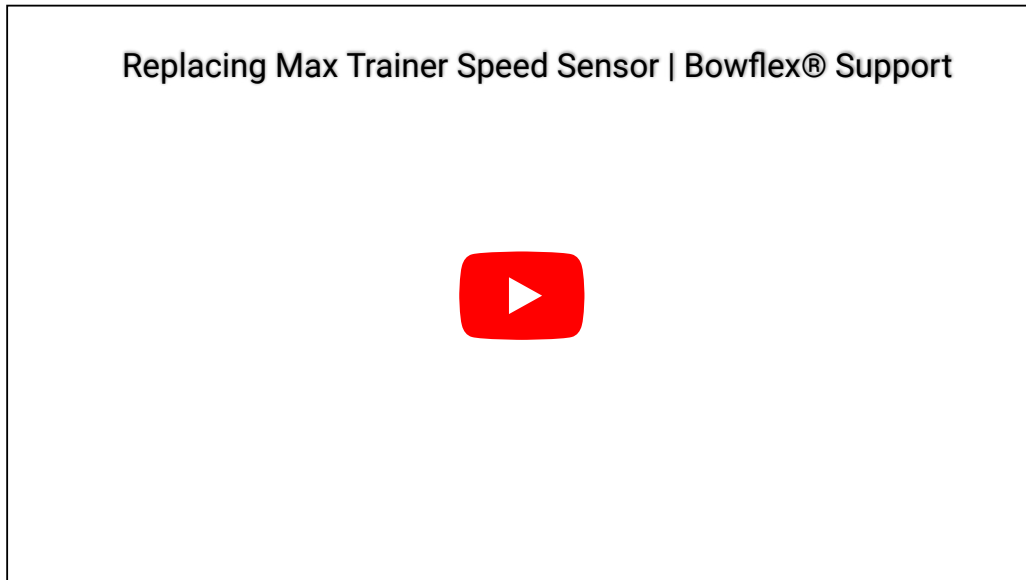
(Reference 5)



On the left is an example of a properly positioned speed sensor.

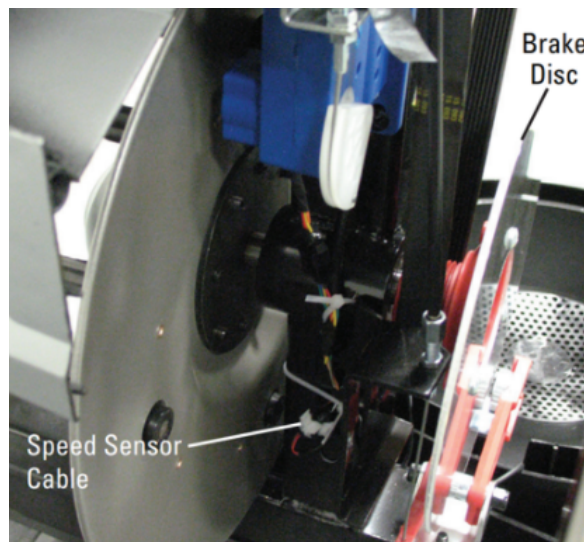
On the right is an example of a poorly positioned speed sensor. Use a Phillips head screwdriver to adjust to a proper position.

7. If needed, use a Phillips head screwdriver to adjust the sensor to point directly to the magnet. Follow the instructions in the video below to make any adjustments. Make sure the gap between the sensor and the magnet is at least 1/8" (3mm) [\[11247.D\]](#).



8. Follow the speed sensor wire to locate the connector (**reference 6**). Ensure the connection is secure by unplugging it and firmly plugging it back in. You may need to remove the brake disc to access the connection using a Phillips head screwdriver. The brake disc is secured by 3 screws midway into the disc. Plug power into the inlet on the shroud (do not fully reinstall the shroud) and test if the issue persists [\[11247.E\]](#).

(Reference 6)



The speed sensor cable is ziptied to the frame of the machine. The white box between wires is the connection to inspect. If needed, the brake disc may be removed by removing the 3 screws located just outside the red center of the disc.

9. If the issue persists, [order a Speed Sensor \[11247.F\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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>
Console	8017423
Speed Sensor	8004557

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