

## Max Trainer M8: Why is my resistance not changing?

ID: 11249.1

Follow this troubleshooting guide to help resolve resistance issues on the Max Trainer M8.

Some common complaints may include:

- No resistance
- Resistance does not change when adjusted

### Follow these steps to troubleshoot the issue

Tools you may need:

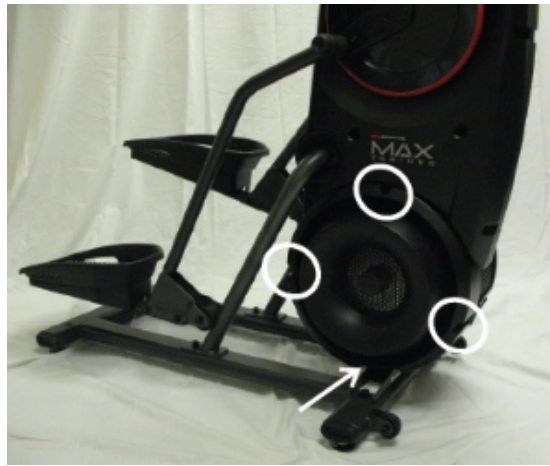
Phillips head screwdriver

1. Power cycle your machine by unplugging it and plugging it back in. Check if the console is able to turn on [\[11249.A\]](#). If it will not turn on, please visit [Max Trainer M8: Why is there no power to my machine or console?](#) to continue troubleshooting.
2. Disconnect your machine from power again and plug it back in. Listen for a clicking noise inside the machine as soon as it is plugged back in. If a clicking noise is heard, [order a Servo Motor \[11249.B\]](#).
3. Check that the pedals can move freely. If they cannot, please visit [Max Trainer M8: My machine is seized, why won't it move?](#) to continue troubleshooting.
4. If the issue persists, remove the lower right fan shroud. Watch the video below or follow the instructions starting in the next step.



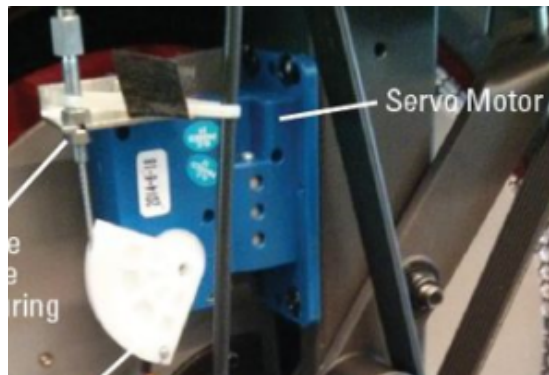
[\(BowFlex® Max Trainer | Removing Lower Right Fan Shroud\)](#)

5. Use a Phillips head screwdriver to 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 the bottom screw. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, then remove the cover.

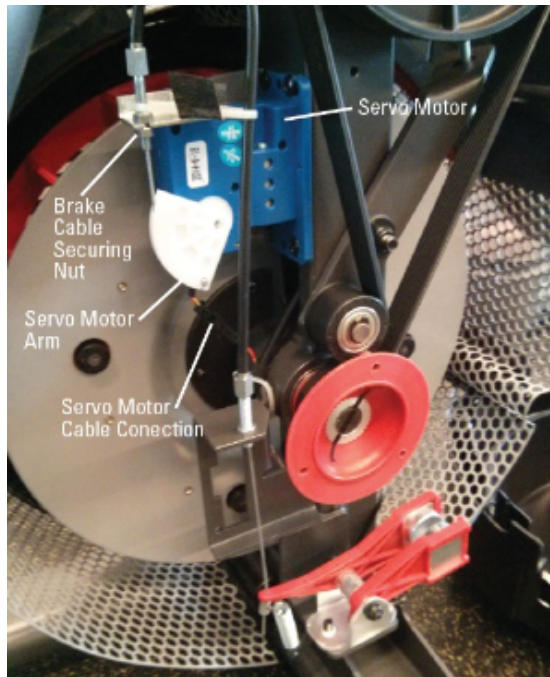
6. Plug the power cord back in and power up the display. If the inlet wire was unplugged, plug it back in and test if the issue persists [\[11249.J\]](#). Press "START/ENTER" twice. Check if the servo motor can move freely while pressing the increase or decrease resistance buttons. The white triangle piece on the motor (**reference 2**) should be able to move freely.

**(Reference 2)**

The servo motor is the blue component attached to the frame of the Max Trainer. The white triangle piece on the bottom left of this image should move freely as resistance levels are changed.

7. If the servo motor does not move freely, press the increase resistance button and listen for a clicking noise.
  - If no clicking noise is heard from the motor or buttons, [order a Console \[11249.C\]](#).
  - If only the motor is clicking, [order a Servo Motor \[11249.D\]](#).
  - If only the button is clicking, [order a Main Cable \[11249.E\]](#).
  - If you have already replaced the main cable and the clicking noise persists, [order a Servo Motor \[11249.F\]](#).
8. If the servo motor moves freely, inspect it and check if the metal cable is properly attached to the motor and brake arm (**reference 3**). Adjust the metal tension cable as needed if it is off track [\[11249.G\]](#). If the metal tension cable is broken, [order a Motor Tension Cable \[11249.H\]](#). If the red magnetic brake arm is broken, [order an Eddy Brake Assembly \[11249.I\]](#).

**(Reference 3)**



This image shows the locations of the brake cable securing nut and the servo motor, motor arm, and cable connection.

8. If the issue persists, slowly pedal your machine and check that the fan rotates. If it does not, please visit [Max Trainer M8: Why is my machine making a weird noise?](#) to troubleshoot rubbing noises.
9. If the issue persists, return to Steps 5 and 6 of this section to complete another servo motor inspection.

**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>Console</b>	<b>8017423</b>
<b>Main Cable</b>	<b>8010060</b>

<b>Servo Motor</b>	<b>8004601</b>
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### 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**