

Max Trainer M6, M8: Why does the console only light up partially? ID: 13876.2

Follow this troubleshooting guide to help resolve issues involving partially illuminated consoles on the Max Trainer M6 and M8.

Some common complaints may include:

- Console doesn't light up all the way
- Console lights up then turns off
- Console only lights up partially

Please note: if you are using the BowFlex JRNY app on a mobile device or tablet while using your machine, the console will be disabled. This is normal behavior.

Follow these steps to troubleshoot the issue

1. Plug the power adapter into the wall and your machine, observing whether the console turns on at all. It may take several minutes for the console to fully boot up [\[13876.A\]](#). If the console display flickers or goes dim before shutting off, [order a Power Adapter \[13876.B\]](#).
2. Check if the buttons can respond. If they do not, please visit button troubleshooting for your machine model to troubleshoot further.
 - [Max Trainer M6: Why are the buttons on my machine not responding?](#)
 - [Max Trainer M8: Why are the buttons on my machine not responding?](#)
3. If the console is frozen, power cycle your machine by unplugging it from power and plugging it back in. Let the console sit for 5 minutes. After the 5 minutes are complete, power cycle again and wait another 5 minutes [\[13876.C\]](#). If the issue persists, [order a Console \[13876.D\]](#).

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>
M6	
M6 Console	8017308
Power Adapter	8015921
M8	
M8 Console	8017423
Power Adapter	8007982

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