

Max Trainer M8: Why is the console stuck on a loading screen? ID: 11252.2

Follow this troubleshooting guide to help resolve issues involving firmware updates on the Max Trainer M8.

Some common complaints may include:

- Console stuck on "LOADING" screen
- Console is frozen
- Failed firmware update

Follow these steps to troubleshoot the issue

1. Please visit [JRNY Basic App Troubleshooting](#) for instructions on updating the JRNY app [\[11252.A\]](#).
2. If the console is stuck on the "LOADING" screen, unplug the power adapter for approximately 2 minutes.
3. After 2 minutes, plug your machine back into power and test if the issue persists [\[11252.B\]](#).
4. If the issue persists, [order a Console \[11252.C\]](#).

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
Console	8017423

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