

Max Trainer M8: Why is there no power to my machine or console?

ID: 11254.1

Follow this troubleshooting guide to help resolve issues involving lack of power on the Max Trainer M8.

Some common complaints may include:

- Buttons do not respond/aren't working
- Console does not light up
- 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.

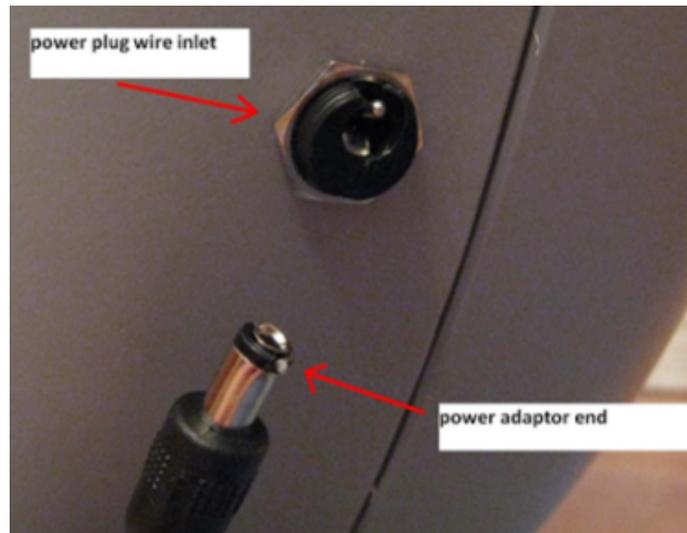
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. 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. The console needs several minutes to boot up after a firmware update [\[11254.A\]](#). If the console will not boot up after the firmware update, [order a Console \[11254.B\]](#).
2. If the console does not light up and the firmware was not recently updated, check to see if the display will light up at all. Remove the protective film from the console display if you have not already done so [\[11254.C\]](#). If the console only turns on partially or flickers/is dim, please visit [Max Trainer M6, M8: Why does the console only light up partially?](#) to continue troubleshooting.
3. Briefly interrupt power to the machine by unplugging the power adapter from the power inlet (**reference 1**) about halfway and immediately reinserting [\[11254.D\]](#). If the console turns on after the power interruption, it is damaged - [order a Console \[11254.E\]](#).

(Reference 1)



Unplug the power adapter from the power inlet about halfway and immediately plug it back in.

4. If the console did not turn on, check the power adapter for damage. Unplug the adapter from both ends. Inspect the entire length of the cord for any visible wires, cuts, breaks, or crimps. Inspect the power adapter end for damage, such as bends or the tip being broken. If the tip of the power adapter is damaged, [order a Power Adapter and Power Plug Inlet \[11254.F\]](#). If the cord of the Power Adapter is damaged, [order a Power Adapter \[11254.G\]](#).
5. If the issue persists, check to see if the power outlet is working properly. Plug in another device, such as a lamp, and test to see if it turns on. If the outlet is not working, repeat with another outlet [\[11254.H\]](#).
6. Check to see if the console turns on after reconnecting the power adapter to the machine and the wall. If the console turns on, please visit [Max Trainer M6, M8: Why does the console only light up partially?](#) to continue troubleshooting.
7. If the console does not turn on, remove the 4 bolts connecting the console to the console mast with a 5mm hex/Allen wrench. Remove the console from the console mast and unplug the cable. *Do not allow the lower cable to fall into the frame.*
8. Inspect the main cable (9-pin cable) for any damage, such as bent or missing pins, crimps, or cut wires. If the cable is undamaged, firmly plug the main cable back in and test your machine. If the cable coming from the console is damaged, [order a Console \[11254.I\]](#). If the cable coming from the frame is damaged, [order a Main Cable \[11254.J\]](#).
9. If the issue persists, check the input/output cables inside the console. Using a Phillips head screwdriver, remove the 8 screws from the back of the console (**reference 2**). Unplug the input/output cable and firmly reconnect, ensuring that the cables are properly oriented. The connection should audibly click when connected [\[11254.K\]](#).

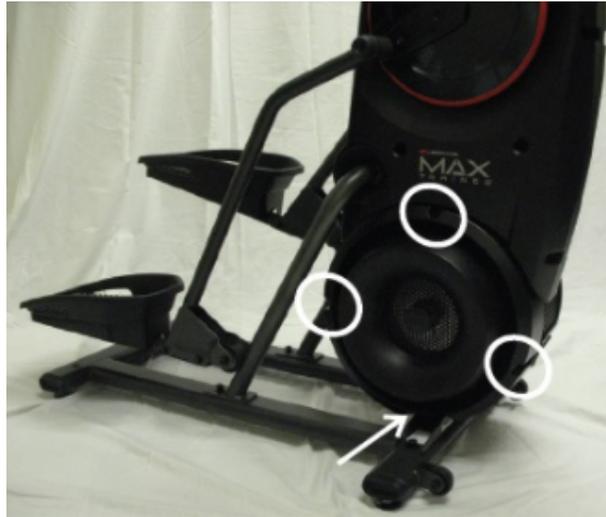
(Reference 2)



The white arrows indicate the location of the 8 screws to remove to access the interior of the console.

9. If the issue persists, carefully remove the round plastic cover located on the lower right side of your machine. 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 3**). It may help if you tilt the machine gently to the side to loosen the bottom screw. If the power plug inlet wire was already unplugged, plug it back in and re-test your machine [[11254.L](#)]. If the power plug inlet wire is damaged, [order a Power Plug Inlet \[11254.M\]](#).

(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 bottom screw. Loosen the screw by at least 3 turns, unplug the power inlet wire, and remove the cover.

10. Reconnect the power plug inlet wire to the main input/output cable. Connect the power adapter and turn your machine back on. Observe the console to check if it turns back on [[11254.N](#)]. If the issue persists, [order a Power Adapter \[11254.O\]](#).

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>
Console	8017423
Main Cable	8010060
Power Adapter	8007982
Power Inlet Wire Plug	8003600

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