Max Trainer M8: Why is my belt slipping/loose?

ID: 11246.2

Follow this troubleshooting guide to help resolve belt slipping issues on the BowFlex Max Trainer M8.

<u>*Some common complaints may include:*</u>

- *Belt is slipping during use*
- *Belt has slack*

Follow these steps to troubleshoot the issue

Tools you may need:
4mm, 8mm hex/Allen wrenches, or the Allen wrenches from the hardware card included with your machine Phillips head screwdriver

1. Refer to the "Replace the Drive Belt" section of the ***service manual***. Tighten the drive belt according to the instructions, see photo below (**reference 1**) for assistance identifying parts **[11246.A]**.

(Reference 1)
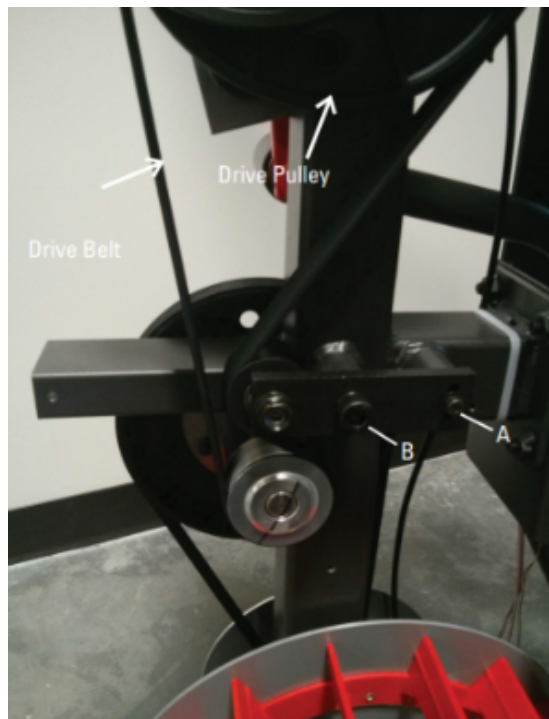
White arrows indicate the location of the drive belt and pulley.
White lines indicate the location of the A and B screws on the tensioner arm.

2. If tightening the drive belt does not resolve the issue, **order an Upper Belt and Upper Belt Tensioner [11246.B]**.

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
Upper Belt	**8004642**
Upper Belt Tensioner	**8008798**

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**