

# Max Trainer M8: Why are the buttons on my machine not responding?

ID: 11255.2

Follow this troubleshooting guide to help resolve issues involving unresponsive buttons on the BowFlex Max Trainer M8.

Some common complaints may include:

- Buttons do not respond/aren't working
- Buttons do not respond correctly
- Console doesn't respond
- Console makes a beeping or ticking noise

**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. The console may take some time to turn back on [\[11255.A\]](#).
2. Once the machine is fully powered on, check to see if the console lights up [\[11255.B\]](#). If the console lights up but the buttons still do not respond, [order a Console \[11255.C\]](#).
3. If the console will not light up and the firmware was recently updated, power cycle your machine again and let the console sit for 5 minutes.
4. 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 [\[11255.D\]](#). If the display was blank for the entire power cycle, [order a Console \[11255.E\]](#).
5. 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 [\[11255.F\]](#). If the console only turns on partially, please visit [Max Trainer M6, M8: Why does the console only light up partially?](#) to continue troubleshooting.
6. If the issue persists, please visit [Max Trainer M8: Why is there no power to my machine or console?](#) to troubleshoot further.

**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>
<b>Console</b>	<b>8017308</b>

## 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**