

BowFlex IC Bike & Max Trainer SE: Console will not install on the handlebar/mast

ID: 15840.1

Common issue descriptions:

- Console won't slide onto handlebars or mast
- Console doesn't attach to handlebars or mast
- Can't install the console

Tools used in this guide: None

Estimated time to complete: Less than 5 minutes

Let's get started! We will check each of the components below:

1. [Debris](#)
2. [Installation angle](#)

Check for debris on the console

1. Let's start by checking inside the groove on the back side of the console, where it slides onto the console mount (looks like an upside-down 'U').
2. We'll remove any debris seen in the groove, then try to slide it onto the console mount again [\[15840.A\]](#).



Check the angle of installation

1. Let's double-check that the console is not leaning to one side or tilted at an angle [\[15840.B\]](#):
 - a. Line the groove on the back of the console with the console mount, making sure the sides are straight and the mount is parallel to the console.
 - b. Slide the console down to install it on the handlebar (IC Bike SE) or console mast (Max Trainer SE).
2. If the console still does not install, [order a Handlebar Assembly](#) for your machine [\[15840.C\]](#).



Console mount sliding into the groove

Need additional assistance?

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>
Handlebar Assembly - IC Bike SE	8030231
Handlebar Assembly - Max Trainer SE	8030367

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