BowFlex Max Trainer SE: Speed/RPM Reading issues

ID: 15494.5

Common issue descriptions:

Speed or RPM is not displayed
No speed or RPM readings
Speed/RPM metrics not displayed correctly
Inaccurate speed or RPM shown

Tools used in this guide: Phillips head screwdriver, flathead screwdriver, 4mm Allen wrench, 13mm open-ended wrenc
Estimated time to complete: Approximately 30 minutes.

Let's get started! We will check each of the components below (in order) to determine which is causing the issue.

1. Cable connections
   - Connection behind the console
   - Connection at the Base Hub
2. Speed sensor assembly

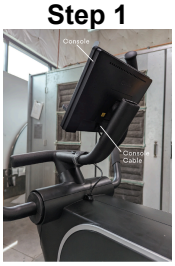
Before we dive in, is the speed/RPM reading missing or not displayed correctly in the JRNY app?

When your Max Trainer SE is paired to JRNY, all data it sends to the JRNY app should also be displayed on the console screen. If the data is incorrect or missing from your JRNY Journal, please visit JRNY Basic App Troubleshooting or www.JRNY.com/customer-service for assistance.

Inspect the cable connection behind the console

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Step 1



Step 2

1. There is one cable connection to inspect behind the console. Be careful not to pinch or crimp the cable during troubleshooting.
2. Unplug the cables and check the following items before reconnecting:
   - **Damage** - the cable and connector should be intact and undamaged. If the cable sheath is partially or fully cut, has a loose connector, or has missing/bent pins within a connector, order a **Main Mast Cable** [15494.A].
   - **Connector Orientation** - the console cable has a special tab on the connector to ensure it can only be installed in one direction.
   - **Connection Tightness** - the cable connectors must be firmly pressed together to properly secure the connection.
3. Once the cable is reconnected, test if the issue persists [15494.B].
4. If the issue persists, check the next connection in the section below.

Inspect the cable connections at the Base Hub

Tools Required:	*Estimated Time to Complete:*	*Service Manual Procedure:*
Phillips head screwdriver Flathead screwdriver 13mm open-ended wrench	20 to 30 minutes	Access the Base Hub Wiring Connections *(click the link above to download the procedure)*

Access the Base Hub

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Step 1

Step 2

Step 3

Step 4

1. We'll start by removing the rear shroud from the machine:
    a. Grasp the rear shroud at the side openings.
    b. Abruptly pull out and upward to release the shroud from the frame of the machine.
2. Next, remove the **left leg assembly** from the machine, allowing the other shrouds to be removed:
    a. Remove the cap from the hardware securing the leg assembly to the frame.
    b. Use a 13mm open-ended wrench to loosen and remove the hardware.
    c. Set the hardware and leg assembly to the side for reassembly later
3. Next, we will use a Phillips head screwdriver to remove the **left decorative shroud**:
    a. Remove the five screws attaching the decorative shroud to the structural shroud. The upper screw is located slightly under the structural shroud.
    b. Gently pry outward from the top of the curve on the decorative shroud, disengaging the two round securing tabs at the top of the shroud
    c. At the front of the machine, gently pry the decorative shroud outward to release the five securing tabs along the edge. Start with the tab at the top of the shroud and move down the edge as each tab is released.

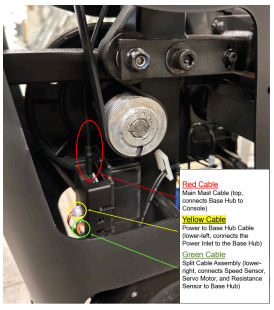
    > **Helpful Tip**: A flathead screwdriver covered with a cloth or paper towel can be inserted and twisted between the decorative shrouds to help release the securing tabs.

    d. Remove the shroud and set it off to the side for reassembly later.
4. The Base Hub is located in the center of the machine on the frame near the drive pulley.

Check the cable

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Steps 1 & 2



Click here to watch a video of the Base Hub cable connection being checked.

1. There is one cable connection to inspect at the Base Hub. Be careful not to pinch or crimp the cable during troubleshooting.
    - The **Split Cable Assembly**, which transmits speed, servo, and resistance data to the Base Hub, is plugged into the lower-right port of the Base Hub.
2. Inspect the cable, making sure it is not damaged and is fully plugged into the Base Hub:
    - If damage is present (such as a partially or fully cut cable sheath, or a loose/damaged connector), order a **Split Cable Assembly** [15494.C].

- If undamaged, press on the Split Cable connection to confirm it is fully plugged into the Base Hub.
- Once we've verified the Split Cable is securely connected, we'll test to check if the issue is fixed [15494.D].

3. If the issue persists, check the next connection in the section below.

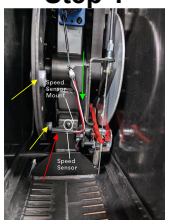
Check the Speed Sensor Assembly

Tools Required:	*Estimated Time to Complete:*	*Service Manual Procedure:*
Phillips head screwdriver	5 minutes	Replace the Speed Sensor

Access the Speed Sensor

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Step 1

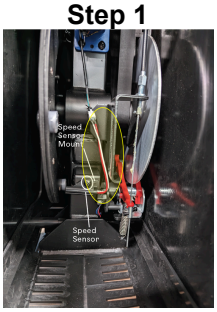


1. We can easily access the speed sensor components where we removed the rear shroud in the previous step
    - Red arrow - Speed Sensor
    - Yellow arrows - Speed Sensor Magnets (4 on the fan disc, 2 shown)
    - Green arrow - Speed Sensor Cable

Check the Speed Sensor Cable

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Step 1

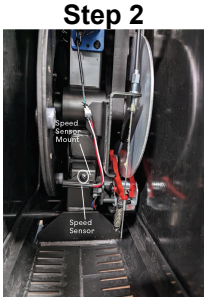


1. Starting at the speed sensor, inspect the speed sensor cable while following it to the Split Cable connection:
    a. Check for cut, crimped, or frayed wires, loose connectors, and missing/bent pins within the connectors.
    b. If the Speed Sensor cable is damaged, order a **Speed Sensor** [15494.H].
2. Firmly press the connectors together at the Speed Sensor cable and Split Cable connection, then test if the issue persists [15494.I].
3. If the issue persists, check the next component below.

Check the Speed Sensor

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Step 2



1. Check the speed sensor's positioning:
    a. The speed sensor bracket should be stable with the hardware fully tightened.
    b. The tip of the sensor should be pointed toward the magnets on the fan disc (4 small discs evenly spaced inside the fan disc).
    c. There should be a small gap between the sensor and magnet so they do not touch as the disc rotates.
    d. If the magnets are not in place, order a **Radial Fan Disc** [15494.E]
2. If any adjustments are needed:
    a. Use a Phillips head screwdriver to loosen the single screw on the speed sensor bracket.
    b. Adjust the speed sensor to the proper position or angle.
    c. Retighten the screw.
    d. Test if the issue persists [15494.F].
3. Check the speed sensor for any visible damage. If the sensor is damaged, order a **Speed Sensor** [15494.G].
4. If the issue persists after all troubleshooting has been completed, order a **Split Cable Assembly** and a **Speed Sensor** [15494.H].

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*
Main Mast Cable	***8030742***
Radial Fan Disc	***8027868***
Speed Sensor	***8031155***
Split Cable Assembly	***8030812***

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