

BowFlex Max Trainer SE: Console displays "Base Connect Error" error message

ID: 15506.4

Common issue descriptions:

Console displays an error
Base connect error appears on the console
Base connection error message is shown

Tools used in this guide: Phillips head screwdriver, flathead screwdriver, 4mm Allen wrench, 13mm open-ended wrench

Estimated time to complete: Approximately 30 to 45 minutes.

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

1. [Cable connection behind the console](#)
2. [Cable connection at the Base Hub](#)

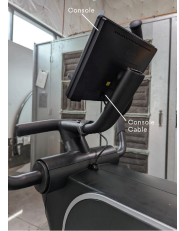
Inspect the cable connection behind the console

This error message is displayed when communication between the Console and Base Hub (control board) is interrupted. This is commonly caused by a loose or disconnected main cable.

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

1. There is one cable connection at the back of 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 \[15506.A\]](#).
 - **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 [\[15506.B\]](#).
4. If the issue persists, check the next connection in the section below.

Step 1



Step 2



Inspect the cable connection at the Base Hub

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
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

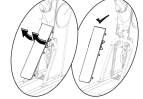
Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

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.

Step 1



Step 2



Step 3

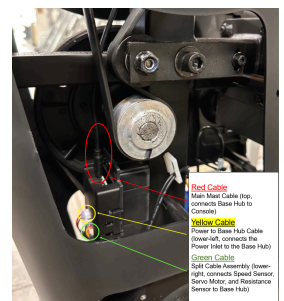


Check the cable

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

[Click here to watch a video of the Base Hub cable connection being checked.](#)

Steps 1 & 2



1. There is one cable connection to inspect at the Base Hub. **Be careful not to pinch or crimp the cable during troubleshooting.**
 - o The **Main Mast Cable**, which provides power and data from the Base Hub to the Console, is plugged into the top 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 Main Mast Cable \[15506.C\]](#).
- If undamaged, press on the Split Cable connection to confirm it is fully plugged into the Base Hub.
- Once we've verified the cable is securely connected, we'll test to check if the issue is fixed [\[15506.D\]](#).

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

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