

BowFlex Max Trainer SE: Pedals will not move

ID: 15499.1

Common issue descriptions:

Pedals are bottomed out
 Pedals are stuck or will not move
 Can't move pedals

Tools used in this guide: None

Estimated time to complete: Less than 5 minutes

Let's get started! We will check the components below to determine which is causing the issue.

Bottomed out pedals

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

1. The pedals may be difficult to move when they are at the lowest point on your Max Trainer (we call this "bottoming out").
2. We will need to apply weight to the highest pedal to get the pedals moving again:
 - a. Stand on your machine and safely grab onto the static handlebars.
 - b. Apply your weight to the heel of the foot on the highest pedal.
 - c. While still holding on, lean back slightly to apply more pressure onto the heel.
 - d. Once the pedals begin to move, the workout can be resumed [\[15499.A\]](#).

Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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 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