

# BowFlex Max Trainer SE: Media Rack Assembly Help

ID: 15515.1

## Common issue descriptions:

- Handlebar Assembly does not have predrilled holes for Media Rack
- Can't install the Media Rack
- Nowhere for hardware to be installed on the Media Rack/Handlebar Assembly
- Difficulty assembling the phone or tablet holder

**Tools used in this guide:** 4mm Allen wrench

**Estimated time to complete:** Approximately 5 minutes

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

1. [Media Rack pre-drilled holes](#)

## Check the Media Rack's pre-drilled holes

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
4mm hex key/Allen wrench	5 minutes	<a href="#">Assembly Manual</a>

1. The Media Rack is installed onto the Handlebar Assembly with two screws; there should be two pre-drilled holes in the rubber coating of the Handlebar Assembly to make installation easier.
2. If the pre-drilled holes in the coating are missing, we can easily pierce the rubber coating to continue assembling your Max Trainer [\[15515.A\]](#):
  - a. Slide the Media Rack into place on the Handlebar Assembly.
  - b. Carefully use the assembly screw or another small, sharp tool to break through the surface of the rubber coating.
  - c. The screw holes are spaced approximately 25mm from each other.

### Steps 1 & 2



## 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**