

BowFlex Max Trainer SE: Power Issues

ID: 15497.8

Common issue descriptions:

Console/display does not light up
 Console/display lights up partially
 No power to the machine
 Machine does not turn on/power on

Tools used in this guide: Phillips head screwdriver, flathead screwdriver, 4mm Allen wrench, 13mm open-ended wrench
Estimated time to complete: Approximately 25 to 35 minutes

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

1. [Check the Console Status LED light](#)
2. [Check the external connections](#)
 - o [Power cord, inlet, and wall outlet](#)
 - o [Cable connection behind the console](#)
3. [Check the connection at the Base Hub](#)

Check the Console Status LED

The back side of your machine's console is equipped with a **red** LED status light to help with diagnosing issues during troubleshooting:



If the Status LED is **ON** and **BLINKING**:

- The console software is updating and may take several minutes to complete [\[15497.L\]](#).

If the Status LED is **ON** and **SOLID**:

- The console may be asleep - press any button to wake your machine.
- If your machine was recently plugged in, it may take approximately three minutes for the console to fully boot-up [\[15497.M\]](#).

If the Status LED is **OFF**:

- Power is not reaching the console - **do not replace the console!**
- Continue troubleshooting in the next section below.

Check the external connections

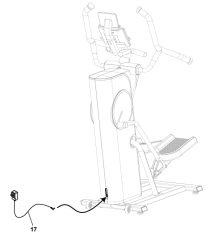
<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	5 minutes

Power flows through three cables before reaching the console. We'll power cycle your Max Trainer while we check each of the connection points located outside your machine's shrouds.

Power Cord connections:

Steps 1 - 2

1. Gently unplug the power cord from both the front of your machine and the electrical outlet.
2. We'll leave the power cord unplugged for at least 30 seconds while we inspect the power cord and connections:
 - **Power Cord:** Check the entire length of the power cord (including the tip and power plug) for visible damage, such as cuts, crimps, or exposed wiring - [order a Power Cord](#) if damaged [\[15497.B\]](#).
 - **Power Inlet:** Check the power inlet plug for damage, such as a loose connection - [order a Power Inlet and Wire](#) if damaged [\[15497.C\]](#).
 - **Wall Outlet:** Plug another device (e.g., lamp or phone charger) into the outlet to verify it works. We recommend plugging your machine directly into the wall outlet whenever possible (See [Surge Protectors & Extension Cords & GFI Outlets](#) for additional information) [\[15497.E\]](#).
3. If undamaged, plug the power cord back into your machine and the wall outlet. Press on both ends of the power cord to make sure they are securely inserted, then test if your machine powers on [\[15497.D\]](#).



Console Cable connection:

Note: The cable has a special tab on the connector to ensure it can only be installed in one direction.

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

1. Check for damage - 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](#) [\[15497.G\]](#).
2. If undamaged, firmly press on the cable connection to verify it is fully seated in the console, then test if the issue persists [\[15497.H\]](#).
3. If the issue persists, check the next connection in the section below.

Step 1



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.



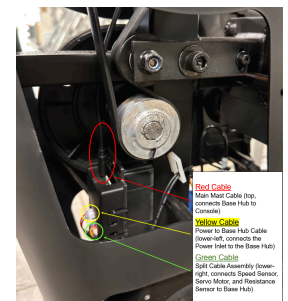
Check the cable

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.](#)

1. There are two cable connections to inspect at the Base Hub. **Be careful not to pinch or crimp the cable during troubleshooting.**
 - o The **Base Hub Power Cable**, which provides power from the power inlet to the Base Hub, is plugged into the lower-left port on the Base Hub.
 - o The **Main Mast Cable**, which powers and transfers data to the Console from the Base Hub, 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:

Steps 1 & 2



- If damage is present (such as a partially or fully cut cable sheath, or a loose/damaged connector), the replacement part depends on which cable is affected:
 - **Base Hub to Console** (top connection): [order a Main Mast Cable \[15497.I1\]](#).
 - **Base Hub Power Cable** (lower-left connection): [order a Power Inlet and Wire \[15497.I2\]](#).
 - If undamaged, firmly press on the Main Mast and Power Cable connections to confirm they are fully plugged into the Base Hub.
 - Once we've verified the cables are securely connected, we'll test to check if the issue is fixed [\[15497.J\]](#).
3. If the issue persists after all troubleshooting has been completed, [order a Main Mast Cable and a Power Inlet and Wire \[15497.N\]](#).

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

<i>Part Description</i>	<i>Part SKU</i>
Main Mast Cable	8030742
Power Cord	8017784
Power Inlet and Wire	8030811

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](#)