

# Max Trainer M9: My machine is making a clicking, clunking, or knocking noise

ID: 13744.2

Follow this troubleshooting guide to help resolve the cause of noise issues on the Max Trainer M9.

Some common complaints may include:

- Clicking, clunking, and knocking noises

## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
5mm, 6mm, 8mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine  
14mm socket wrench

1. If the noise occurs when no one is pedaling the machine, please visit [Max Trainer M9: Why isn't the resistance changing when adjusted?](#) to continue troubleshooting.
2. **If the noise originates from the fan area**, check for any obstructions. Using a Phillips head screwdriver, remove the screws from the lower right and lower left fan covers (**reference 1**). Watch the video below for instructions on removing the lower right fan shroud. Remove the fan covers and inspect the fan area for any objects that may be obstructing fan movement. Remove any obstructions, if present [\[13744.A\]](#). If the noise persists in the fan area, please visit [Max Trainer M9: My machine is making a metallic grinding or scraping noise](#) to continue troubleshooting.

Bowflex® Max Trainer | Removing Lower Right Fan Shroud



[\(BowFlex® Max Trainer | Removing Lower Right Fan Shroud\)](#)

(Reference 1)

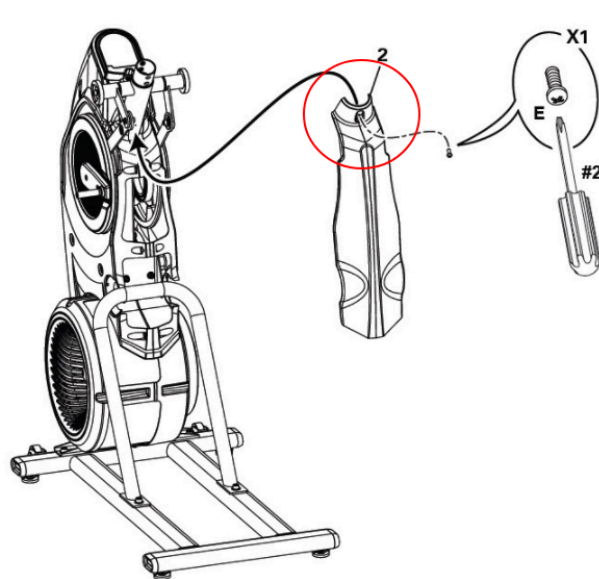


Remove the 3 upper screws (white circles) from the lower right cover (TOP). Loosen the bottom screw (white arrow), unplug the power inlet wire, then remove the cover.

The bottom image indicates the locations of the screws for the lower left fan cover.

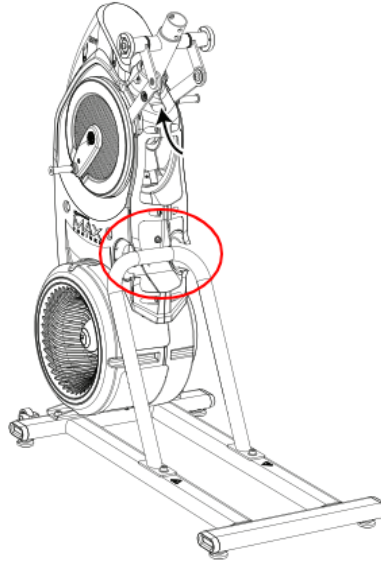
3. If the noise persists, remove the rear shroud from your machine using a Phillips head screwdriver (**reference 2**), then tighten all bolts on your machine. Using an Allen wrench, tighten the 4 bolts connecting the top of the rail assembly to the frame (**reference 3**), then tighten the 4 bolts on the base assembly (**reference 4**) [\[13744.B\]](#).

**(Reference 2)**



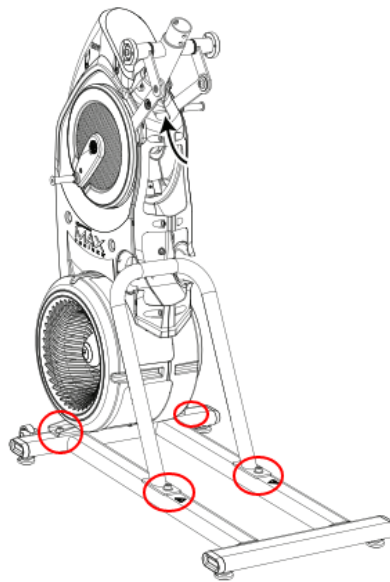
The screw to remove is circled in red. Once removed, the rear shroud can be removed as well.

**(Reference 3)**



The red circle in the center of this image indicates the location of the first 4 bolts to tighten on the rail assembly and frame.

**(Reference 4)**



The red circles in this image indicate the location of the 4 larger bolts to tighten on the base assembly.

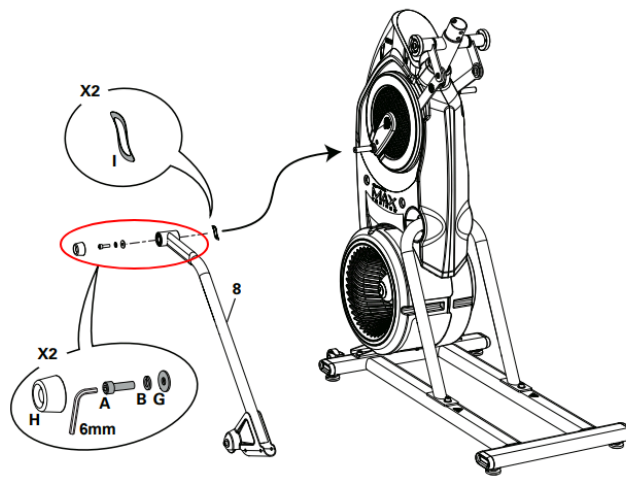
4. **If the noise persists or originates from the pedal area**, please visit [Max Trainer M9: The pedals are making a noise or not staying on track](#) to continue troubleshooting.
5. **If the noise is coming from the bottom of the machine**, check the fan area again for obstructions. Remove any debris that may block fan movement and test if the noise persists [\[13744.C\]](#). If the noise persists, please visit [Max Trainer M9: My machine is making a metallic grinding or scraping noise](#) to continue troubleshooting.

6. **If the noise is coming from the top of the machine**, check if the wave washers have been installed (**reference 5**). If they are not installed, [order a Wave Washer Kit \[13744.D\]](#).

**Note:**

- It is normal for the pedal arm to slide back and forth slightly where it connects to the crank arm.
- This motion is critical for proper machine function - the wave washer acts as a cushion to soften the movement.
- Do not install more than one wave washer per pedal arm, as this will reduce its effectiveness.

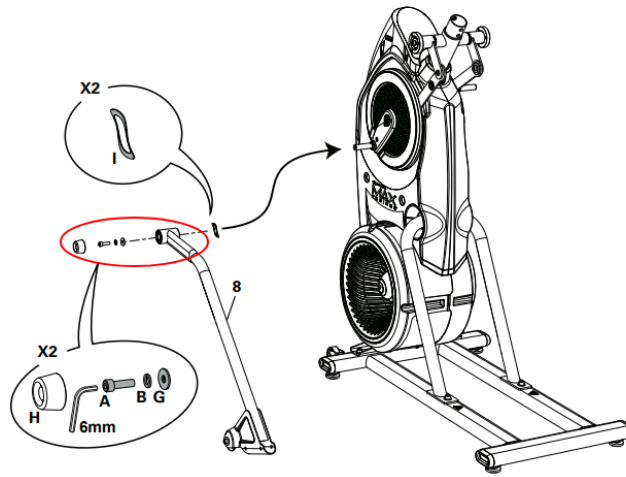
**(Reference 5)**



*The Wave Washers are the part labeled 'I' in this image. These should be installed between the crank arm and the pedal arm (8).*

7. If the wave washers are installed, tighten the crank nut on each crank arm. Remove the covers on the crank arms and tighten each crank nut using a 14mm socket wrench. Please note, there will be grease on the crank arms. Once tightened, manipulate the pedals for several rotations, then check if the crank nuts remained tightened [[13744.E](#)]. If the crank nut continues to come loose, [order an Engine \[13744.F\]](#).
8. If the noise was not reduced or eliminated, please visit [Max Trainer M9: Upper Pulley Issues](#) to troubleshoot further.
9. If the noise has been reduced and the noise still originates from the upper area of the machine, swap the pedal arms to the opposite side (**reference 6**) and listen for the noise. To remove the pedal arms, remove the caps from the crank arm. Remove the bolt using a 6mm Allen wrench, then remove the pedal arm from the machine. Repeat to remove the other pedal arm, then reinstall each pedal arm on the opposite side. Manipulate the pedals for several rotations, listening for the noise. If the noise remained on the original side, [order a Crank Arm \[13744.G\]](#). If you were unable to remove a pedal arm during this process, [order a Pedal Arm and Crank Cover](#) as well [[13744.H](#)]. If the noise switched sides with the pedal arm, [order a Pedal Arm \[13744.I\]](#).

**(Reference 6)**



The cap is the part labeled 'H' in this image. Remove the cap and loosen the screw (A) using a 6mm Allen wrench. Remove the pedal arm (8). Repeat to remove the second pedal arm. Reinstall each pedal arm on the opposite side and test for the noise.

10. If the noise persists and is no longer coming from the upper area of the machine, **return to step 1** to troubleshoot the source of the noise again or select another noise topic to troubleshoot further: [Max Trainer M9: Why is my machine making a weird noise?](#)

### Looking for other noises to troubleshoot?

- [Max Trainer M9: Why is my machine making a weird noise?](#)
- [Max Trainer M9: My machine is making a metallic grinding or scraping noise](#)
- [Max Trainer M9: My machine is making a squeaking, squealing, or chirping noise](#)
- [Max Trainer M9: My machine is making a rubbing noise](#)

### 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> |
|-------------------------|-----------------|
| <b>Crank Arm, Left</b>  | <b>8020199</b>  |
| <b>Crank Arm, Right</b> | <b>8020198</b>  |
| <b>Crank Cover</b>      | <b>8020216</b>  |
| <b>M9 Engine</b>        | <b>8027326</b>  |
| <b>Pedal Arm</b>        | <b>8019245</b>  |
| <b>Wave Washer Kit</b>  | <b>8018502</b>  |

### 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**