

Max Trainer M9: My machine is making a rubbing noise

ID: 13746.2

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

Some common complaints may include:

- Rubbing noises

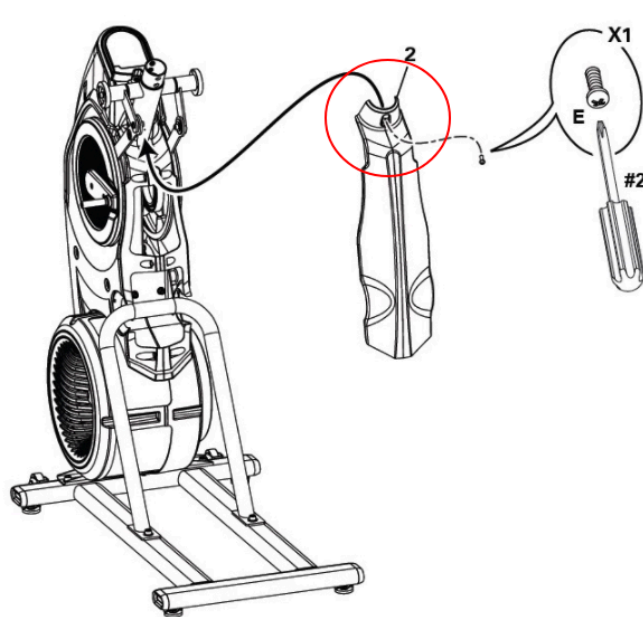
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Use your machine while listening to whether the noise comes from the left or right side of the machine. If you are unsure which side the noise is coming from, use a Phillips head screwdriver to remove the rear shroud (**reference 1**) and listen closely. If you are still unable to locate the side the noise is originating from, start with the left side of the machine.

(Reference 1)

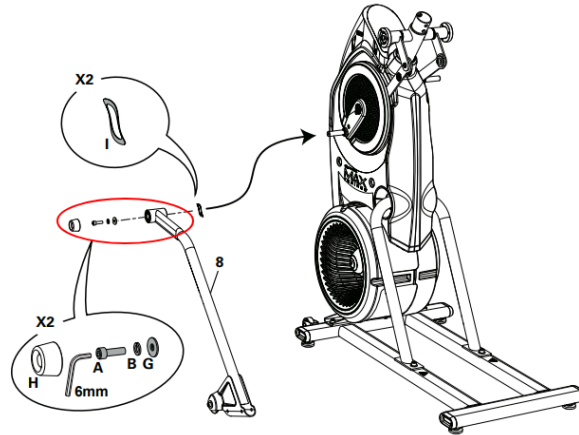


The red circle indicates the location of the screw to remove on the rear shroud.

Left Side

- Using a 6mm Allen wrench, remove the bolt attaching the pedal arm to the crank arm (**reference 2**). Set the pedal arm off to the side and remove the left crank cover using a Phillips head screwdriver. Set the crank cover to the side and inspect the upper belt. If the upper belt is not traveling off the pulley, please visit [Max Trainer M9: Why is my belt slipping/loose?](#) to continue troubleshooting. If the upper belt is damaged, [order an Upper Belt and Main Drive Pulley \[13746.A\]](#).

(Reference 2)



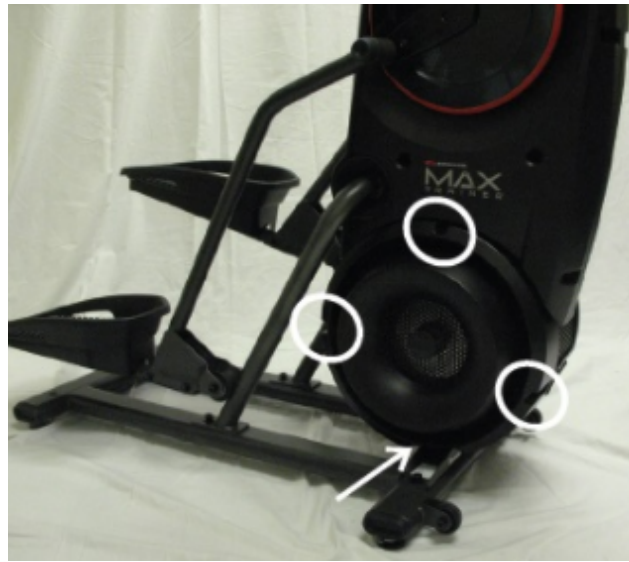
The red oval shows the cap and bolt to remove before removing the pedal arm from the crank.

- If the upper belt is traveling off the pulley, check if there is an issue with the upper pulley. If you answer yes to any of the following questions, please visit [Max Trainer M9: Upper Pulley Issues](#) to continue troubleshooting.
 - *Is the pulley loose, wobbly, or crooked?*
 - *Are the 4 bolts holding the pulley loose?*
 - *Are any of the 4 bolts missing?*
 - *Is the noise coming from the upper pulley?*
- Inspect the upper belt tensioner for damage. If the belt tensioner is damaged, [order an Upper Belt Tensioner and a Main Drive Pulley \[13746.B\]](#). If the issue persists, [order an Upper Belt and Main Drive Pulley \[13746.C\]](#).

Right Side

- Carefully remove the round plastic cover located on the lower right side of your machine. Using a Phillips head screwdriver, carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws attaching the cover. The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (**reference 3**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

(Reference 3)



The white circles indicate the locations of the 3 upper screws to remove. The white arrow indicates the location of the power wire inlet and bottom screw. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, and remove the cover.

2. Remove the 3 screws attaching the brake disc and set the brake disc to the side (**reference 4**).

(Reference 4)



The three screws (circled in white) need to be removed so that the brake disc can be removed for troubleshooting.

3. Inspect the lower belt for damage and alignment. If the lower belt is not traveling off the pulley, please visit [Max Trainer M9: Why is my belt slipping/loose?](#) to continue troubleshooting. If the lower belt is damaged, [order a Lower Belt \[13746.D\]](#).
4. If the issue persists, loosen the belt tensioner and reset the belt [\[13746.E\]](#).

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 clicking, clunking, or knocking noise](#)

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Lower Belt	8006063
Main Drive Pulley	8004562
Upper Belt	8004642
Upper Belt Tensioner	8008798

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