

# Max Trainer M9: My machine is making a metallic grinding or scraping noise

ID: 13749.2

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

Some common complaints may include:

- Metallic grinding or scraping noises

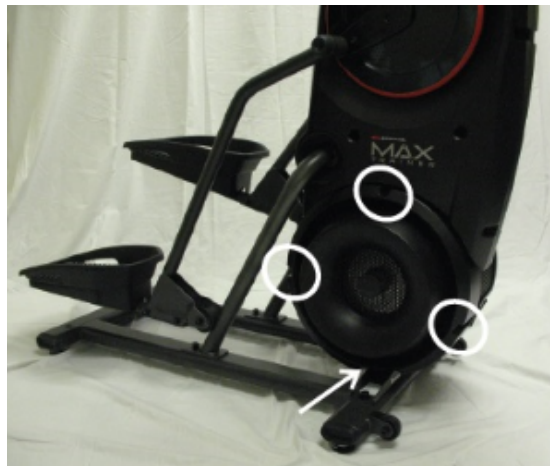
## Follow these steps to troubleshoot the issue

*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. Check if the brake magnets are making contact with the brake disc. 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 1**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

### (Reference 1)

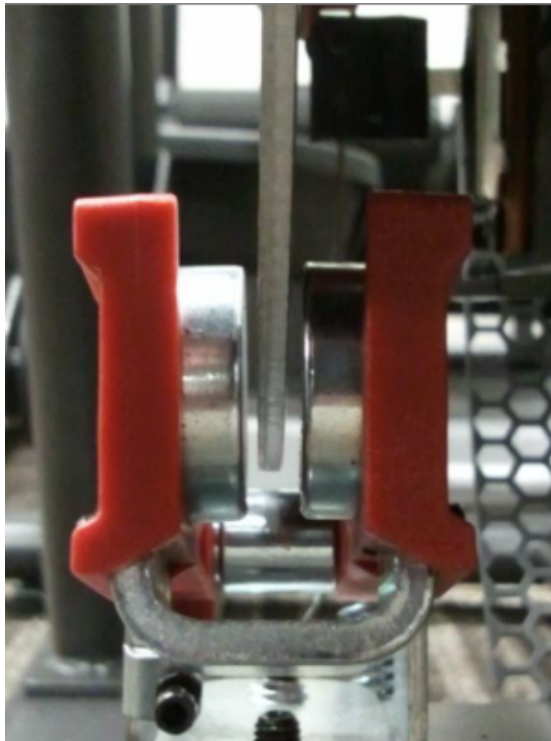


*The white circles indicate the location of the 3 upper screws to remove. The white arrow indicates the location of the power inlet wire and the bottom screw. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, then remove the cover.*

2. Check if the brake magnets have broken off of the red plastic arm. If the magnets have broken off or are damaged, [order an Eddy Brake Assembly \[13749.A\]](#).
3. If the red plastic arm is still intact, loosen the two bolts located directly at the bottom of the brake (**reference 2**). Adjust the brake magnets from side to side until no longer touching the metal disc, then retighten both bolts. Test to see if the magnets are no longer making contact by adjusting the resistance up and down while slowly rotating the brake disc. Properly distanced brake magnets should look like the photo in **reference 3**. If at any point they begin making contact, repeat this step. Once they are no longer making contact, reassemble your machine [\[13749.B\]](#).

**(Reference 2)**

*The white arrows indicate the location of the bolts to loosen in order to adjust the brake magnets.*

**(Reference 3)**

*When brake magnets are distanced from the brake disc properly, they should appear the same as in this photo.*

4. It is normal for the brake disc to appear to "wobble," as long as it does not come in contact with the brake magnets. If the magnets cannot be adjusted so they don't contact the brake disc, [order an Engine \[13749.C\]](#).

### **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 squeaking, squealing, or chirping noise](#)
- [Max Trainer M9: My machine is making a rubbing noise](#)
- [Max Trainer M9: My machine is making a clicking, clunking, or knocking noise](#)

**Need to order replacement parts?**

## 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 Parts Reference Table

| <i>Part Description</i>    | <i>Part SKU</i> |
|----------------------------|-----------------|
| <b>Eddy Brake Assembly</b> | <b>8004558</b>  |
| <b>M9 Engine</b>           | <b>8027326</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**