

# Schwinn 411: My machine is making a rubbing noise

ID: 13850.1

Follow this troubleshooting guide to help resolve noise issues with your Schwinn 411 Elliptical.

Some common complaints may include:

- *Rubbing noises*

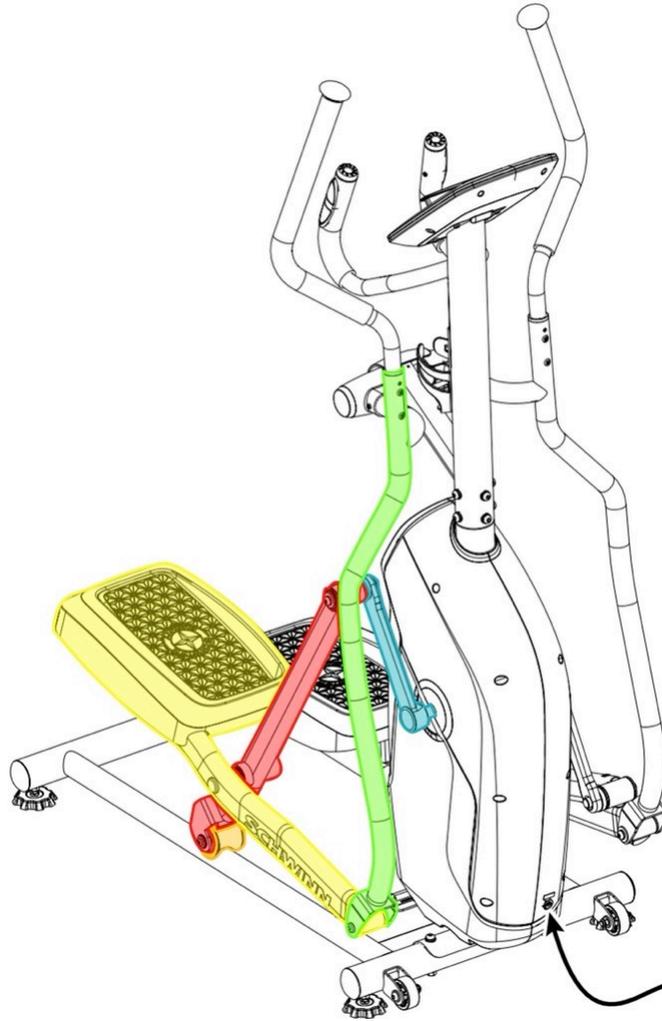
## **Follow these steps to troubleshoot the issue**

*Tools you may need:*

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

1. Make sure your elliptical is on a solid and level surface. Adjust the leveler feet as necessary to level your machine. Test to see if the noise persists after adjusting the leveler feet [\[13850.A\]](#).
2. Hardware can become slightly loosened over time or with frequent use. Use a Phillips head screwdriver and a 6mm Allen wrench to tighten all the hardware installed during assembly. You can reference the [assembly manual](#) for which hardware should be tightened [\[13850.B\]](#).
3. Inspect all the plastic shrouding/covers to make sure they are aligned, secured properly, and undamaged. If needed, loosen the hardware securing the shrouds (if applicable) and adjust its position. Retighten hardware once aligned properly and test to see if the noise persists [\[13850.C\]](#).
4. Try to isolate the noise and discern whether it is coming from the interior of your machine or the exterior. Cycle your elliptical through 1-2 rotations with the left and/or right leg roller assemblies held up and off of the ramp assembly. You may need a helper to perform this step completely. If the noise stops, test with only one leg down at a time. Try to determine if one of the external parts below is the source of the noise (**reference 1**).

**(Reference 1)**

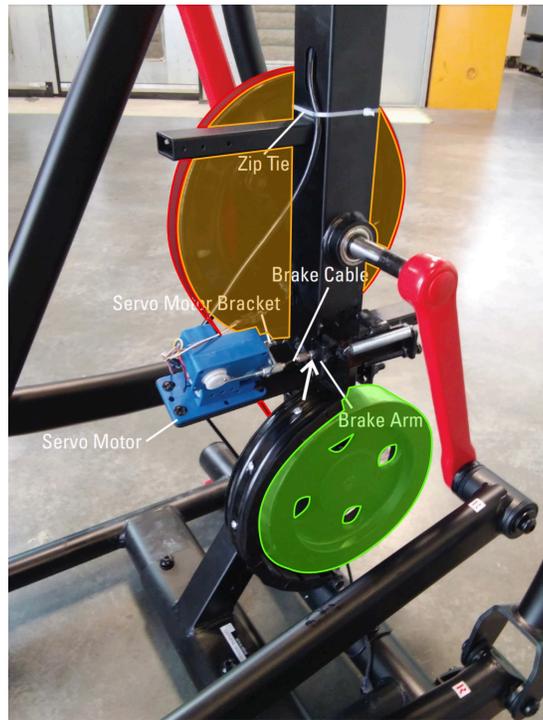


The parts in this image are color-coded:

**Yellow:** Pedal    **Orange:** Roller Wheels    **Red:** Pedal Arm  
**Green:** Lower Handlebar    **Teal:** Crank Assembly (only the Crank Arm is external)

5. If one of the external parts labeled above are making noise, refer to the ***assembly manual*** to remove and reinstall the part to see if it resolves the noise [\[13850.D\]](#). If the noise persists, refer to the list below for replacement parts.
  - If the pedal (yellow) is the source of the noise, [order a Pedal \[13850.E\]](#).
  - If the roller wheel (orange) is the source of the noise, [order a Roller Wheel](#) (single wheel) [\[13850.F\]](#).
  - If the pedal arm (red) is the source of the noise, [order a Pedal Arm \[13850.G\]](#).
  - If the bottom part of the handlebar (green) is the source of the noise, [order a Lower Handlebar \[13850.H\]](#).
  - If the crank arm (teal) is the source of the noise, the part may be irreplaceable. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13850.I\]](#).
  
6. If the noise (external or internal) persists, inspect the internal parts for damage. Refer to the "Replace the Shrouds" section of the ***service manual*** for instructions on removing the main shroud. Once the main shroud is removed, cycle your elliptical through a few rotations. Pay close attention to the drive pulley, belt, and flywheel (**reference 2**), checking for parts making contact with other components during rotation. Attempt to adjust parts that are making contact, referring to the service manual as needed [\[13850.J\]](#). If the drive belt or belt tensioner are damaged, [order a Belt Tensioner and a Drive Belt \[13850.K\]](#).

(Reference 2)



The parts in this image are color-coded:

**Orange:** Drive Pulley **Red:** Drive Belt **Green:** Flywheel

7. If the noise is caused by the belt traveling off either pulley, refer to the "Adjust the Belt Tension" section of the [service manual](#) for instructions on loosening the belt tensioner and resetting the belt on the flywheel, spindle, and tensioner pulleys [\[13850.L\]](#). If the issue persists, [order a Belt Tensioner and a Drive Belt \[13850.M\]](#).

### Looking for other noises to troubleshoot?

- [Schwinn 411: My machine is making a squeaking noise](#)
- [Schwinn 411: My machine is making a clicking or clunking noise](#)
- [Schwinn 411: Why is my machine making a weird 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 Troubleshooting WGR Hard Stops

***If troubleshooting advises to discuss options to resolve the issue with the machine***

The referenced part cannot be repaired/replaced. The recommended solution is a Whole Good Replacement.

Please refer to the [Whole Good Replacement Options Flow](#) for next steps.

## 3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Belt Tensioner</b>	<b>8015581</b>
<b>Drive Belt</b>	<b>8015589</b>
<b>Lower Handlebar, Left</b>	<b>8015656</b>
<b>Lower Handlebar, Right</b>	<b>8015670</b>
<b>Pedal, Left</b>	<b>8015646</b>
<b>Pedal, Right</b>	<b>8015665</b>
<b>Pedal Arm, Left</b>	<b>8015634</b>
<b>Pedal Arm, Right</b>	<b>8015664</b>
<b>Roller Wheel</b>	<b>004-3727</b>

## 4 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**