

# Revolution Home Gym: Why is my gym making a weird noise? ID: 11874.2

Follow this troubleshooting guide to help resolve the cause of noise issues on your BowFlex Revolution home gym.

Some common complaints may include:

- Scraping noises
- Rubbing noises

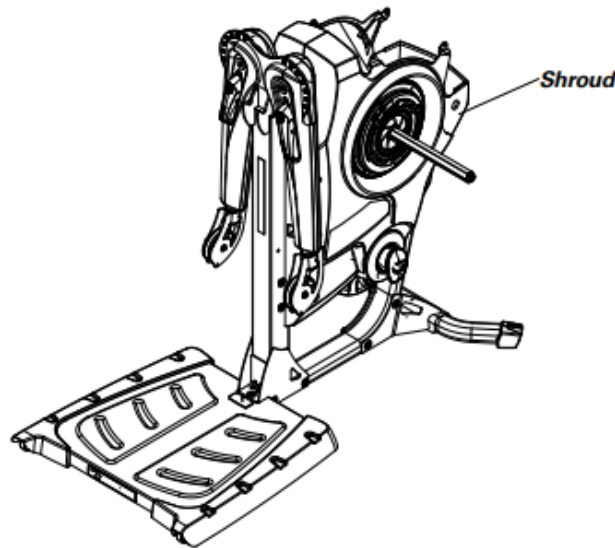
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver

1. Listen to the source of the noise. If the noise is coming from the top of your machine, inspect the shroud on the weight pack. Check to see if the shroud is rubbing on the weight pack or the cam (**reference 1**). If the shroud is rubbing, loosen the screws and reposition the shroud to create a proper clearance. Instructions on adjusting/removing the shroud can be found in the "Replace Cam Assembly" section of the [service manual](#). Tighten all hardware and test for the noise [\[11874.A\]](#).

(Reference 1)



*The shroud to remove is labeled in this image. Loosen the screws and reposition, then tighten all hardware.*

2. If the noise persists, completely remove the shroud. Refer to the [service manual](#) as needed for instructions on removing the shroud. Operate your machine and listen for the noise. If the noise goes away with the shroud removed [order a Shroud](#) for the affected part [\[11874.B\]](#).
3. If the noise is coming from the bottom of the machine or the noise persists, check if the ropes are all in place on the pulleys. If they are not, refer to the "Untangle Derailed Rope" section of the [service manual](#) for instructions on correcting rope placement [\[11874.C\]](#).

**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>Base Shroud</b>	<b>000-5748</b>
<b>Left Shroud</b>	<b>000-5831</b>
<b>Right Shroud</b>	<b>000-5832</b>
<b>Top Shroud</b>	<b>000-4089</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**