

Revolution Home Gym: How do I adjust rope tension or fix a derailed rope?

ID: 11877.1

Follow this troubleshooting guide to help adjust the tension of the ropes or fix derailed ropes on your Revolution home gym.

Some common complaints may include:

- Tension is too high
- Tension is too low
- Difficult to use
- Derailed rope

Follow these steps to troubleshoot the issue

Tools you may need:

3/32" hex/Allen wrench, or the wrench included with your machine
Phillips head screwdriver

1. Pull out and hold the tension adjustment knob (**reference 1**). Turn the large pulley clockwise to wind the rope and increase tension.

(Reference 1)

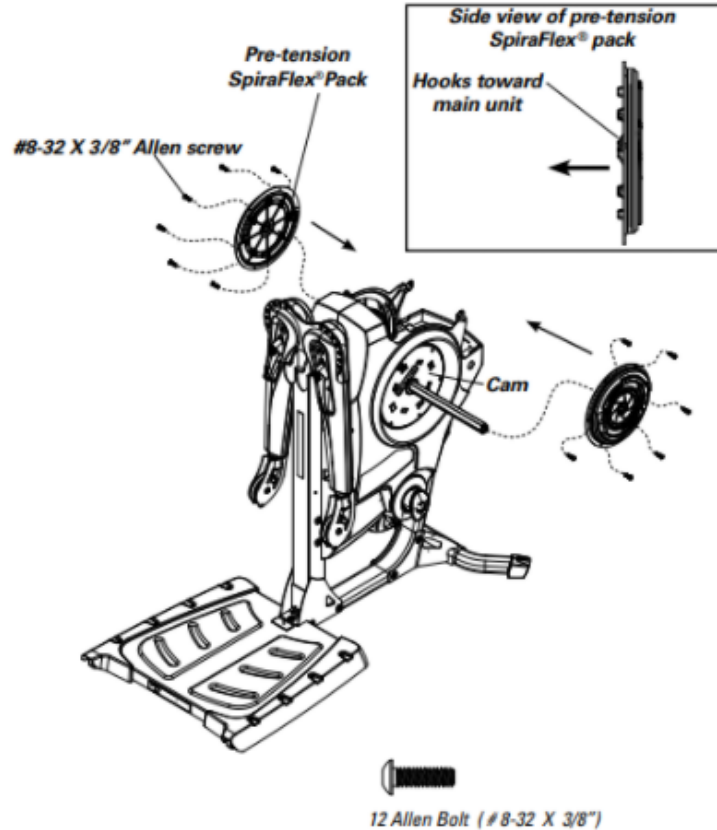


While pulling the Tension Adjust Knob out, rotate the large pulley clockwise by hand.

2. Release the tension adjustment knob and ensure it is locked in place. Additional information on adjusting your tension can be found in the "Adjust Rope Tension" section of the **service manual [11877.A]**.

3. **If the issue persists or the rope has derailed**, refer to the "Untangle Derailed Rope" section of the [service manual](#) for instructions on correcting rope placement. Follow along with this video for further assistance: [Revolution Rope Derailment Animation \[11877.B\]](#).
- o **Important:** Before testing your ropes, re-install the pre-tension SpiraFlex Pack weights to the machine that were removed per the Revolution Rope Derailment Animation above (**reference 2**).

(Reference 2)



Reinstall the SpiraFlex Pack weights with the 3/32" Allen wrench before you test the rope tension.

Need additional assistance?

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 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