

BowFlex Ellipticals: My machine is making a squeaking noise

ID: 13831.2

Follow this troubleshooting guide to help resolve noise issues with your Results Series BXE116 and BXE216 Elliptical.

Some common complaints may include:

- *Squeaking noises*

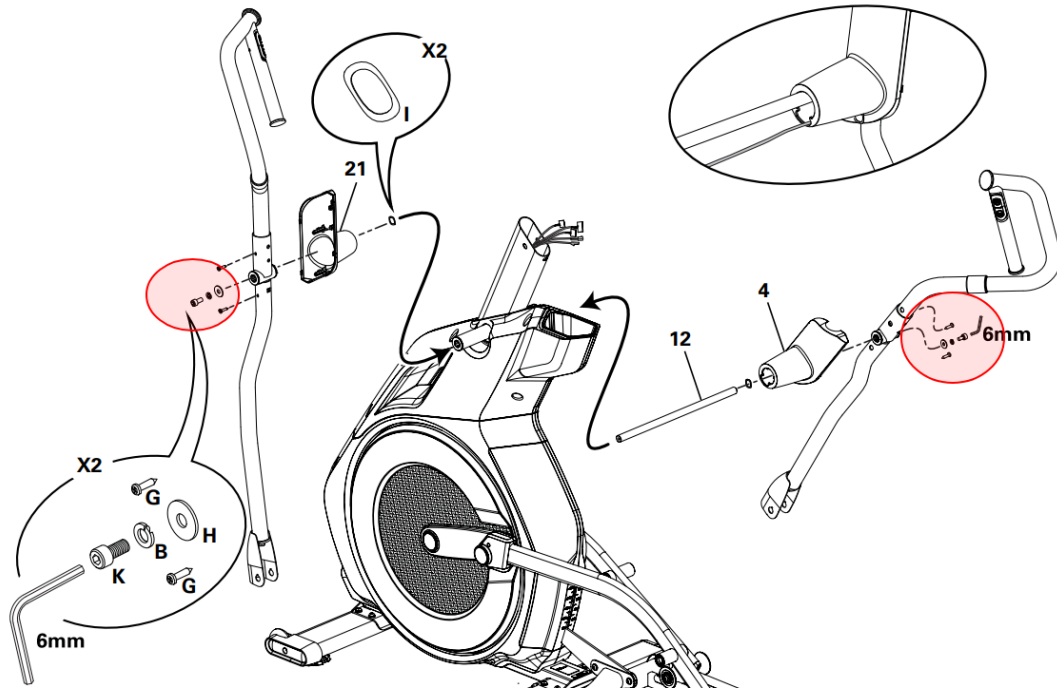
Follow these steps to troubleshoot the issue

Tools you may need:

100% silicone lubricant
Synthetic grease
Phillips head screwdriver
6mm hex/Allen wrench or the wrenches from the hardware card included with your machine

1. Regular weekly maintenance for your elliptical should include applying a small amount of 100% silicone lubricant to the roller wheels. Please refer to the *Maintenance* section of your [service manual](#) for lubrication instructions [\[13831.F\]](#).
2. 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 [\[13831.A\]](#).
3. If the noise persists, apply a small drop of silicone-based lubricant on the rails and wipe them with a dry cloth or towel. If too much lubricant is used, the roller wheel will not roll. Pedal on your elliptical slowly to ensure that the roller wheels are turning freely and to test for noise [\[13831.B\]](#).
4. If the noise persists after regular lubrication (see the *Maintenance* section of your [service manual](#)), [order \(2\) Roller Wheels \[13831.C\]](#).
5. If the roller wheels have already been replaced recently, loosen the bolts on the pivot rod with a 6mm Allen wrench (**reference 1**). Refer to the [assembly manual](#) if you need additional instructions on tightening the pivot rod [\[13831.D\]](#).

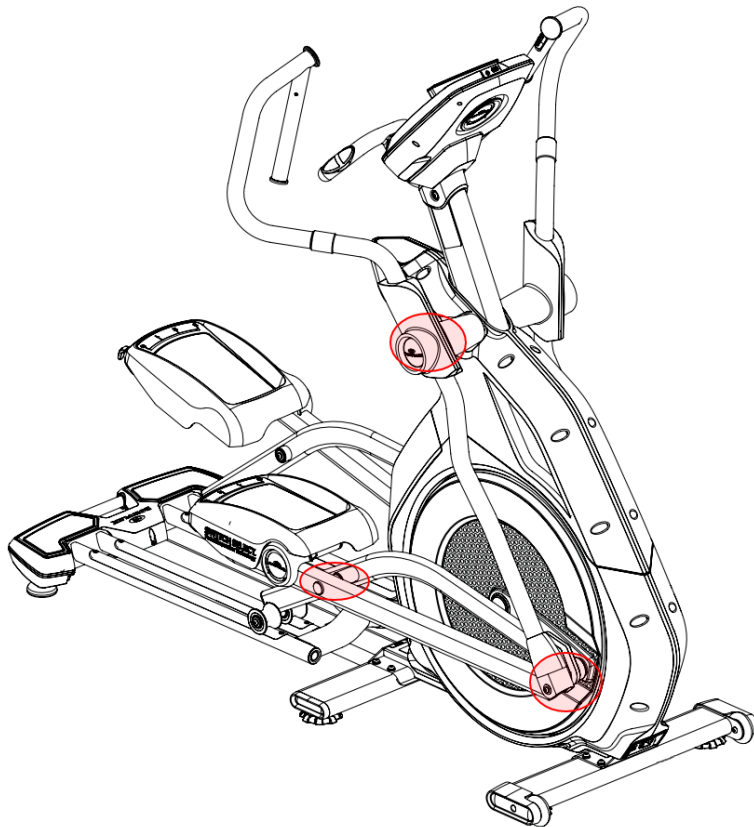
(Reference 1)



BXE116 shown. Loosen the circled bolts on the pivot rod and test if the noise persists.

6. If the issue persists, use synthetic grease to grease all pivot points on your elliptical (**reference 2**) [\[13831.E\]](#).

(Reference 2)



BXE116 shown. The pivot points on the right side are circled in this image. Grease these points and repeat on the left side.

7. If the issue persists, please visit [BowFlex Ellipticals: My machine is making a rubbing noise](#) to continue troubleshooting.

Looking for other noises to troubleshoot?

- [BowFlex Ellipticals: My machine is making noises when inclined](#)
- [BowFlex Ellipticals: My machine is making a rubbing noise](#)
- [BowFlex Ellipticals: My machine is making a squeaking noise](#)
- [BowFlex Ellipticals: My machine is making a clicking or clunking noise](#)
- [Results Series BXE216 Elliptical: Why is my machine making a weird noise?](#)
- [Results Series BXE116 Elliptical: 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 Parts Reference Table

Part Description	Part SKU
Roller Wheel (order 2)	8023333

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**