

BowFlex Ellipticals: My machine is making a clicking or clunking noise

ID: 13829.2

Follow this troubleshooting guide to help resolve noise issues with your Results Series BXE116 and BXE 216 Elliptical.

Some common complaints may include:

- Clicking or clunking noises

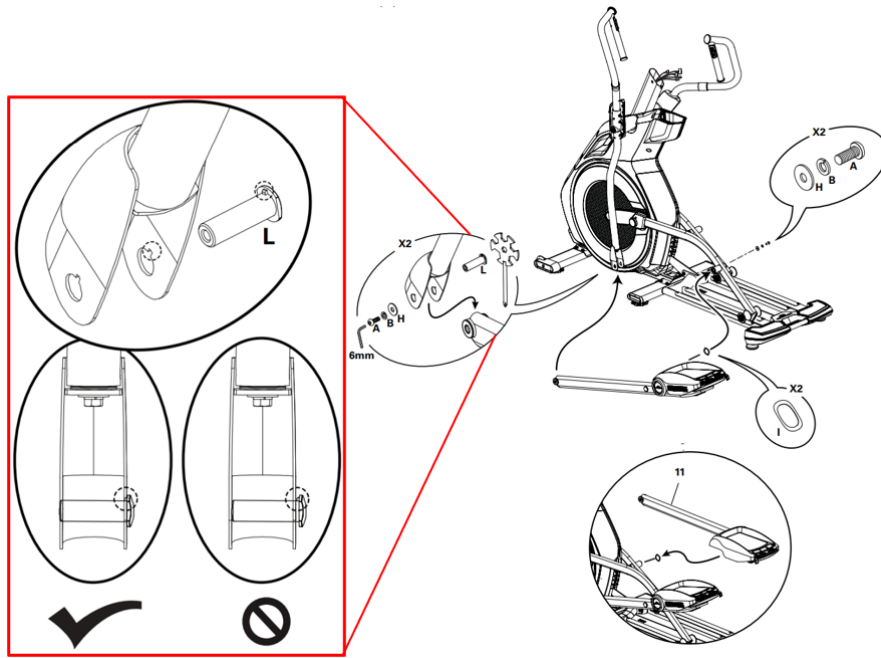
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
6mm hex/Allen wrench or the wrench from the hardware card included with your machine
15mm open-ended wrench
Crank puller (if removing the main shroud or crank arms for troubleshooting)
14mm socket wrench

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 [\[13829.A\]](#).
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 [\[13829.B\]](#).
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 [\[13829.C\]](#).
4. Check the pivot pin and make sure that it is flush with the leg assembly. The pivot pin has a small key on it that must fit into the notch on the lower handlebar arm (**reference 1**). If it was installed incorrectly, remove the bolt at the handlebar/leg assembly connection with a 6mm Allen wrench. Adjust the pivot pin until the small key on it fully sets in the notch and reinstall the bolt. Repeat for both sides and test if the noise persists [\[13829.D\]](#).

(Reference 1)



5. Tighten the two bolts located on the bottom of both handlebars using a 15mm open-ended wrench and a 6mm Allen wrench (**reference 2**), then test if the issue persists [\[13829.E\]](#).

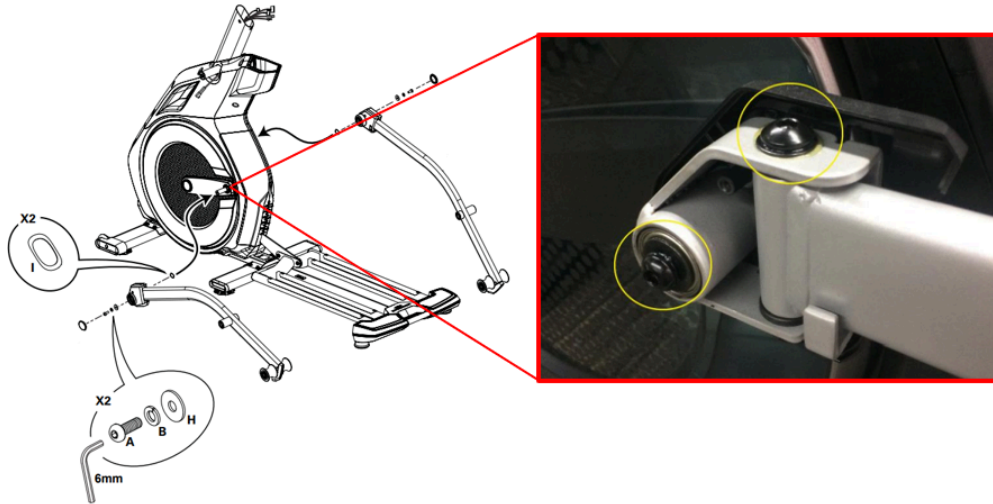
(Reference 2)



Tighten both bolts circled in yellow. Repeat for the opposite handlebar.

6. Remove the plastic cover on the crank arm where the leg meets the frame assembly, then tighten both bolts shown with a 6mm Allen wrench (**reference 3**) [[13829.F](#)].

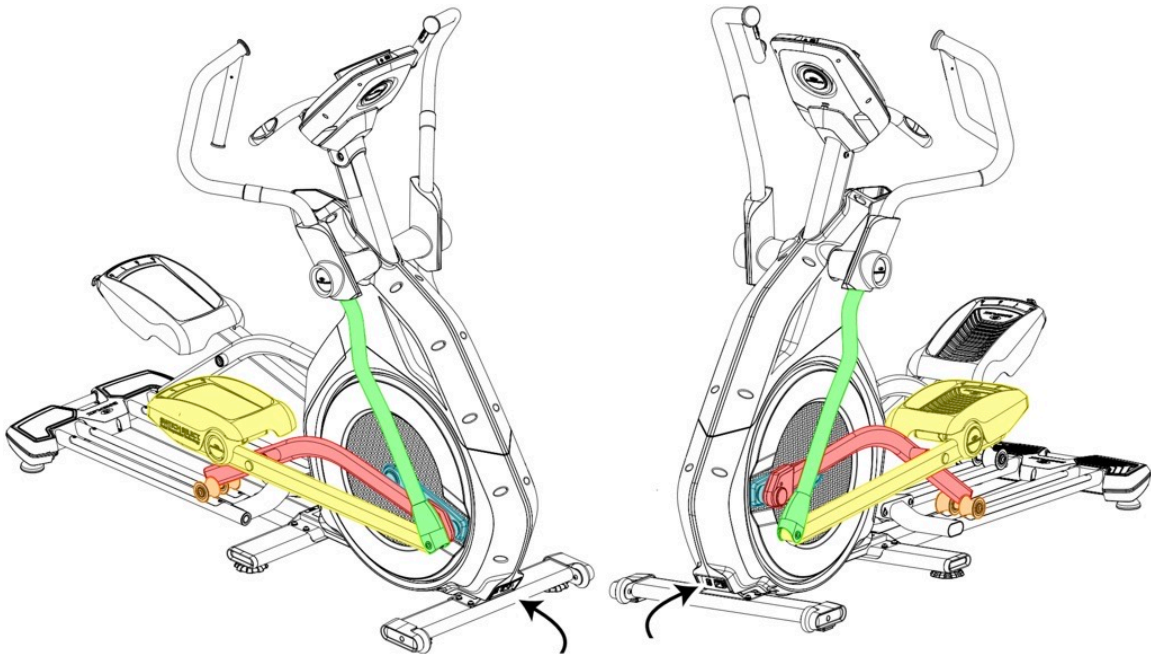
(Reference 3)



Remove the cap covering the leg/frame connection and tighten both bolts circled in yellow. Repeat for the opposite leg.

7. Try to isolate the noise and determine 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 4**). If one is making noise, refer to the [assembly manual](#) to remove and reinstall the part to see if it resolves the noise [[13829.G](#)]. 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 \[13829.H\]](#).
 - If the roller wheel (orange) is the source of the noise, [order a Roller Wheel](#) (single wheel) [[13829.I](#)].
 - If the pedal arm (red) is the source of the noise, [order a Pedal Arm \[13829.J\]](#).
 - If the bottom part of the handlebar (green) is the source of the noise, [order a Lower Handlebar \[13829.K\]](#).
 - 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 [[13829.L](#)].

(Reference 4)

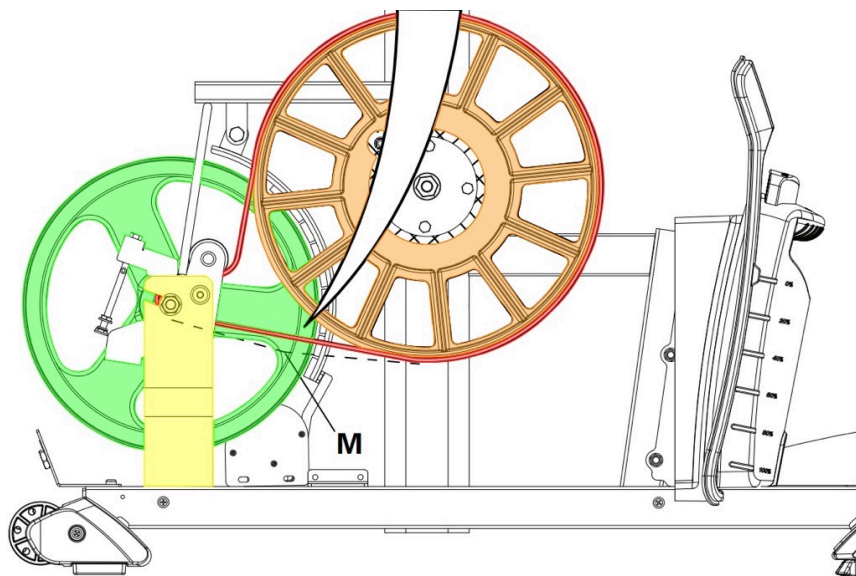


BXE116 (left) and BXE216 (right). The parts in this image are color-coded:

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

8. If the noise is coming from an internal component, you will need a Crank Puller to remove the main shroud and troubleshoot further. [Order a Crank Puller](#) if you do not have one already. Refer to the "Replace the Shrouds" section of the [service manual](#) for instructions on removing the main shroud. Once the main shroud is removed, reinstall the crank arms and cycle your elliptical through a few rotations. Pay close attention to the brackets, idler pulley, belt, flywheel (**reference 5**), and crank assembly (**reference 6**) to try and determine which component is the source of the noise.
- If the belt (red, reference 5) is the source of the noise, [order a Drive Belt \[13829.O\]](#).
 - If the flywheel (green) is the source of the noise, [order a Flywheel \[13829.P\]](#).
 - If the crank assembly (red, reference 6), frame bracket (yellow), or the idler pulley (orange) 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 [\[13829.Q\]](#).

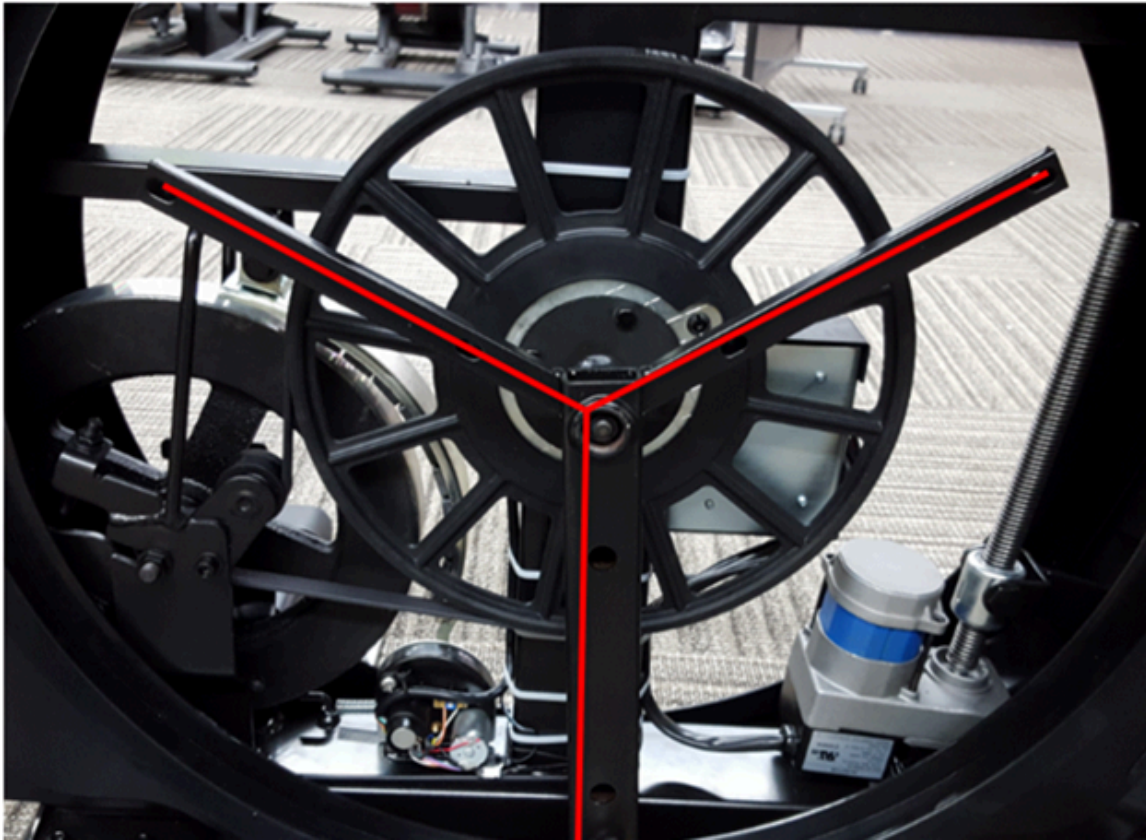
(Reference 5)



The parts in this image are color-coded:

Yellow: Frame Bracket **Orange:** Drive/Idler Pulley **Red:** Drive Belt **Green:** Flywheel

(Reference 6)



The crank assembly is the part outlined in red.

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 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>
BXE116	
Crank Puller	74025
Drive Belt	8001999
Flywheel	8010045
Lower Handlebar, Left	8010799
Lower Handlebar, Right	8010802
Pedal, Left	8010797
Pedal, Right	8010791
Pedal Arm, Left	8010804
Pedal Arm, Right	8010806
Roller Wheel	8023333
BXE216	
Crank Puller	74025
Drive Belt	8001999
Flywheel	8010045
Lower Handlebar, Left	8009588
Lower Handlebar, Right	8009596
Pedal, Left	8010287
Pedal, Right	8010223
Pedal Arm, Left	8009582
Pedal Arm, Right	8009609
Roller Wheel	8023333

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