

BowFlex Ellipticals: My machine is making a rubbing noise

ID: 13833.2

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

Some common complaints may include:

- *Rubbing noises*

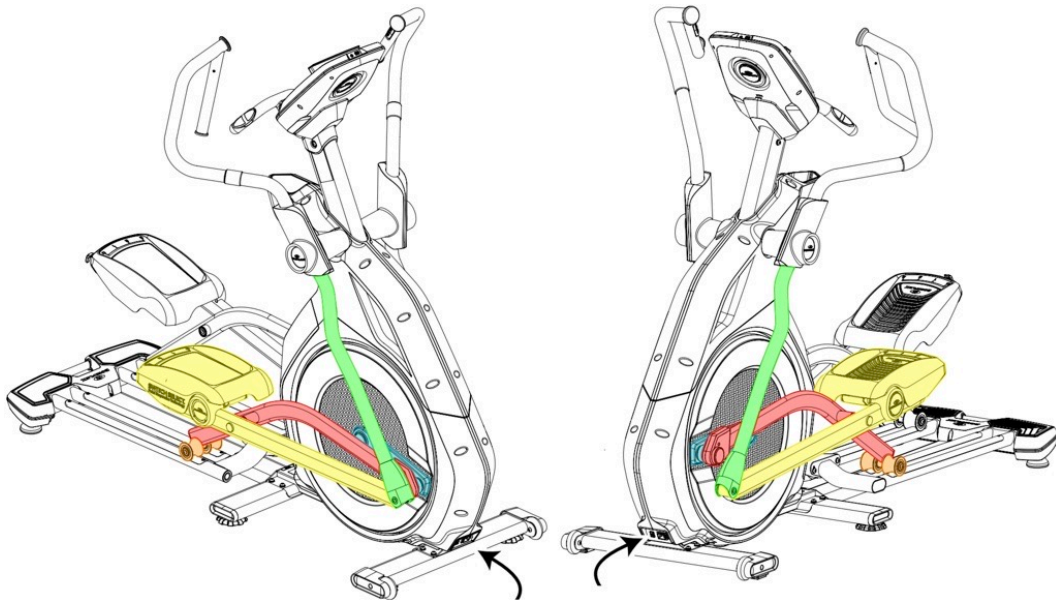
Follow these steps to troubleshoot the issue

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 [\[13833.A\]](#).
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 [\[13833.B\]](#).
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 [\[13833.C\]](#).
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**). If one is making noise, refer to the [assembly manual](#) to remove and reinstall the part to see if it resolves the noise [\[13833.D\]](#). 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 \[13833.E\]](#).
 - If the roller wheel (orange) is the source of the noise, [order a Roller Wheel](#) (single wheel) [\[13833.F\]](#).
 - If the pedal arm (red) is the source of the noise, [order a Pedal Arm \[13833.G\]](#).
 - If the bottom part of the handlebar (green) is the source of the noise, [order a Lower Handlebar \[13833.H\]](#).
 - 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 [\[13833.I\]](#).

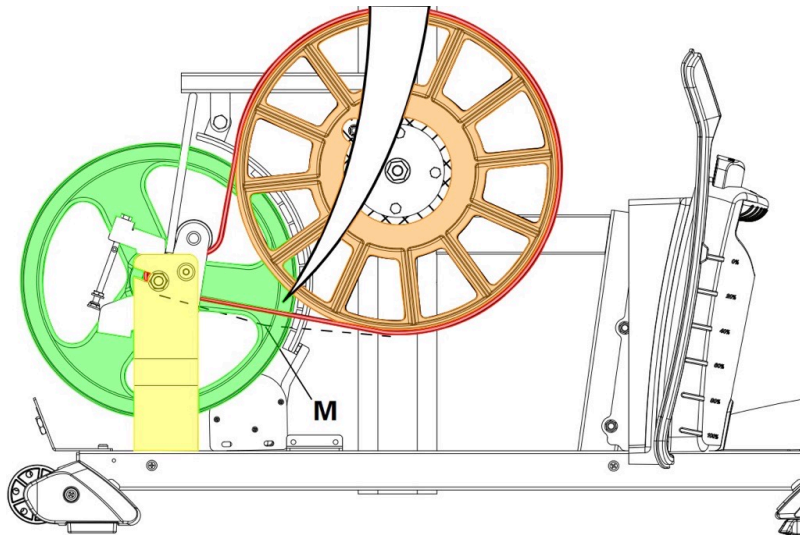
(Reference 1)



*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)*

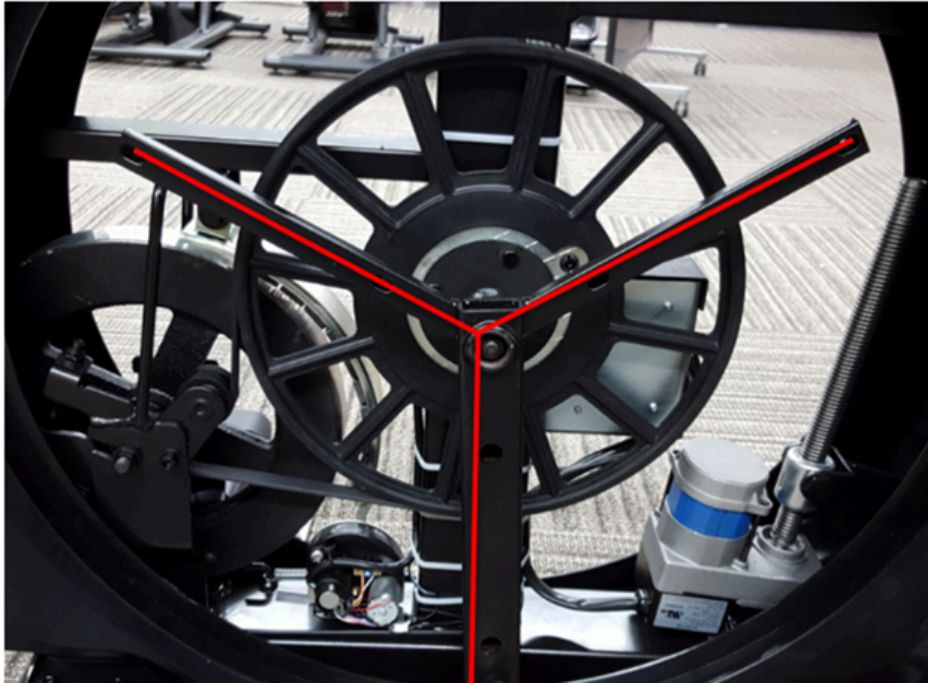
5. If the noise persists, you will need a Crank Puller to remove the main shroud and troubleshoot further. [Order a Crank Puller](#) if you do not have one already. Refer to the "Replace the Shrouds" section of the [service manual](#) for instructions on removing the main shroud. Once the main shroud 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 2**), and crank assembly (**reference 3**), 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 [\[13833.J\]](#). If the drive belt or belt tensioner are damaged, [order a Belt Tensioner and a Drive Belt \[13833.K\]](#).

(Reference 2)



*The parts in this image are color-coded:
Yellow: Frame Bracket **Orange:** Drive/Idler Pulley **Red:** Drive Belt **Green:** Flywheel*

(Reference 3)



The crank assembly is the part outlined in red.

6. 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 [\[13833.L\]](#). If the issue persists, [order a Belt Tensioner and a Drive Belt \[13833.M\]](#).

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	
Belt Tensioner	8014156
Crank Puller	74025
Drive Belt	8001999
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	
Belt Tensioner	8014156
Crank Puller	74025
Drive Belt	8001999
Lower Handlebar, Left	8009588
Lower Handlebar, Right	8009596
Pedal, Left	8010287
Pedal, Right	8010223
Pedal Arm, Left	8009582
Pedal Arm, Right	8009609
Roller Wheel	8009638

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