

BowFlex Ellipticals: My machine is making noises when inclined ID: 13836.1

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

Some common complaints may include:

- Making noise only while inclined

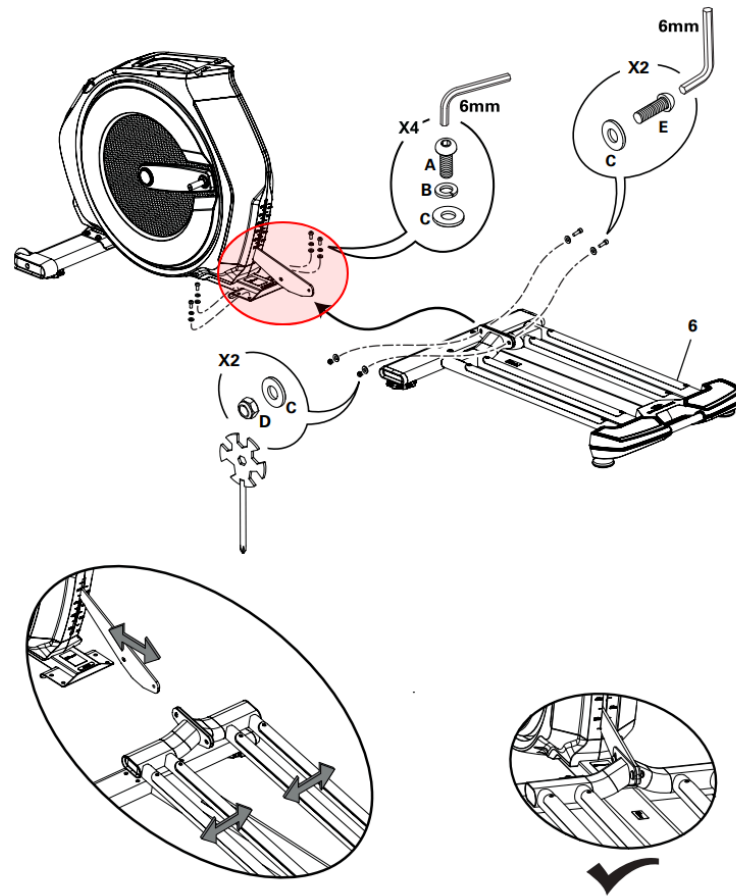
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head 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 [\[13836.A\]](#).
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 [\[13836.B\]](#).
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 [\[13836.C\]](#).
4. You will need to remove the rail assembly in this step. Refer to the [assembly manual](#), working backward from Step 14 to Step 2 for complete instructions. You will need a Phillips head screwdriver and a 6mm Allen wrench to complete these steps. In summary, you will need to perform the following steps:
 - a. Disconnect your elliptical from power (Step 14)
 - b. Remove the exterior pivot covers (Step 9)
 - c. Remove the pedals from the frame (Step 8)
 - d. Remove the pivot rod, interior pivot covers, and handlebar arms. Disconnect the handlebar cables (Step 7)
 - e. Remove the legs from the crank arm (Step 5)
 - f. Remove the rail assembly from the frame (Step 2)
5. Once the rail assembly is removed, carefully turn the rails upside down and remove all screws from the rear plastic cover with a Phillips head screwdriver. Turn the rails right side up and remove the top portion of the plastic cover. Set the covers to the side and rotate the rails up and down to check for smooth operation. Inspect the rear stabilizer (**reference 12**) for visible grease. If grease is present, [order an Incline Motor \[13836.D\]](#). If the issue persists, [order a Rail Assembly \[13836.E\]](#).

(Reference 12)



Inspect the rear stabilizer for grease (circled 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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
BXE116	
Incline Motor	8003852
Rail Assembly	8010773
BXE216	
Incline Motor	8003852
Rail Assembly	8009638

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