

VeloCore 16 and 22: Noises from the belt, flywheel, or pulleys ID: 13820.2

Follow this troubleshooting guide to help resolve noise issues with the VeloCore 16 and 22 bikes.

Some common complaints may include:

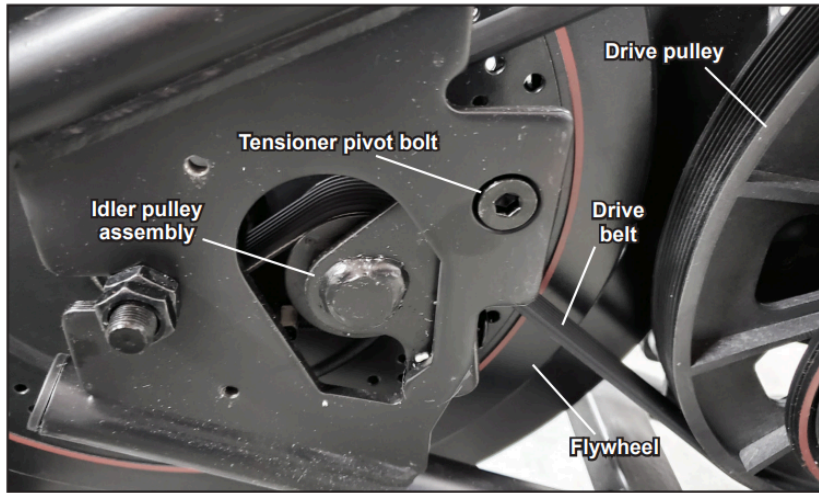
- Noises from the drive belt
- Noises from the flywheel
- Noises from the crank or idler pulley

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver

1. **Start here for noise troubleshooting:** [VeloCore 16 and 22: Why is my machine making a weird noise?](#) You will be directed back to this guide after checking the tightness of the hardware on your bike and ruling out other sources of noise.
2. Follow the *Replace the Shrouds and Front Fenders* section of the service manual for instructions on removing the right-side shroud of your bike. You will need a Phillips head screwdriver to remove the shroud - [no crank puller is needed](#).
3. Set your bike's resistance to the minimum setting, then rotate the cranks by hand. Listen carefully to the crank (drive) pulley, idler pulley, drive belt, and flywheel (**reference 1**) to determine which is the source of the noise:
 - **Drive Belt** - inspect the drive belt for damage (such as fraying, cuts, and tears). Please note that black dust may be present due to normal wear of the belt. Check that the belt is not rubbing on any other component; you can adjust the flywheel as needed to correct the belt position. If damage is present or the noise from the belt persists, [order a Drive Belt \[13820.A\]](#).
 - **Important:** to replace the drive belt, a 25mm crank puller is required. If you do not have one already, [order a Crank Puller](#).
 - **Idler Pulley** - check the area around the idler pulley for debris or other obstructions. Remove any obstructions found and test if the noise persists. Inspect the idler pulley for damage. If damage is present or the noise from the idler pulley persists, [order an Idler Pulley \[13820.B\]](#).
 - **Crank (Drive) Pulley** - check the area around the crank (drive) pulley for debris or other obstructions. Remove any obstructions found and test if the noise persists. Inspect the crank pulley for damage. If damage is present or the noise from the crank pulley persists, [order a Crank Pulley \[13820.C\]](#).
 - **Flywheel** - check the area around the flywheel for debris or other obstructions. Remove any obstructions found and test if the noise persists. Inspect the flywheel for damage. If damage is present or the noise from the flywheel persists, [order a Flywheel \[13820.D\]](#).

(Reference 1)



The VeloCore components to check are labeled in this image.

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
Crank Puller	8018316
Crank Pulley	8023903
Drive Belt	8023939
Flywheel	8026694
Idler Pulley	8028745

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