

## VeloCore 22: How can I adjust the brake magnets to not touch the flywheel?

ID: 11863.1

Follow this troubleshooting guide to help resolve the brake magnets making contact with the flywheel on the VeloCore 22 bike.

Some common complaints may include:

- Metallic grinding or scraping noises
- Brake magnet making contact with flywheel
- Brake magnet out of position
- Brake and flywheel touching

### **Follow these steps to troubleshoot the issue**

1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

**(Reference 1.1)**



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

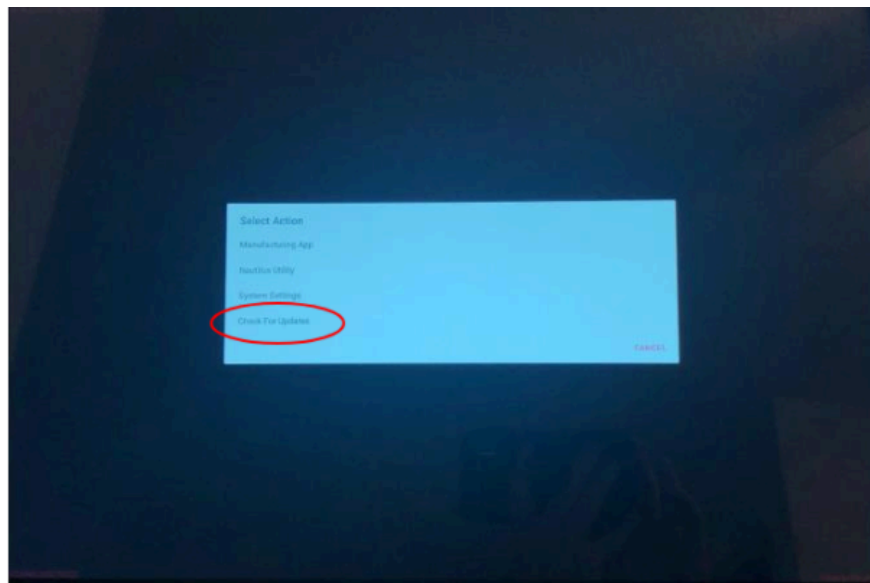
**(Reference 1.2)**



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

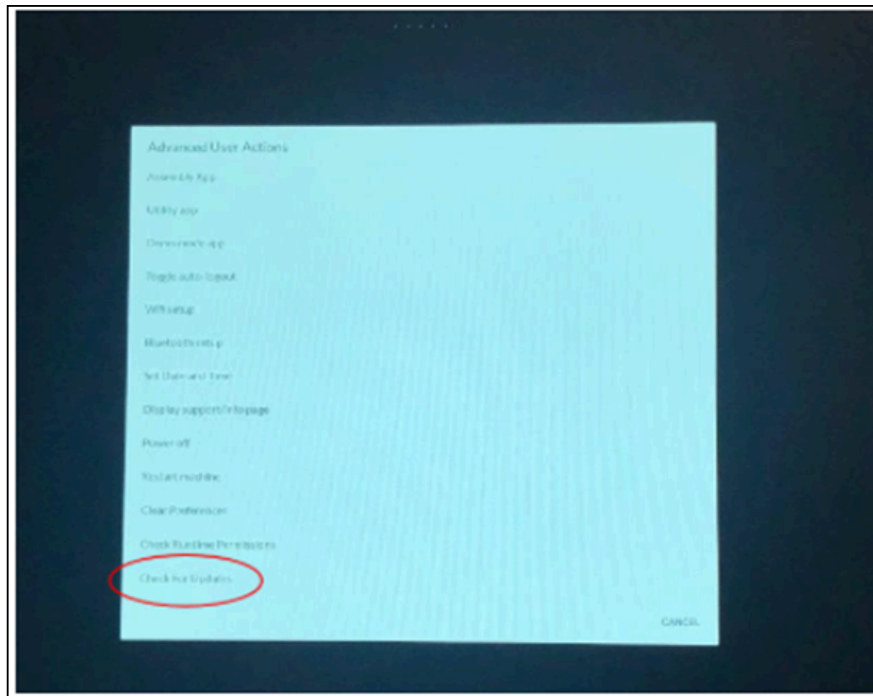
2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(Reference 1.3)**



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

**(Reference 1.4)**



*PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.*

3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting in the next section.

### **Follow these steps to continue troubleshooting**

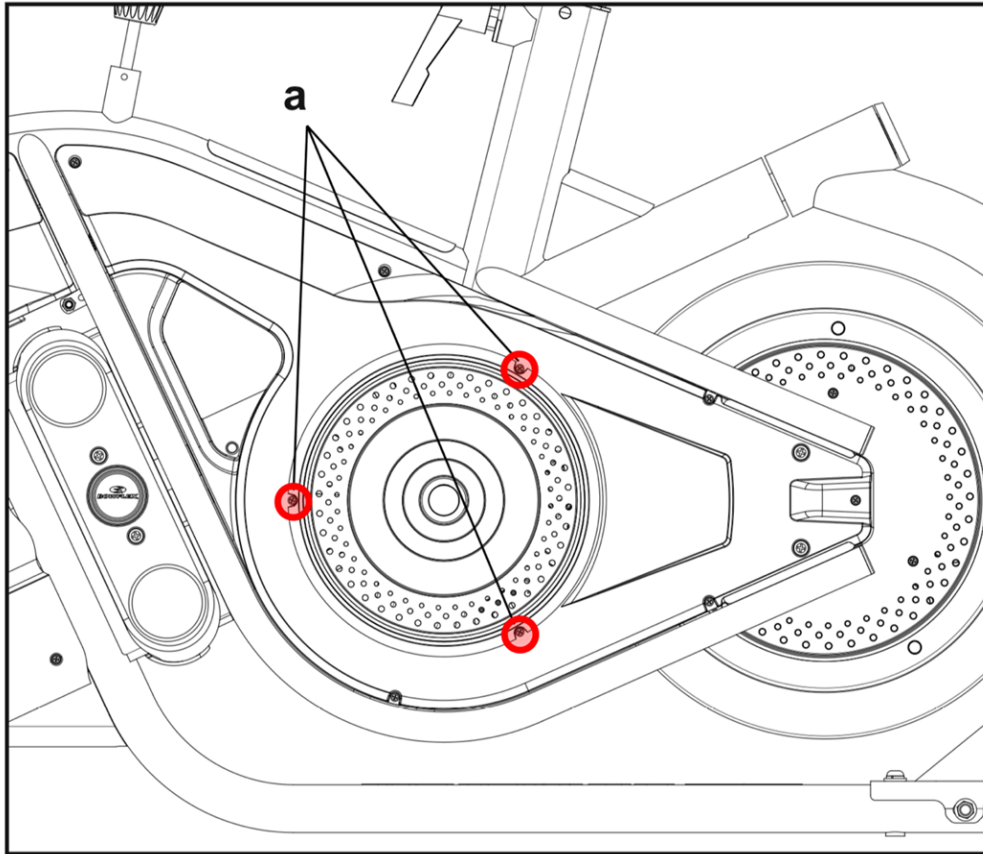
#### *Tools you may need:*

Phillips head screwdriver  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
13mm open-ended wrench

1. Unplug the power cord from your machine and the wall outlet. Make sure that your bike is stabilized in the upright position with the lean lock knob in the locked position. Fully turn the resistance knob clockwise to lock the flywheel in place.
2. Use a Phillips head screwdriver to remove the 3 screws attaching the center disc to the left main shroud (**reference 1**) Starting with the bottom screws, remove the 8 screws attaching the left side shroud and 1 screw attaching the right side shroud (**reference 2**). Carefully angle the left shroud and lift to remove.

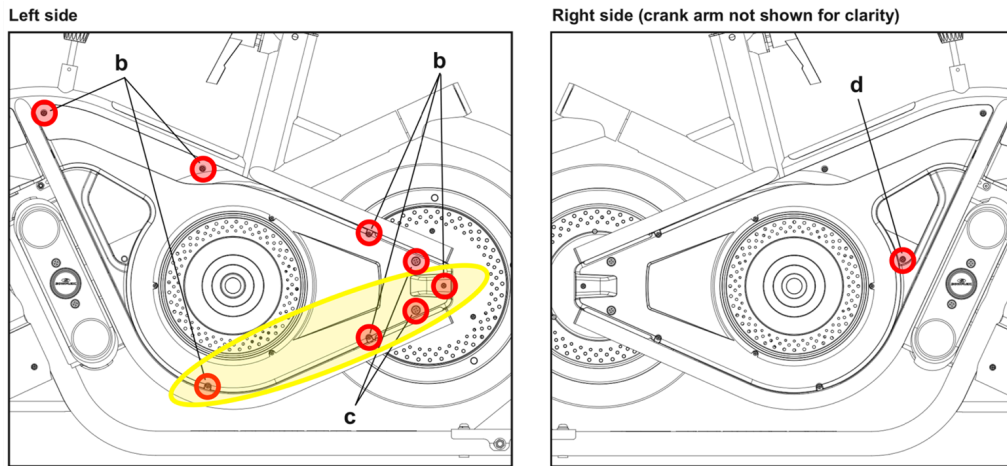
#### **(Reference 1)**

**Left side (crank arm not shown for clarity)**



*Remove the 3 screws circled in red to remove the center disc.*

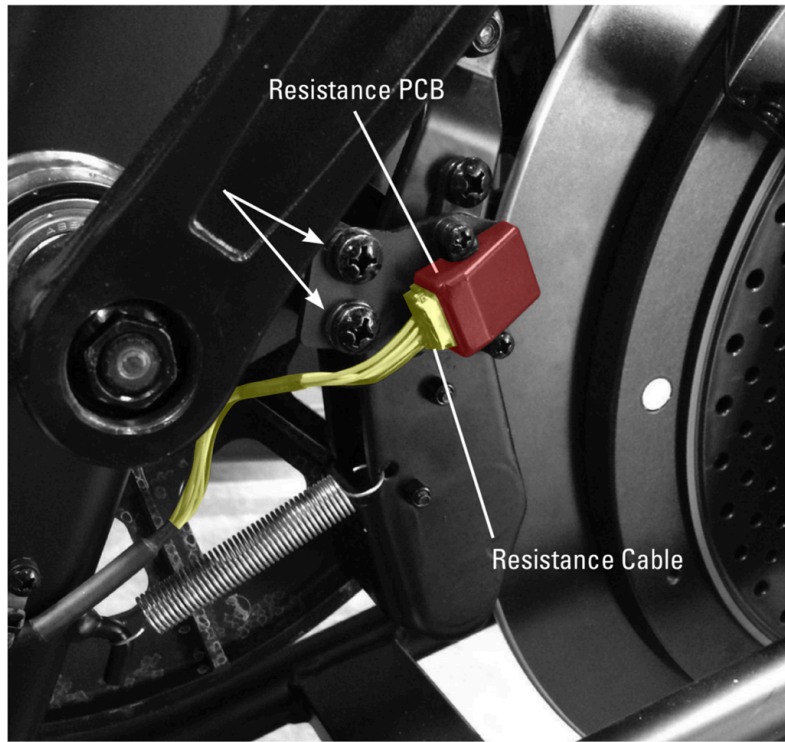
**(Reference 2)**



*Remove the 8 screws from the left shroud and 1 screw from the right shroud. The group of screws circled in yellow should be removed first. Remove the left shroud to access the resistance sensor.*

3. Unplug the resistance sensor wire from the resistance sensor. Use a Phillips head screwdriver to remove the 2 screws holding the black metal bracket to the frame (**reference 3**).

**(Reference 3)**



**Center disc not shown for clarity**

*Unplug the resistance sensor cable (yellow) from the resistance sensor (red), then remove the left pair of screws attaching the sensor bracket to the frame (white arrows above resistance sensor cable).*

4. Locate and remove the small round magnet under the resistance sensor bracket (**reference 4**). Use a 13mm wrench and a 6mm Allen wrench to loosen the nut and bolt under the magnet (**references 5 and 6**).

**(Reference 4)**



*(Bike pictured is the Schwinn IC4; your VeloCore should look similar)*

*The magnet is located on the left side of this image. Remove the magnet to access the hardware to loosen and adjust the position of the brake assembly.*

**(Reference 5)**



*(Bike pictured is the Schwinn IC4; your VeloCore should look similar)*

*Loosen this nut with a 13mm wrench.*

**(Reference 6)**



*(Bike pictured is the Schwinn IC4; your VeloCore should look similar)  
Loosen this bolt with a 6mm Allen wrench. Adjust the position of the brake assembly and retighten all hardware.*

2. Attempt to adjust the brake until it is no longer making contact with the flywheel. Use the 13mm wrench and 6mm Allen wrench to tighten the nut and bolt from the previous step and test to see if the issue persists.
3. If the issue persists, [order a Brake Assembly](#).

**Need to order replacement parts?**

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Brake Assembly</b>	<b>8026691</b>

2 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**