

VeloCore 22: Why is my bike slipping while I pedal?

ID: 11867.2

Follow this troubleshooting guide to help resolve slipping issues on the BowFlex VeloCore 22 bike.

Some common complaints may include:

- Belt slips while pedaling
- Pedals skipping or slipping

Follow these steps to troubleshoot the issue

1. Check for updates on your machine. Refer to the Updates section of the [JRNY Basic App Troubleshooting](#) guide. If an update is available, follow the prompts on your console to install the update and retest once completed to determine if the issue persists [\[FW.A\]](#).

Bike is too easy or too difficult to pedal

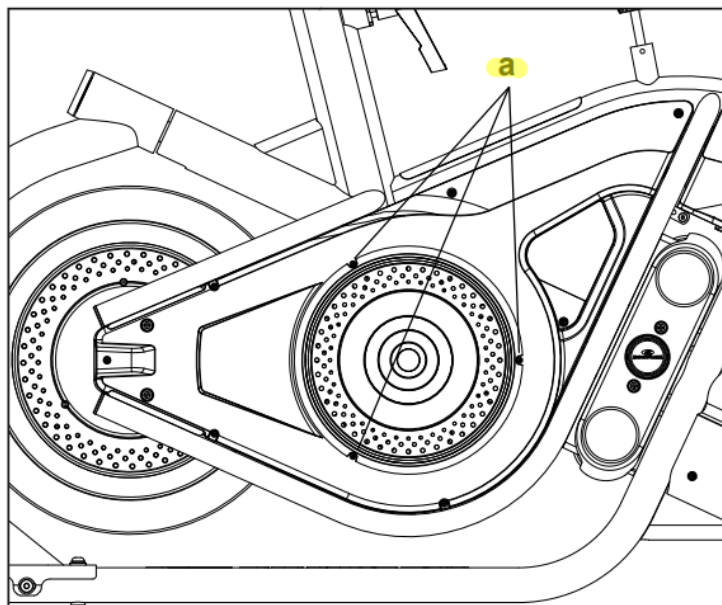
Tools you may need:

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

1. Use a Phillips head screwdriver to remove the right side main shroud. Starting with the bottom screws, remove the 3 screws attaching the center disc to the right main shroud (**labeled a, reference 1**). Next, remove the remaining 9 screws starting with the bottom screws (**labeled b and c, reference 2**). Angle the shroud slightly to remove and set to the side for reassembly.

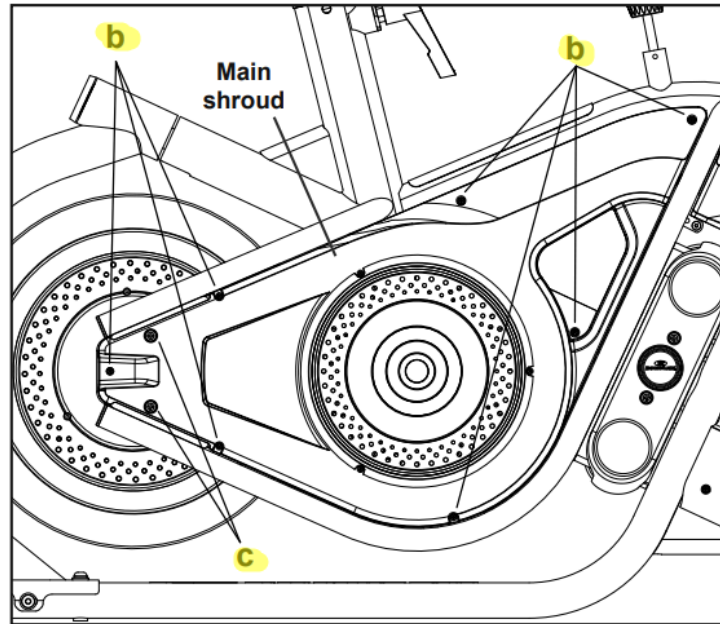
(Reference 1)

Right side (crank arm not shown for clarity)



Starting with the bottom screw, remove the 3 screws (a) attaching the center disc to the shroud.

(Reference 2)

Right side (crank arm not shown for clarity)

Starting with the bottom screws, remove the 9 remaining screws (**b** and **c**), then angle and remove the shroud.

2. Try to adjust the belt tensioner and make sure the belt is tight. A tight drive belt should have no more than 1/4" (6mm) of give or slack. Follow the instructions in the "Adjust the Belt Tension" section of the [service manual](#) to tighten the drive belt [\[11867.A\]](#).
3. If adjusting the tension did not resolve the issue, inspect the belt for damage. If damage is present, [order a Drive Belt \[11867.B\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Drive Belt	8023939

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