

## VeloCore 16 and 22: Why is my machine making a weird noise? ID: 13824.3

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

Some common complaints may include:

- Squeaking, clicking, clattering, clunking, rattling, knocking noises
- Flywheel noises
- Noises while leaning
- Noises while pedaling

**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
4mm, 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
13mm/14mm open-ended wrench  
15mm/17mm open-ended wrench  
Silicone lubricant

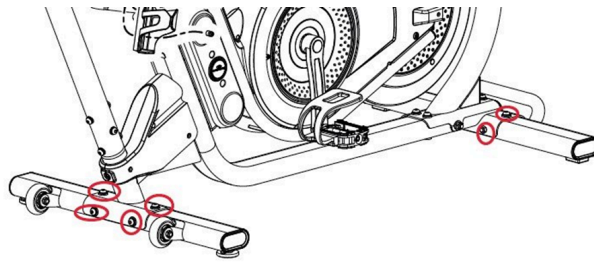
Bowflex® VeloCore | How to Troubleshoot Noise from your...



Troubleshooting steps can also be viewed on our website at [www.BowFlex.com/nomorenoise](http://www.BowFlex.com/nomorenoise).

1. Check all of the stabilizer fasteners with a 6mm Allen wrench to make sure they are secure (**reference 1**) [\[13824.A\]](#).

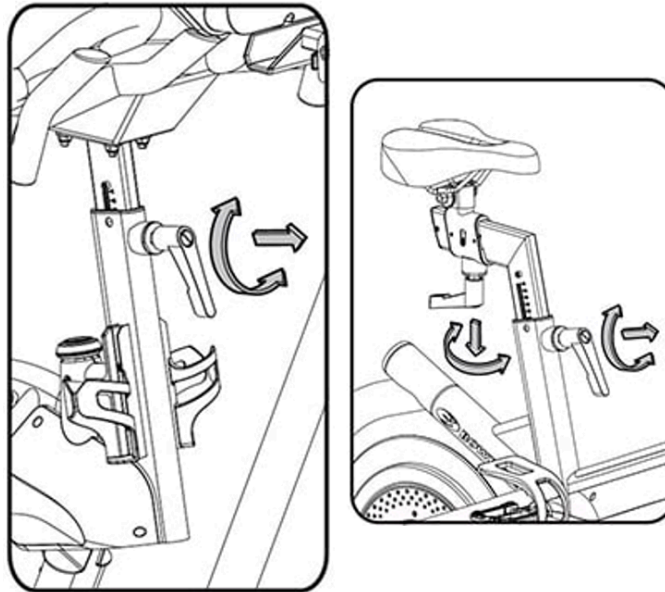
**(Reference 1)**



The stabilizer fasteners are located at the front and back of the bike, where the frame attaches to the stabilizer base (circled red).

2. Tighten the handlebar and seat post adjustment knobs, making sure they are not loose (**reference 2**) [\[13824.B\]](#).

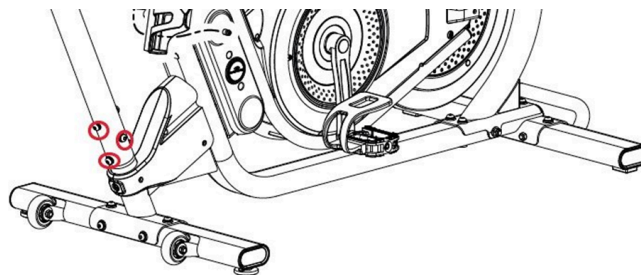
**(Reference 2)**



Rotate the handlebar post and seat post adjustment knobs counter-clockwise to fully tighten both posts.

3. Check the bolts on the base of the console mast with a 6mm Allen wrench and make sure they are fully tightened (**reference 3**) [\[13824.C\]](#).

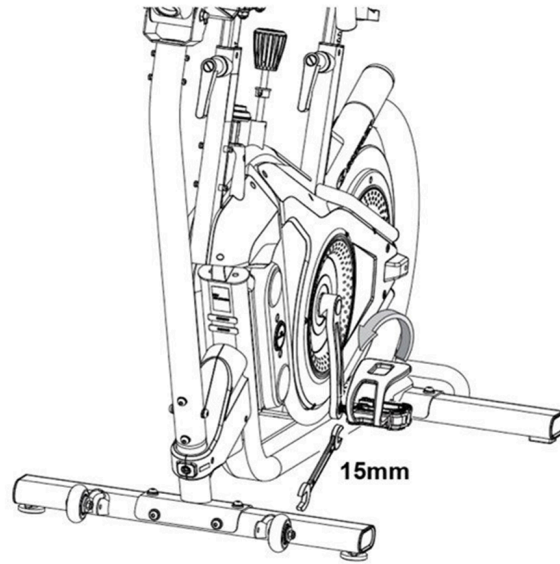
**(Reference 3)**



There are 3 bolts to tighten at the base of the console mast (circled red)

4. Using a 15mm wrench, make sure the pedals are tightened fully to the crank arms (**reference 4**). Pedals should be very tight and **checked weekly** to ensure they are tight. Remember that the left-side pedal is reverse-threaded, so it should be turned counter-clockwise to tighten [\[13824.D\]](#).

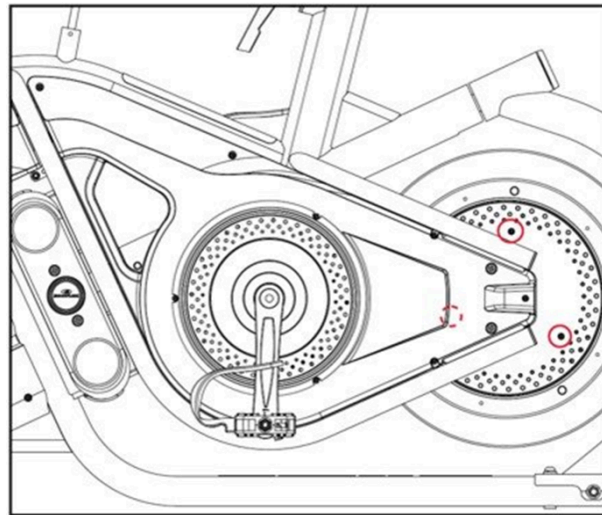
**(Reference 4)**



Use a 15mm wrench or a pedal wrench to tighten both pedals.

5. Check the three flywheel shroud screws with a Phillips head screwdriver, making sure they are tight. **Note:** the flywheel will need to be rotated to access all three screws (**reference 5**) [\[13824.E\]](#).

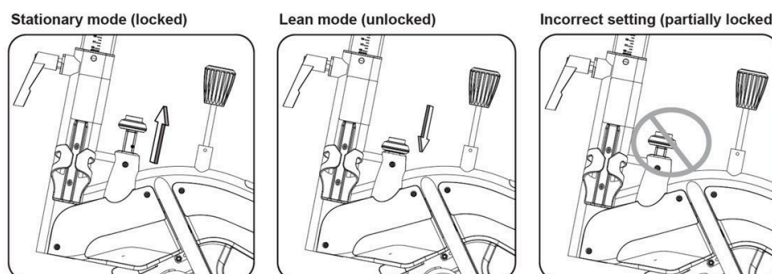
**(Reference 5)**



The flywheel shroud screws (circled red) are located on the left side of the bike.

6. If the noise is present only while the bike is in stationary mode, make sure that the Lean Lock Knob is fully locked (**reference 6**) [\[13824.F\]](#). If the cam is hitting the frame while in the locked position, please visit [VeloCore 16 and 22: Noises from the cam lockout](#) to continue troubleshooting.

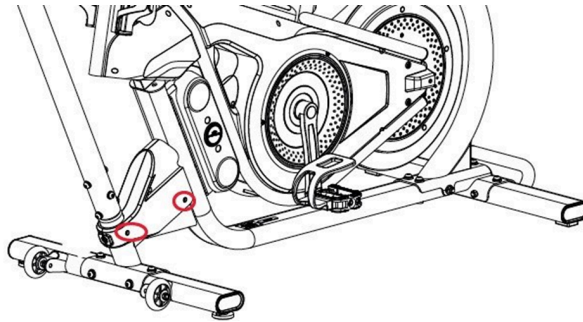
**(Reference 6)**



While in stationary mode, the Lean Lock Knob should be fully locked, as shown in the first image above.

7. If the noise is present only while the bike is in Lean mode, make sure that the Lean Lock Knob is fully locked, then remove the lower pivot shrouds (**reference 7**) and apply a few drops of silicone lubricant to the pivot point [\[13824.G\]](#)

**(Reference 7)**



Remove the screws attaching the lower pivot shrouds and apply silicone lubricant to the pivot joint inside.

8. If the noise persists, have one person pedal the bike while another listens to various areas of the bike. Listen for how often the noise occurs during each rotation of the pedals and the approximate source of the noise:
- Noise is **heard once/twice per rotation**, or the noise originates from the pedals - please visit [VeloCore 16 and 22: Noises from the pedals / chirping while pedaling](#) to continue troubleshooting.
  - Noise is **heard several times per rotation** and is a "**clattering**" or "**rapid clicking**" noise - [order VeloCore Shroud Pads \[13824. H\]](#).
  - Noise is **heard several times per rotation** and is **NOT** a "**clattering**" or "**rapid clicking**" noise - please visit [VeloCore 16 and 22: Noises from the belt, flywheel, or pulleys](#) to continue troubleshooting.

### **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
------------------	----------

<b>VeloCore Shroud Pads</b>	<b>8029745</b>
-----------------------------	----------------

### 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**