

# VeloCore 16 and 22: Noises from the pedals / chirping while pedaling

ID: 13817.2

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

Some common complaints may include:

- Chirping noises while pedaling
- Noises while pedaling
- Noisy pedals

## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
Flathead screwdriver  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
14mm open-ended wrench  
Pedal wrench, or 15mm open-ended wrench  
16mm socket wrench

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.
2. Chirping noises while pedaling is a normal noise. This happens as the magnet passes by the speed sensor reed switch and can cause a clicking or chirping noise. It may change as the speed increases or decreases [\[13817.A\]](#).
3. Have someone pedal the bike while you watch the pedals. Check the pedal straps and ensure they are not making contact with any component while pedaling [\[13817.B\]](#).
4. Check for a vibration feeling or a thumping noise coming from the pedals. Starting with the side the vibration/noise is coming from, remove the crank arm cap with a flathead screwdriver (**reference 1**) and check the crank nuts for tightness.

**(Reference 1)**



The crank cap protects the crank nut on the crank arm. Remove the cap using a flathead screwdriver.

4. **If the crank nuts are too loose**, the crank arm can become damaged. Tighten the crank nuts very tight using a 16mm socket wrench. Check the crank nuts again after the next few rides to ensure they're staying tight - if the crank nuts continue to loosen the crank arm, [order a Right or Left Crank Arm](#) (whichever side is affected) [\[13817.C\]](#).
  - o **Important:** if replacing the crank arms, a 25mm crank puller is required. If you do not have one already, [order a Crank Puller](#).
5. **If the crank nuts are too tight**, the pedals will be difficult to rotate. Reduce resistance on the crank nuts with a 16mm socket wrench until the pedals can be rotated by hand. Be careful not to over-loosen the crank nuts, or damage may occur. Listen to whether the noise is coming from the pedal or the crank. If the noise is coming from the pedal, [order a Right or Left Pedal](#); if there is noise on only one side, you do not need to order a pair [\[13817.D\]](#). If the noise is coming from the crank, [order a Crank Pulley](#) [\[13817.E\]](#).
  - o **Important:** if replacing the crank pulley, a 25mm crank puller is required. If you do not have one already, [order a Crank Puller](#).
6. If the issue persists, use a pedal wrench to remove the pedals one at a time. Test for noise after removing each pedal. Instructions on removing pedals can be found in the *owner's manual*. The left pedal is reverse-threaded, so you will need to turn your wrench clockwise to loosen the pedal. If the noise stops with one pedal removed, re-install the pedal and see if the noise persists [\[13817.F\]](#).
7. If the noise persists, remove both pedals with the pedal wrench. Inspect the crank arm and pedals for thread damage. If a crank arm is damaged, [order a Right or Left Crank Arm](#) [\[13817.G\]](#). If a pedal is damaged, [order a Right or Left Pedal](#) [\[13817.H\]](#). Replace only the part that is damaged; if there is damage on only one side, you do not need to order a pair.
  - o **Important:** if replacing the crank arms, a 25mm crank puller is required. If you do not have one already, [order a Crank Puller](#).

**Need to order replacement parts?**

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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>
<b>Crank Arm, Left</b>	<b>8026683</b>
<b>Crank Arm, Right</b>	<b>8026682</b>
<b>Crank Puller</b>	<b>8018316</b>
<b>Crank Pulley</b>	<b>8023903</b>
<b>Pedal, Left</b>	<b>8022702</b>
<b>Pedal, Right</b>	<b>8022701</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**