

# Schwinn IC4: Why is my machine making a weird noise?

ID: 11080.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn IC4 indoor cycling bike.

Some common complaints may include:

- Grinding noises
- Squeaking noises
- Rubbing noises

## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
16mm socket wrench  
6mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine  
15mm, 17mm wrenches, or the wrenches from the hardware card included with your machine

1. Tighten all hardware before continuing [\[11080.A\]](#):
  - Using a 6mm Allen wrench, tighten the stabilizer hardware at the front and rear of your machine.
  - Using a 15mm wrench, tighten the pedals as tight as possible (and should be tightened weekly).
  - Using a wrench, tighten the crank axle nut on both sides of your machine.

## Select a noise location to begin troubleshooting

- [Schwinn IC4: Why is the flywheel making a grinding noise?](#)
- [Schwinn IC4: Noises from the pedal area](#)
- [Schwinn IC4: Noises from the belt area](#)

## Need additional assistance?

### 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 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**