

Schwinn 490 Elliptical: Clicking or ticking noise during use ID: 15355.2

Common issue descriptions:

- Clicking or ticking noises
- Noise from the crank, once per full revolution
- Noise from the pedals or roller arms

Tools used in this guide: 6mm hex key/Allen wrench, Phillips head screwdriver, Crank Puller (if removing crank arms)

Estimated time to complete: Approximately 30 to 40 minutes

Let's get started! We will check each of the components below (in order) to determine which is causing the issue.

1. [Assembly hardware](#)
2. [Crank assembly](#)
 - o Crank arms
 - o Crank pulley
3. [Handlebar and pedal assemblies](#)
 - o Lower handlebar
 - o Roller arm
 - o Pedal arm

Check the assembly hardware

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver 6mm hex key/Allen wrench	Less than 5 minutes	Maintenance

Check hardware installed during assembly and leveler feet

This noise is most commonly caused by the leveler feet and hardware installed during assembly becoming loose over several workouts. We can tighten the hardware according to the recommended maintenance schedule in the Service Manual - this will help to protect your machine and reduce noise that interrupts your workout.

1. Complete the steps in this linked guide - [Schwinn 490 Elliptical: Machine rocks, is not level, or has loose hardware](#)
2. Return to this guide if the issue persists.
3. If the noise continues after checking assembly hardware, we will check for less common causes of the noise in the next section - we'll start with the crank assembly first, then check out the pedal/leg components.

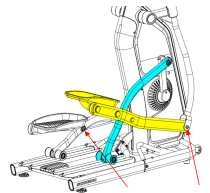
Check the crank assembly

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
6mm hex key/Allen wrench Crank Puller (if removing crank arms)	10 to 15 minutes	Assembly Manual

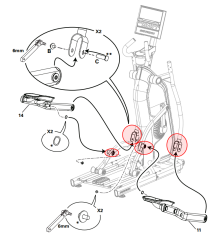
Disconnect the pedal arms

- Using a 6mm Allen wrench, we will loosen and remove the bolts securing the pedal arm. The pedal arm is secured in two locations:
 - Roller arm** (bolt only)
 - Lower handlebar** (pivot pin and bolt)
- Using a 6mm Allen wrench, loosen and remove the bolt inside the roller arm where it meets the pedal.
- Next, while you support the pedal arm, we will use the same Allen wrench to loosen and remove the bolt securing the pivot pin in the lower handlebar/pedal arm hinge. Carefully remove the pivot pin, remove the pedal arm from the machine, and set it to the side for reassembly later.
- Repeat Steps 2 and 3 for the opposite pedal arm.

Step 1



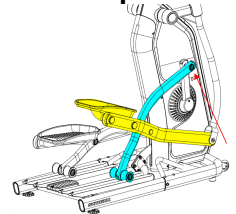
Steps 2 & 3



Disconnect the roller arms

- The roller arm is attached to the crank arm with one bolt.
- Using a 6mm Allen wrench, we will loosen and remove the bolt securing the roller arms on both sides of the machine.
- Remove both roller arms and set them to the side for reassembly later.

Step 1



Check the crank assembly

- Starting on one side of the machine, manually cycle the crank arms for 1-2 full rotations.
- Listen to the crank arms and crank pulley with each rotation to pinpoint where the noise is coming from:
 - If the noise is caused by the crank arm (outside the machine), [order a Crank Arm \[15355.E\]](#).
 - If the noise is caused by the crank pulley (inside the machine), [order a Drive Pulley \[15355.F\]](#).
 - Important:** A Crank Puller is required to remove or replace the crank arm or drive pulley. Please [order a Crank Puller](#) with your replacement part if you do not have one.
- If the noise does not originate from the crank assembly or there is no noise with the roller and pedal arms removed, check the next component in the section below.

Inspect the handlebar and pedal assemblies

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
6mm hex key/Allen wrench	15 to 20 minutes	Assembly Manual

Check the lower handlebar

1. Before we reinstall the pedal parts, let's eliminate the handlebars as a possible source of noise.
2. Standing off to the side of your machine, move the handlebar assembly back and forth.
3. If the handlebar is causing the noise, [order a Lower Handlebar](#) for the affected side [\[15355.G\]](#).
4. If the handlebar did not cause the noise, check the next component below.

Reinstall the roller and pedal arms

1. While we reinstall each part, we will manually move it through 1-2 revolutions to test if that part is responsible for the noise.
 - o Refer to the [Assembly Manual](#) for your machine for complete reassembly instructions.
 - o We will be starting around Step 10 to install the legs on the frame.
 - o To keep track of the parts we've checked, we will complete all steps on one side of the machine first. Once they're reinstalled, we will repeat these steps on the opposite side.

2. Reinstall the Roller Arm:

- a. Using a 6mm Allen wrench, install the roller arm onto the crank arm.
- b. Make sure the bolt is fully tightened.
- c. Manually move the roller arm to cycle the crank arms for 1-2 revolutions, listening for noise.
- d. If there is no noise, move to the next step (reinstall the pedal arm on the lower handlebar)
- e. If the roller arm is the source of the noise, [order a Roller Arm](#) for the affected side [\[15355.H\]](#).

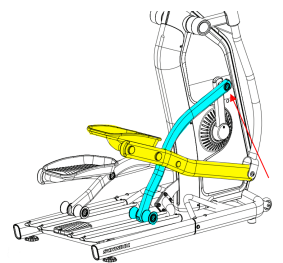
3. Reinstall the Pedal Arm on the Lower Handlebar:

- a. While holding the pedal arm in place, insert the pivot pin through the lower handlebar and pedal arm.
- b. Use a 6mm Allen wrench to tighten the bolt and secure the pivot pin in place.
- c. Manually move the pedal arm up and down several times, listening for noise.
- d. If there is no noise, move to the next step (reinstall the pedal arm on the roller arm)
- e. If the pedal arm is the source of the noise, let's use a 6mm Allen wrench to try and loosen the bolt for the pivot pin slightly, then test if the noise disappears [\[15355.I\]](#).
- f. If the noise persists, [order a Pedal Arm](#) for the affected side [\[15355.J\]](#).

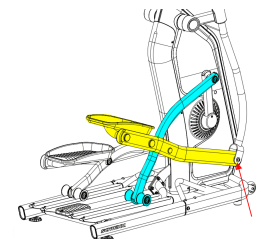
4. Reinstall the Pedal Arm on the Roller Arm:

- a. Double-check the wave washers are present on the pedal arm before installing.
- b. Using a 6mm Allen wrench, install the pedal arm onto the roller arm.
- c. Make sure the bolt is fully tightened.
- d. Manually move the roller arm to cycle the crank arms for 1-2 revolutions, listening for noise [\[15355.K\]](#).

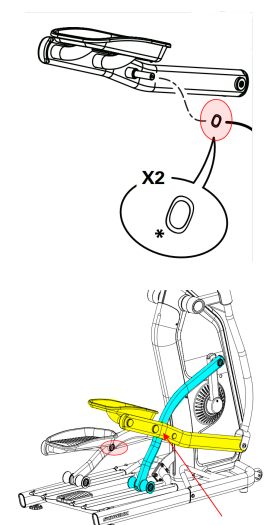
Step 2



Step 3



Step 4



e. If the roller arm is the source of the noise, [order a Roller Arm](#) for the affected side [\[15355.L\]](#).

5. If the issue persists after all troubleshooting has been completed, please contact Customer Care to submit an Advanced Troubleshooting case for further troubleshooting. Our contact information is located at the bottom of this page [\[15355.M\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Crank Arm	8030894
Crank Puller	74025
Drive (Crank) Pulley	8025776
Lower Handlebar (Left)	8030897
Lower Handlebar (Right)	8030901
Pedal Arm (Left)	8027193
Pedal Arm (Right)	8027188
Roller Arm (Left)	8025730
Roller Arm (Right)	8025694

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