

Schwinn AirDyne AD6: Why isn't my belt working properly?

ID: 13106.1

Follow this troubleshooting guide to help resolve belt issues on the Schwinn AirDyne AD6.

Some common complaints may include:

- Belt is damaged
- Belt does not start
- Belt starts then stops
- Belt is not aligned properly
- Belt is slipping or skipping

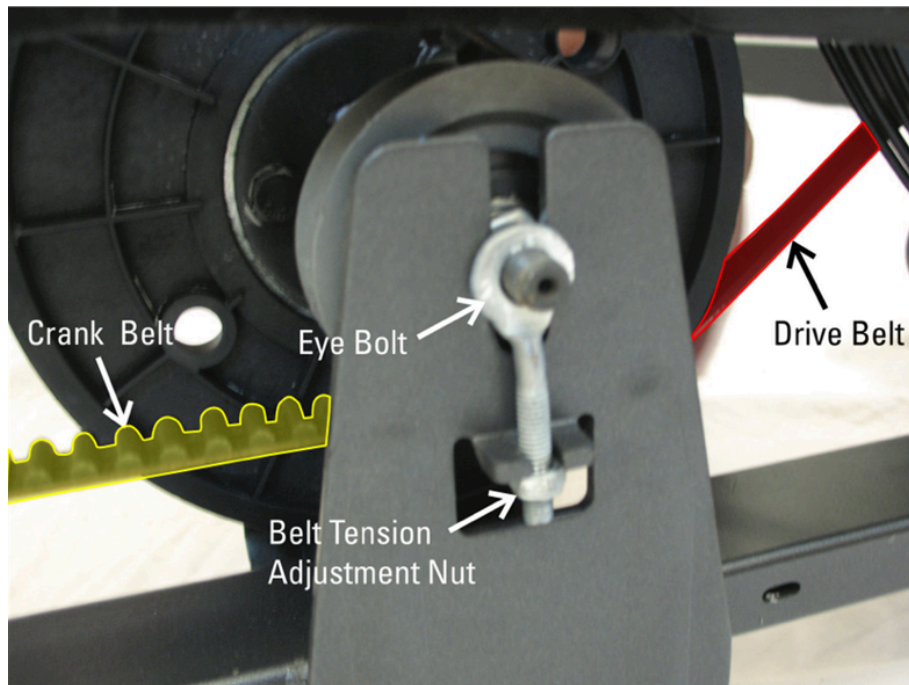
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
4mm, 6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
13mm, 15mm, 17mm open-ended wrenches, or the multi-sized wrench tool from the hardware card
10mm open-ended wrench
14mm socket wrench

1. Make sure that your bike is placed on a solid and level surface. If needed, adjust the leveler feet to offset an uneven surface. The leveler feet should be adjusted to be as low to the ground as possible while keeping your bike level [\[13106.A\]](#).
2. Check all hardware installed during the assembly process. Using your assembly tools included with your machine (6mm Allen wrench and multi-sized wrench and screwdriver tool), tighten all hardware according to the assembly instructions in the [assembly manual \[13106.B\]](#).
3. If the issue persists, refer to the "Replace the Shrouds" section of the [service manual](#) for instructions on removing the shrouds. One by one, remove the shrouds and carefully realign them. Make sure that they are not rubbing on any other parts after installing and that the hardware is securely installed [\[13106.C\]](#). If a shroud is damaged, please contact Customer Care for assistance identifying and replacing your damaged part. Our contact information is located at the bottom of this page [\[13106.D\]](#).
4. If the issue persists, remove the shrouds again and inspect the belts inside. Cycle your bike for several rotations, watching the crank belt and drive belt (**reference 1**). Look for any fraying, tears, or splits in the belts. If the crank belt is damaged, [order a Crank Belt \[13106.E\]](#). If the drive belt is damaged, [order a Drive Belt \[13106.F\]](#).

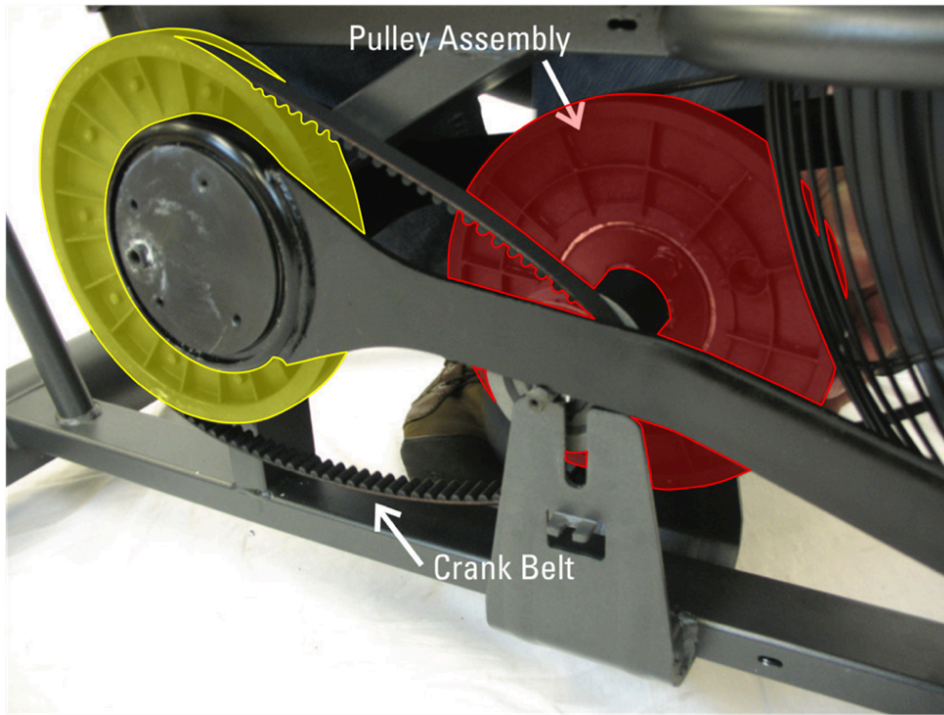
(Reference 1)



*The crank belt (yellow) is pictured on the left and has a "tooth"-like tread.
The drive belt (red) is pictured on the right and is smoother with a grooved tread.*

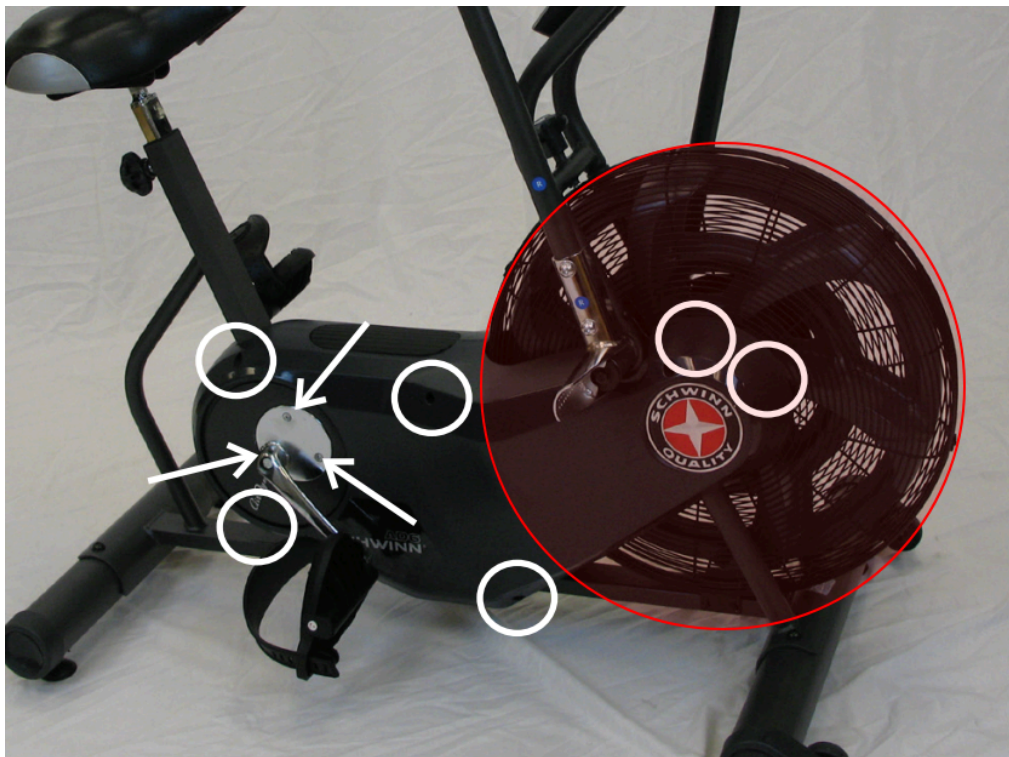
5. If the issue persists or a newly replaced belt is recently damaged, adjust the alignment of both belts. Refer to the "Adjust the Drive and Crank Belts" section of the [service manual](#) for instructions on adjusting the belt alignment [\[13106.G\]](#).
6. If the issue persists, inspect the idler pulley, fan assembly, main pulley assembly, and the frame for damage ([references 2-4](#)).
 1. If the idler pulley is damaged, [order an Idler Pulley \[13106.H\]](#).
 2. If the main pulley is damaged, [order a Main Pulley](#). Please note that to remove the main pulley, you must also [order a Spindle Removal Tool \[13106.I\]](#).
 3. If the fan assembly is damaged, [order a Fan Assembly \[13106.J\]](#).
 4. If the frame is damaged, the damaged part may be irreplaceable. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13106.K\]](#).

(Reference 2)



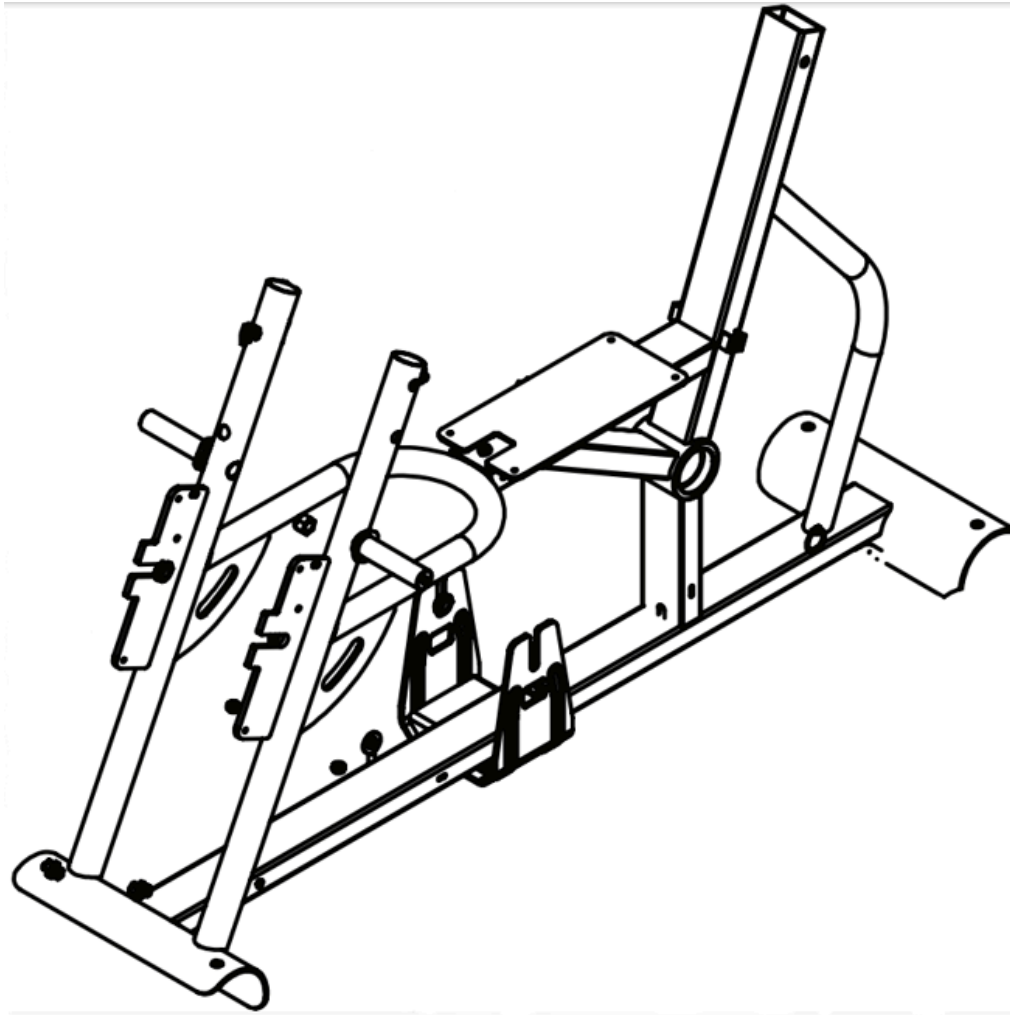
The idler pulley (red) and the main pulley (yellow) are pictured in this image.

(Reference 3)



The fan assembly is circled in red - it is located within the fan cage.

(Reference 4)



The frame is the bones of the bike, with no removable parts included.

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 Troubleshooting WGR Hard Stops

If troubleshooting advises to discuss options to resolve the issue with the machine

The referenced part cannot be repaired/replaced. The recommended solution is a Whole Good Replacement.

Please refer to the [Whole Good Replacement Options Flow](#) for next steps.

3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Crank Belt	004-9891
Drive Belt	004-9890
Fan Assembly	004-9822
Idler Pulley	004-9866
Main Pulley	004-9849
Spindle Removal Tool	8001474

4 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