

## Max Trainer Max Total 16: My machine is making a rubbing noise ID: 13763.2

Follow this troubleshooting guide to help resolve the cause of noise issues on the Max Trainer Max Total 16.

Some common complaints may include:

- Rubbing noises

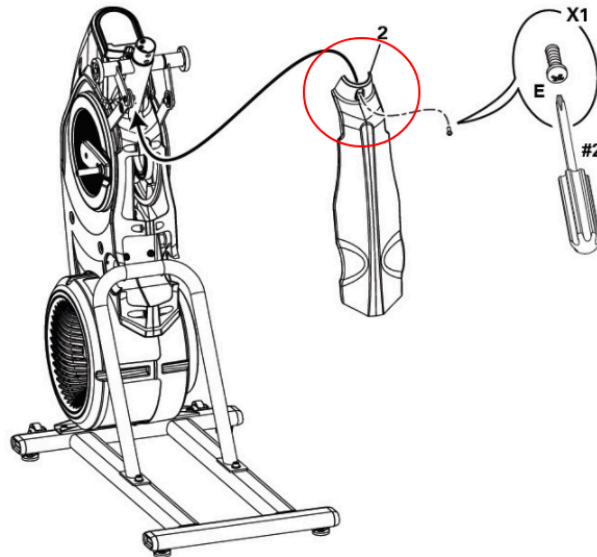
### Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
6mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine

1. Use your machine while listening to whether the noise comes from the left or right side of the machine. If you are unsure which side the noise is coming from, use a Phillips head screwdriver to remove the rear shroud (**reference 1**) and listen closely.

#### (Reference 1)

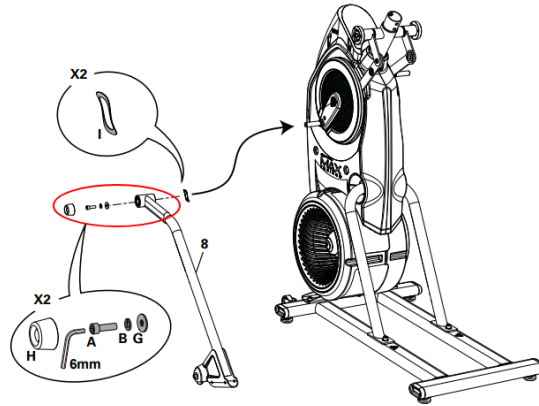


*The red circle indicates the location of the screw to remove on the rear shroud.*

2. If you are still unable to locate the side the noise is originating from, start with the left side of the machine.

#### Left Side

1. Using a 6mm Allen wrench, remove the bolt attaching the pedal arm to the crank arm (**reference 2**). Set the pedal arm off to the side and remove the left crank cover using a Phillips head screwdriver. Set the crank cover to the side and inspect the upper belt. If the upper belt is not traveling off the pulley, please visit [Max Trainer Max Total 16: Why is my belt slipping/loose?](#) to continue troubleshooting. If the upper belt is damaged, [order an Upper Belt and Main Drive Pulley \[13763.A\]](#).

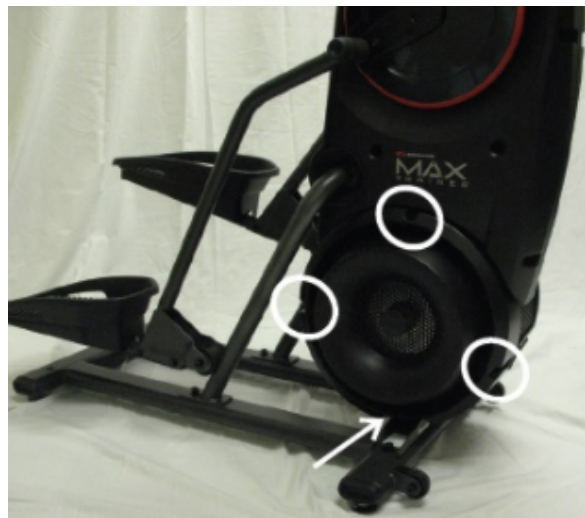
**(Reference 2)**

The red oval shows the cap and bolt to remove before removing the pedal arm from the crank.

2. If the upper belt is traveling off the pulley, check if there is an issue with the upper pulley. If you answer yes to any of the following questions, please visit [Max Trainer Max Total 16: Upper Pulley Issues](#) to continue troubleshooting.
  - Is the pulley loose, wobbly, or crooked?
  - Are the 4 bolts holding the pulley loose?
  - Are any of the 4 bolts missing?
  - Is the noise coming from the upper pulley?
3. Inspect the upper belt tensioner for damage. If the belt tensioner is damaged, [order an Upper Belt Tensioner and a Main Drive Pulley \[13763.B\]](#). If the issue persists, [order an Upper Belt and Main Drive Pulley \[13763.C\]](#).

## Right Side

1. Remove the round plastic cover located on the lower right side of your machine. Using a Phillips head screwdriver, carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws attaching the cover. The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (**reference 3**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

**(Reference 3)**

The white arrow indicates the location of the power plug wire inlet and bottom screw. The bottom screw can be loosened 3 turns rather than removing it entirely. The white circles indicate the locations of the screws to remove in order to remove the cover.

- Remove the 3 screws attaching the brake disc and set the brake disc to the side (**reference 4**).

**(Reference 4)**



The three screws (circled in white) need to be removed so that the brake disc can be removed for troubleshooting.

- Inspect the lower belt for damage and alignment. If the lower belt is not traveling off the pulley, please visit [Max Trainer Max Total 16: Why is my belt slipping/loose?](#) to continue troubleshooting. If the lower belt is damaged, [order a Lower Belt \[13763.D\]](#).
- If the issue persists, loosen the belt tensioner and reset the belt [\[13763.E\]](#).

**Looking for other noises to troubleshoot?**

- [Max Trainer Max Total 16: Why is my machine making a weird noise?](#)
- [Max Trainer Max Total 16: My machine is making a metallic grinding or scraping noise](#)
- [Max Trainer Max Total 16: My machine is making a squeaking, squealing, or chirping noise](#)
- [Max Trainer Max Total 16: My machine is making a clicking, clunking, or knocking noise](#)

**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

<i>Part Description</i>	<i>Part SKU</i>
<b>Lower Belt</b>	<b>8006063</b>
<b>Main Drive Pulley</b>	<b>8004562</b>
<b>Upper Belt</b>	<b>8004642</b>
<b>Upper Belt Tensioner</b>	<b>8008798</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**