

Max Trainer Max Total: My machine is making a metallic grinding or scraping noise

ID: 13757.1

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

Some common complaints may include:

- Metallic grinding or scraping noises

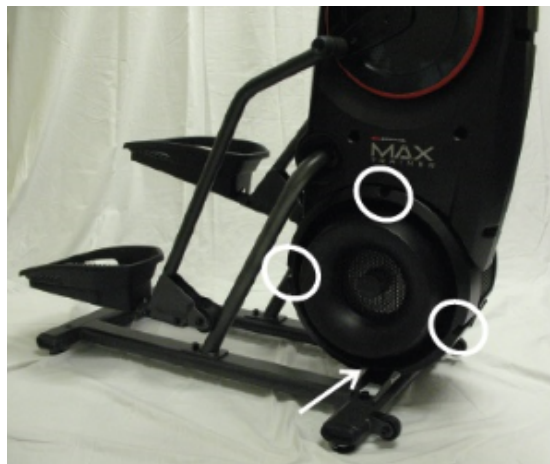
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
5mm, 6mm, 8mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine
14mm socket wrench

1. Check if the brake magnets are making contact with the brake disc by doing the following:
 - Using a Phillips head screwdriver, carefully remove the 3 upper screws attaching the round plastic cover located on the lower right side of your machine.
 - Loosen the bottom screw by at least 3 turns.
 - Gently unplug the power plug inlet wire that is attached to the inside (**reference 1**).
 - Remove the cover. It may help if you tilt the machine gently to the side to remove the bottom screw.

(Reference 1)



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.

2. Check if the brake magnets have broken off of the red plastic arm. If the magnets have broken off or are damaged, [order an Eddy Brake Assembly \[13757.A\]](#).

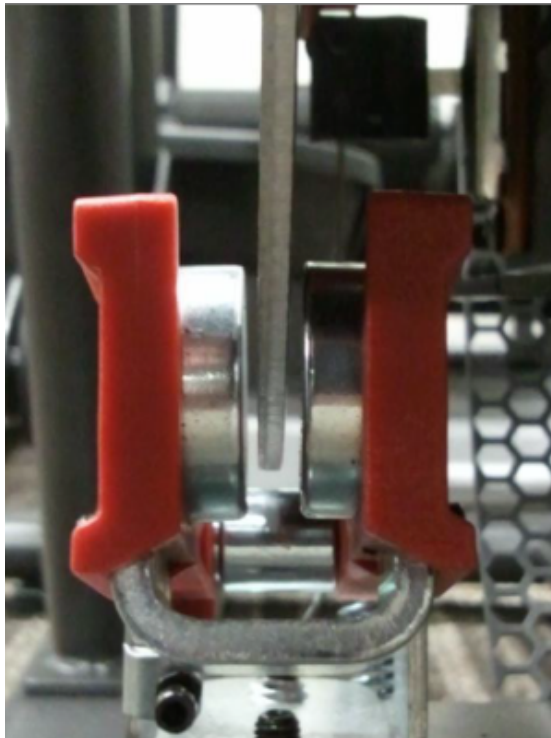
3. If the red plastic arm is still intact, loosen the two bolts located directly at the bottom of the brake (**reference 2**). Adjust the brake magnets from side to side until they are no longer touching the metal disc, then retighten both bolts. Test to see if the magnets are no longer making contact by adjusting the resistance up and down while slowly rotating the brake disc. Properly distanced brake magnets should look like the photo in **reference 3**. If at any point they begin making contact, repeat this step. Once they are no longer making contact, reassemble your machine. [\[13757.B\]](#).

(Reference 2)



The white arrows indicate the location of the bolts to loosen in order to adjust the brake magnets.

(Reference 3)



When brake magnets are distanced from the brake disc properly, they should appear the same as in this photo.

4. It is normal for the brake disc to appear to "wobble," as long as it does not come in contact with the brake magnets.
5. Check if the brake disc is being forced away from the frame so that it is coming in contact with the brake magnets. If the brake disc is forced away, [order an Eddy Brake Assembly and a Brake Disc \[13757.C\]](#).
6. If the magnets cannot be adjusted so they don't contact the brake disc, [order an Engine \[13757.D\]](#).

Looking for other noises to troubleshoot?

- [Max Trainer Max Total: Why is my machine making a weird noise?](#)
- [Max Trainer Max Total: My machine is making a squeaking, squealing, or chirping noise](#)
- [Max Trainer Max Total: My machine is making a rubbing noise](#)
- [Max Trainer Max Total: 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>
Brake Disc	8004555
Eddy Brake Assembly	8004558
Max Total Engine	8023267

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