

BowFlex C7: Why is the flywheel making a grinding noise?

ID: 12154.2

Follow this troubleshooting guide to help resolve issues involving the brake magnets making contact with the flywheel on the BowFlex C7 indoor cycling bike.

Some common complaints may include:

- Metallic grinding noise

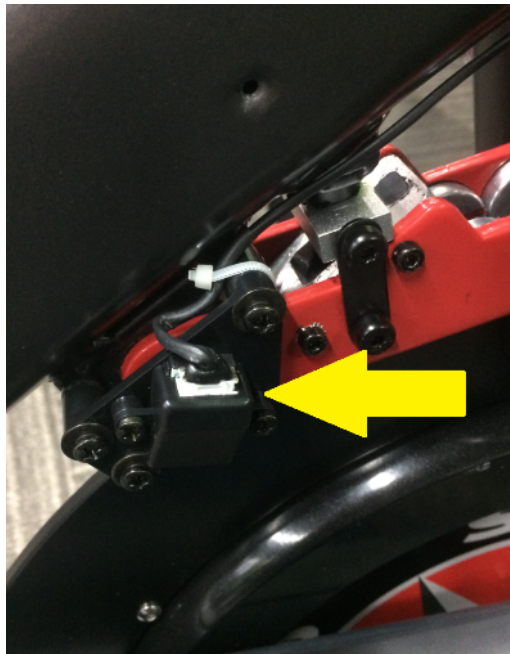
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
5mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine
10mm wrench, or the wrench from the hardware card included with your machine

1. Unplug the Resistance Sensor wire (**reference 1**) from the right-hand side of the bike. Using a Phillips head screwdriver, remove the three screws attaching the black metal bracket to the bike's frame (**reference 2**).

(Reference 1)



This image shows the location of the Resistance Sensor. It is located on the user's right side of the bike

(Reference 2)



The three yellow circles indicate the location of the screws to remove in order to access the Resistance Sensor Magnet.

2. Move the Resistance Sensor out of the way to uncover and remove the Resistance Sensor Magnet (**reference 3**).

(Reference 3)



The Resistance Sensor Magnet (small round magnet circled in yellow) should be removed to continue adjusting the brake arm.

3. Loosen the hardware connecting the brake arm to the frame using a 10mm open-ended wrench (**reference 4**) and a 5mm Allen wrench (**reference 5**). Attempt to adjust the brake arm until it is no longer making contact with the flywheel and then retighten the hardware [\[12154.A\]](#). If adjusting the brake arm does not resolve the issue, [order a Brake Assembly and a Brake Calibration Service Kit \[12154.B\]](#).

(Reference 4)



The hardware to loosen is circled in yellow. Use the 10mm wrench with the Allen wrench in reference 5 to loosen the hardware.

(Reference 5)



The hardware to loosen is circled in yellow. Use the 5mm Allen wrench with the open-ended wrench in reference 4 to loosen the hardware.

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Brake Assembly	8026052
Brake Calibration Service Kit	8028180

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