

BowFlex C7: Why is my machine making a weird noise?

ID: 12158.1

Follow this troubleshooting guide to help resolve noise issues on the BowFlex C7 indoor cycling bike.

Some common complaints may include:

- Grinding noises
- Squeaking noises
- Rubbing noises

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
16mm socket wrench
6mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine
15mm, 17mm wrenches, or the wrenches from the hardware card included with your machine

1. Tighten all hardware before continuing [\[12158.A\]](#):
 - Using a 6mm Allen wrench, tighten the stabilizer hardware at the front and rear of your machine.
 - Using a 15mm wrench, tighten the pedals as tight as possible (and should be tightened weekly).
 - Using a wrench, tighten the crank axle nut on both sides of your machine.

Select a noise location to begin troubleshooting

- [BowFlex C7: Why is the flywheel making a grinding noise?](#)
- [BowFlex C7: Noises from the pedal area](#)
- [BowFlex C7: Noises from the belt area](#)

Need additional assistance?

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 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