

# BowFlex C7: Noises from the belt area

ID: 13910.2

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:*

Standard flathead screwdriver  
Phillips head screwdriver  
25mm Crank Puller (if removing crank arms to troubleshoot)  
15mm, 16mm socket wrench  
10mm, 15mm wrench  
3.5mm, 5mm hex/Allen wrench

1. Remove the crank arm cap and tighten the crank nuts on both crank arms using a socket wrench [\[13910.A\]](#).
2. Using a 25mm Crank Puller, remove the right crank arm and the outer belt cover.
3. Inspect the belt for damage or areas where it may be rubbing. Adjust the belt as needed to avoid the belt rubbing on other components and test if the noise persists [\[13910.B\]](#). If the belt is damaged, [order a Drive Belt \[13910.C\]](#).
  - **Important:** a 25mm Crank Puller will be required to remove the crank arms and replace the drive belt. After replacing the drive belt, the brakes will need to be recalibrated. [Order a 25mm Crank Puller and a Brake Calibration Service Kit](#) with your replacement parts.
4. If the belt is rubbing, please refer to the Adjust the Drive Belt section of your [service manual](#) to adjust the position of the flywheel [\[13910.D\]](#). If you need additional assistance with the adjustment, please contact Customer Care. Our contact information is listed at the bottom of this page.

## 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>25mm Crank Puller</b>	<b>8018316</b>
<b>Brake Calibration Service Kit</b>	<b>8028180</b>
<b>Drive Belt *</b>	<b>8026051</b>

**Important:** a 25mm Crank Puller will be required to remove the crank arms and replace the drive belt. After replacing the drive belt, the brakes will need to be recalibrated. [Order a 25mm Crank Puller and a Brake Calibration Service Kit](#) with your replacement parts.

## 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**