

BowFlex C7: Noises from the pedal area

ID: 13908.2

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

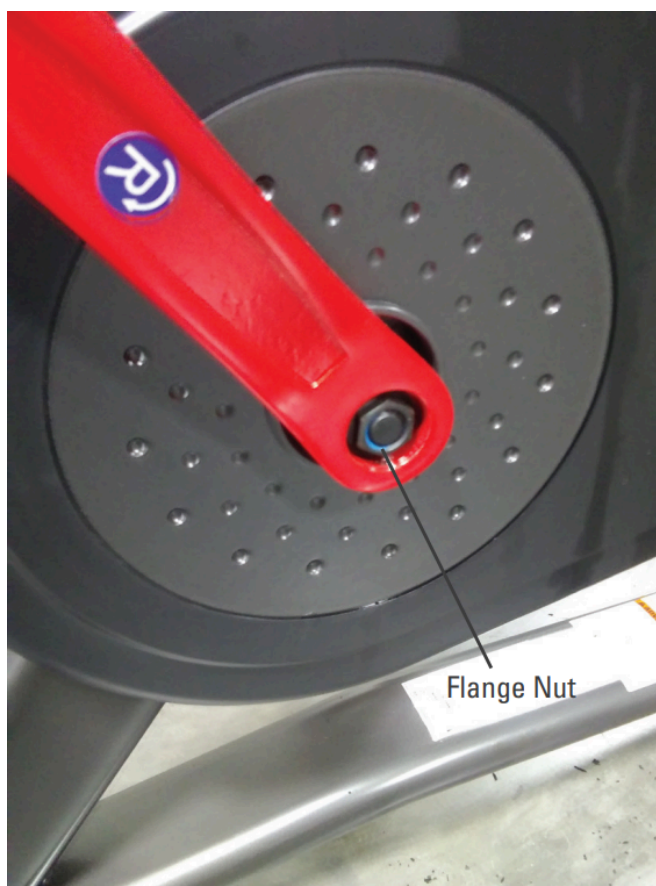
Follow these steps to troubleshoot the issue

Tools you may need:

Standard flathead screwdriver
Phillips head screwdriver
16mm socket wrench
Pedal wrench
25mm Crank Puller (if removing crank arms to troubleshoot)
WD-40

1. Squeaking noises can occur when the flange nut attaching the flywheel to the frame is not tight enough. (**reference 1**). Remove the cover over the flange nut using a standard flathead screwdriver.

(Reference 1)



This image shows the Flange Nut, located where the flywheel attaches to the frame of the bike.

2. Using a 16mm socket wrench, tighten the flange nut. Check to see if the noise persists once tightened [\[13908.A\]](#).
3. If the noise persists, use a socket wrench to tighten the crank nuts on the crank arms [\[13908.C\]](#).
4. If the noise persists, use a pedal wrench to remove the pedals and rotate the crank arms [\[13908.D\]](#).
 - **Note:** the left pedal is reverse-threaded, so you will need to turn the left pedal clockwise (to the right) when removing. Instructions on pedal removal and replacement can be located in the [service manual](#).
5. If the noise stops after the pedals have been removed, spray the threads of the pedals with WD-40 and reinstall the pedals. Test your bike to ensure the noise issue is resolved [\[13908.E\]](#). If the noise returns after reinstallation, [order a Pedal Pair \[13908.F\]](#).
6. If the noise persists after removing the pedals, check the belt for noise and damage. If the belt is damaged or noisy, [order a Drive Belt \[13908.G\]](#).
 - **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.

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>
25mm Crank Puller	8018316
Brake Calibration Service Kit	8028180
Drive Belt *	8026051
Pedal Pair	8028723

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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