

# Max Trainer M5: My machine is making a rubbing noise

ID: 13707.1

Follow this troubleshooting guide to help resolve the root cause of noises on the Max Trainer M5. If you are unsure of which type of noise your Max Trainer is making, listen to the noise examples attached below. A normally functioning Max Trainer should [sound like this](#).

Some common complaints may include:

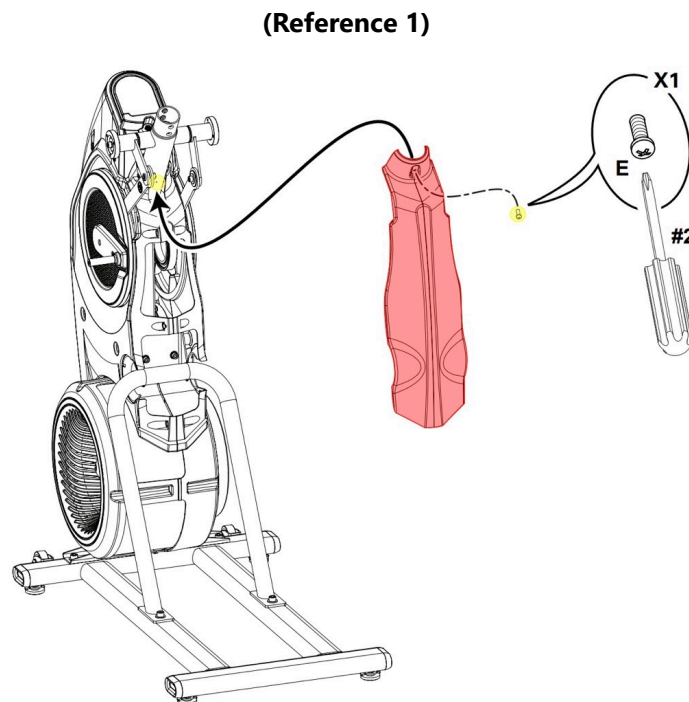
- Rubbing noises
- [Click here to listen to an example of the noise](#)

## Follow these steps to troubleshoot the issue

Tools you may need:

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

1. While using the machine, listen carefully to determine which side of the machine the noise is coming from. If you are unsure, remove the tall plastic rear cover (**reference 1**), then try to determine which side it is coming from. If the machine is not making any noise, start with the left side.



*This image shows the location of the rear tall plastic cover and the location of the screw to remove it from the machine.*

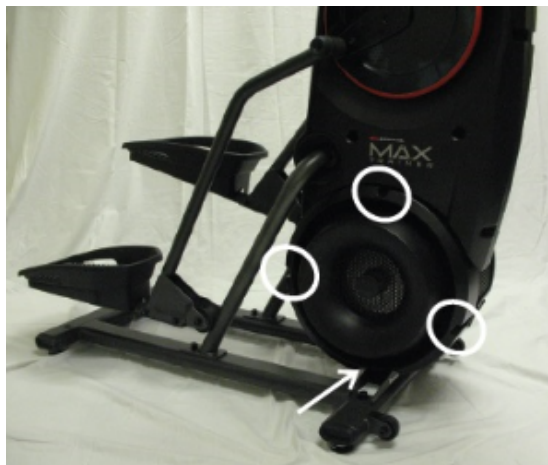
Left Side

1. Remove the left pedal arm and left crank cover, exposing the left crank and the upper belt pulley. Verify the upper belt is traveling off the pulley. If it is not, please visit [Max Trainer M5: Why is the belt on my machine slipping/loose?](#) to troubleshoot the belt slipping during use.
2. Check for any of the following issues involving the upper pulley.
  - *Is the upper pulley loose, wobbly, or crooked?*
  - *Are the 4 bolts loose, or are any of the bolts missing?*
  - *Is the noise originating from the upper pulley?*
3. If you answered yes to any of the above questions, please visit [Max Trainer M5: Upper Pulley Issues](#) to troubleshoot upper pulley issues.
4. Check the belt for damage. If damage is present, [order an Upper Belt and Main Drive Pulley Kit \[13707.A\]](#).
5. If the belt is not damaged, check for damage (including bends) to any part of the belt tensioner. If damage is present, [order a Main Drive Pulley Kit and Upper Belt Tensioner](#). The belt tensioner part number will depend on your machine model and when it was manufactured [\[13707.B\]](#).
6. If the noise persists, [order an Upper Belt and Main Drive Pulley Kit \[13707.C\]](#).

## Right Side

1. Remove the round plastic cover located on the lower right side of your machine. Using a Phillips head screwdriver, carefully loosen the bottom screw by at least 3 turns and remove the 3 upper screws attaching the cover. The power plug wire inlet is attached to the inside and needs to be gently unplugged before completely removing the cover (**reference 2**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

### (Reference 2)



*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. Using a Phillips head screwdriver, remove the 3 screws on the brake disc (**reference 3**) and set the brake disc off to the side. This will expose the lower belt and pulley.

### (Reference 3)



The white circles indicate the locations of the screws to remove in order to remove the brake disc.

3. Inspect the lower belt. Verify the lower belt is traveling off the pulley and is undamaged. If it is not traveling off the pulley, please visit [Max Trainer M5: Why is the belt on my machine slipping/loose?](#) to troubleshoot the belt slipping during use.
4. If the belt is traveling off the pulley and is undamaged, loosen the belt tensioner (only found on machines produced before July 2014) and reset the belt [\[13707.D\]](#). If belt damage is present, [order a Lower Belt \[13707.E\]](#).
  - o **IMPORTANT:** machines produced before July 2014 used a lower belt tensioner. The replacement lower belt is self-tensioning. When installing the replacement lower belt on these units, remove and dispose of the tensioner. This does not apply to upper belts.

### Looking for other noises to troubleshoot?

- [Max Trainer M5: Why is my machine making a weird noise?](#)
- [Max Trainer M5: My machine is making a rattling noise](#)
- [Max Trainer M5: My machine is making a clicking, clunking, or knocking noise](#)
- [Max Trainer M5: My machine is making a squeaking, squealing, or chirping noise](#)
- [Max Trainer M5: My machine is making a metallic grinding or scraping 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>
<b>Lower Belt</b>	<b>8006063</b>
<b>Main Drive Pulley Kit</b>	<b>8004562</b>
<b>Upper Belt</b>	<b>8004642</b>
<b>Upper Belt Tensioner</b> (manufacture date 6/2015 or earlier)	<b>8004553</b>
<i>or</i>	<i>or</i>
<b>Upper Belt Tensioner</b> (manufacture date after 6/2015)	<b>8008798</b>

## 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**