

Max Trainer M5: My machine is making a squeaking, squealing, or chirping noise

ID: 13706.1

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:

- Squeaking, squealing, or chirping noises
- [Click here to listen to an example of the noise](#)

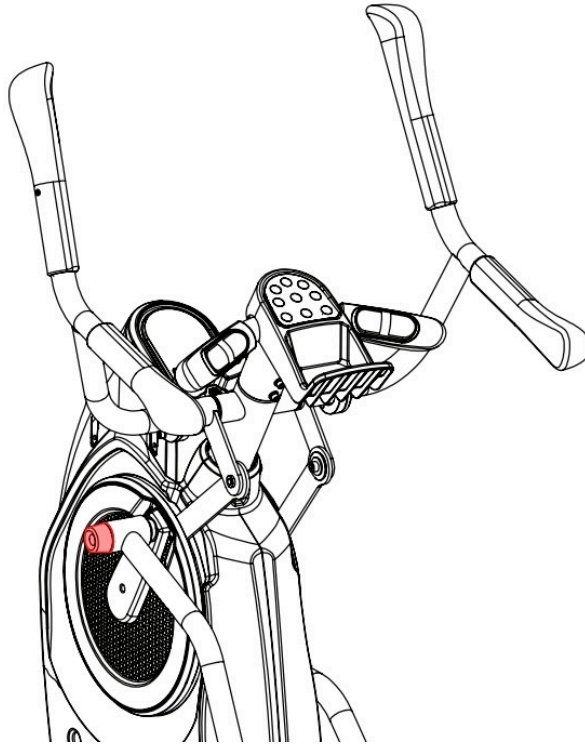
Follow these steps to troubleshoot the issue

Tools you may need:

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
Silicone lubricant
Mineral oil

1. Check if the noise originates from the rubber end caps on the pedal arm. Remove the rubber end cap where the pedal arm connects to the crank arm on both sides of the machine (**reference 1**). Test to see if the noise persists without the rubber end caps attached. If the noise is no longer present, loosely reattach the end caps. If they are pressed on too tight, they will make squeaking noises [\[13706.A\]](#).

(Reference 1)



The end cap (highlighted red) is the small rubber component located at the pedal arm and crank arm connection. There is no hardware connecting the end cap, just pop it off to remove.

2. If the noise persists, re-attach the end caps loosely. Apply a small drop of silicone lubricant to each of the rails and wipe with a dry towel. Apply sparingly; too much lubricant can cause the roller wheels to not roll. Pedal slowly to ensure the roller wheels are turning freely and determine if the noise is still present [\[13706.B\]](#).
3. If the noise persists, perform roller wheel maintenance according to the [service manual](#). Have a towel or cloth ready to catch any excess lubricant. One side at a time, apply a drop of mineral oil to the bushings on each side of the roller wheel. No disassembly is required for this step. No lubricant should be applied directly to the roller wheel. Test each side to determine if the noise is still present [\[13706.C\]](#).
4. One side at a time, apply silicone-based lubricant to the bushing between the handlebar pivot and the crank arm. Have a towel or cloth ready to catch any excess lubricant. Test each side to determine if the noise is still present [\[13706.D\]](#).
5. Listen carefully for the source of the noise. If the noise sounds like it is originating from the roller wheels or pedal arms, please visit [Max Trainer M5: Roller Wheel and Pedal Arm Issues](#) to continue troubleshooting.
6. If the noise is coming from any other location, please visit [Max Trainer M5: My machine is making a rubbing noise](#) to continue troubleshooting.

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 rubbing noise](#)
- [Max Trainer M5: My machine is making a metallic grinding or scraping noise](#)

Need additional assistance?

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 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