

Max Trainer M5: My machine is making a metallic grinding or scraping noise

ID: 13704.1

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:

- Metallic grinding or scraping noises
- [Click here to listen to an example of the noise](#)

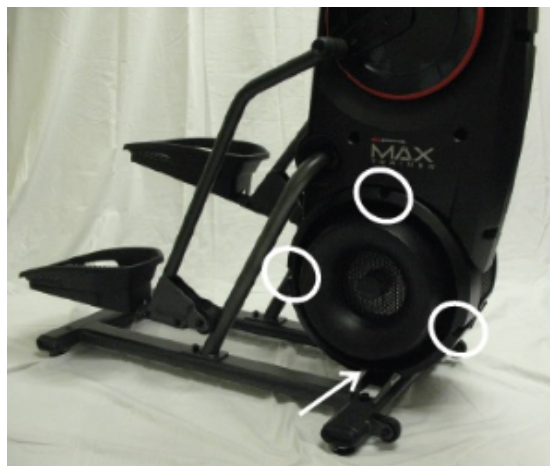
Follow these steps to troubleshoot the issue

Tools you may need:

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

1. Check if the brake magnets are making contact with the brake disc. Using a Phillips head screwdriver, carefully remove the round plastic cover located on the lower right side of your machine. 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 1**). It may help if you tilt the machine gently to the side to loosen the bottom screw.

(Reference 1)



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. Inspect the magnets at the brake disc. If the magnets are making contact, loosen the two bolts located directly at the bottom of the brake (**reference 2**). Adjust the brake from side to side until no longer touching the metal disc, then retighten both bolts. Test to see if the magnets are no longer making contact by adjusting the resistance up and down while slowly rotating the brake disc. Properly distanced brake magnets should look like the photo in **reference 3**. If at

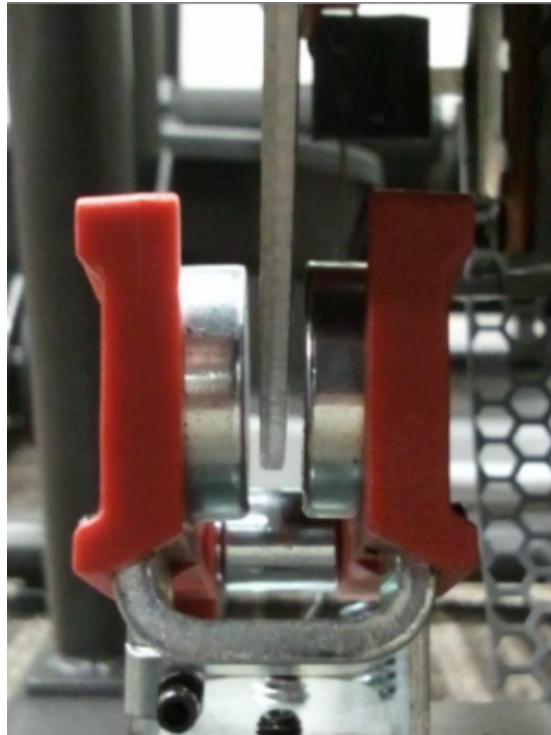
any point they begin making contact, repeat this step. Once they are no longer making contact, reassemble your machine [\[13704.A\]](#).

(Reference 2)



The white arrows indicate the location of the bolts to loosen in order to adjust the brake magnets.

(Reference 3)



When brake magnets are distanced from the brake disc properly, they should appear the same as in this photo.

3. It is normal for the brake disc to appear to "wobble," as long as it does not come in contact with the brake magnets. If the magnets cannot be adjusted so they don't contact the brake disc, [order an M5 Engine \[13704.B\]](#).

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 squeaking, squealing, or chirping 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>
M5 Engine	8015403

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