

Max Trainer M5: Upper Pulley Issues

ID: 10980.2

Follow this troubleshooting guide to help resolve issues involving the upper pulley for the BowFlex Max Trainer M5.

Some common complaints may include:

- Rattling noises inside coming from the bottom of the machine
- Clicking, clunking, or knocking noises
- Rubbing noises

Important: Please visit [Max Trainer M5: Why is my machine making a weird noise?](#) before following any of these troubleshooting steps to ensure the correct problem is being addressed. If you were directed here from this page, please continue to the troubleshooting steps below.

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Crank puller (if removing crank arms for troubleshooting)
Flashlight

1. Inspect around the machine for any hardware that may have fallen out of the machine [\[10980.A\]](#).
2. Remove the tall plastic rear shroud and inspect the drive pulley and pulley screws (**reference 1**). The screws can be seen protruding from the back of the pulley. A flashlight may be required to properly inspect these parts. If the drive pulley is damaged, [order a Main Drive Pulley Kit \[10980.B\]](#).

(Reference 1)



The red circles in this image indicate the locations of the pulley screws on the drive pulley. The foot pedals can be used to rotate the pulley, allowing all 4 screws to be inspected.

3. Confirm that all 4 screws are in place and stick out at approximately the same distance. Manipulate the foot pedals to rotate the pulley, allowing all screws to be inspected. If any screws are missing or are loose inside the machine, [order a Main Drive Pulley Kit \[10980.C\]](#).
4. Confirm that the belt is traveling off the pulley and is undamaged. Attempt to wiggle the pulley towards and away from the mast and observe whether the pulley wobbles as it rotates. If damage is present or the belt is not in place on the pulley, [order an Upper Belt and Main Drive Pulley Kit \[10980.D\]](#). If the pulley wobbles when rotated or moves when wiggled side to side, only [order a Main Drive Pulley Kit \[10980.D\]](#).
5. If none of these apply, the drive pulley is OK and does not need to be replaced. Select another troubleshooting guide to help diagnose the issue [\[10980.F\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

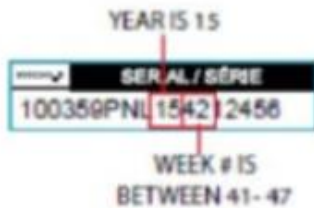
Please contact Customer Care at 1-800-605-3369 for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

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 Max Trainer Drive Pulley Labor Note

Labor Note; M3 and M5 Units produced within weeks 41-47 of 2015 are entitled to extended labor warranty for drive pulley issues. Send an OTV for any part replacement from this page only, and use the CAREQA100 promo code.



3 Parts Reference Table

Part Description	Part SKU
Main Drive Pulley Kit	8004562

Upper Belt	8004642
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4 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