

Max Trainer M5: My machine is making a rattling noise

ID: 13711.1

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:

- Rattling inside from the bottom of the machine

Rattling noises from inside the bottom of the machine

1. Rattling noises can typically be attributed to issues with the upper pulley. Please visit [Max Trainer M5: Upper Pulley Issues](#) to troubleshoot this issue.

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 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](#)
- [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 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