

Max Trainer M5: My machine is making a clicking, clunking, or knocking noise

ID: 13709.2

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:

- Clicking, clunking, or knocking noises
- [Click here to listen to an example of the noise](#)

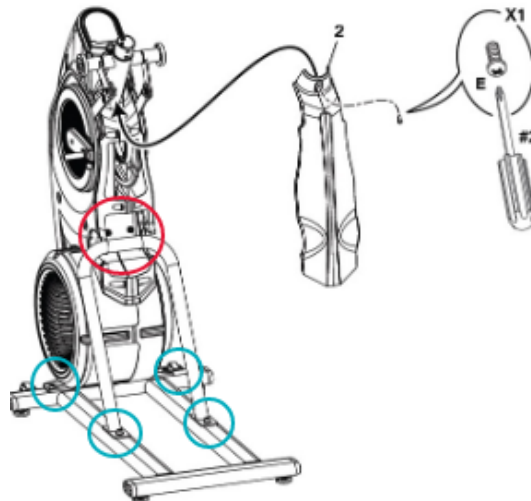
Follow these steps to troubleshoot the issue

Required Tools:

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
 Crank puller (if removing crank arms for troubleshooting)

1. Remove the tall plastic rear cover using a Phillips head screwdriver. Use a 6mm Allen wrench to tighten the 4 bolts that hold the top part of the rail assembly to the frame and the 4 large bolts on the base assembly (**reference 1**) [\[13709.A\]](#).

(Reference 1)



This diagram shows the location of the tall plastic rear cover to remove.

The red circle indicates the 4 rail assembly bolts to tighten.

The teal circles indicate the locations of the base assembly bolts to tighten as well.

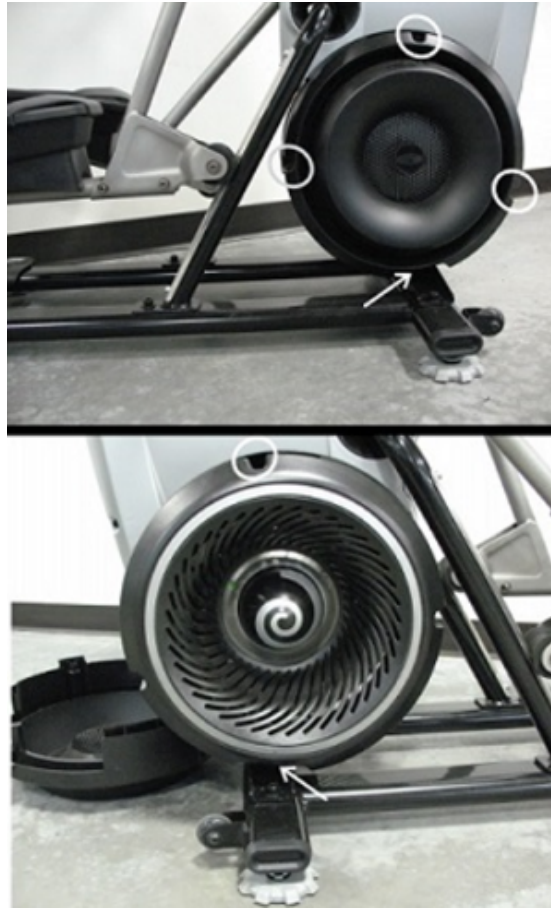
2. Listen for the source of the noise. Have a helper slowly operate the machine while you listen closely to each crank arm and the engine to determine the source of the noise. **Be cautious of moving parts!** It can also help to lightly touch areas of the machine, as a clink/clunk/knock sound can often be felt in the area it is occurring.

3. **If the noise appears to be coming from the pedal area**, please visit [Max Trainer M5: Roller Wheel and Pedal Arm Issues](#) to troubleshoot further and determine if a Wave Washer Kit is needed.
4. **If the noise is coming from the top of the machine**, check to see if the crank nuts come loose during use. Remove both crank covers (no crank puller is required to remove these covers) using a Phillips head screwdriver and tighten the crank nut on each crank arm with a 14mm socket wrench. There will be grease on the crank arms, do not wipe away. Slowly operate the machine and verify if the crank nuts are still tight after use [\[13079.C\]](#). If the crank nuts continue to come loose, [order an M5 Engine \[13709.D\]](#). If tightening the crank nuts did not reduce, change, or eliminate the noise, please visit [Max Trainer M5: Upper Pulley Issues](#) to troubleshoot upper pulley issues.
5. Listen closely for the source of the noise again. If the noise is still located in the upper crank area, try switching the pedal arms from side to side. If the noise switches sides, [order an Upper Foot Pedal Arm \[13709.E\]](#). If the noise stays on the same side, [order a Crank Assembly for the affected side \[13709.F\]](#). If you are unable to remove one of the pedal arms, [an Upper Foot Pedal Arm and Crank Cover](#) should be ordered as well [\[13709.G\]](#).
6. **If the noise is coming from the bottom of the machine or the fan area**, remove the lower right and lower left fan covers with a Phillips head screwdriver (**reference 2**). Check for and remove any obstructions seen in the fan area [\[13709.H\]](#). Watch the video below for instructions on removing the lower right fan shroud.



[\(BowFlex® Max Trainer | Removing Lower Right Fan Shroud\)](#)

(Reference 2)



The white circles and arrows indicate the location of the screws to remove in order to remove the lower fan covers. For the lower right fan cover, only the upper 3 screws need to be removed. Loosen the bottom screw by at least 3 turns, unplug the power inlet wire, then lift and remove the cover.

7. If the noise persists, please visit [Max Trainer M5: My machine is making a metallic grinding or scraping 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 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 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>
Crank Assembly, Left	8004551
Crank Assembly, Right	8004552
Crank Cover, Max Trainer	8004542
M5 Engine	8015403
Upper Foot Pedal Arm	8002458
Wave Washer Kit	8018502

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