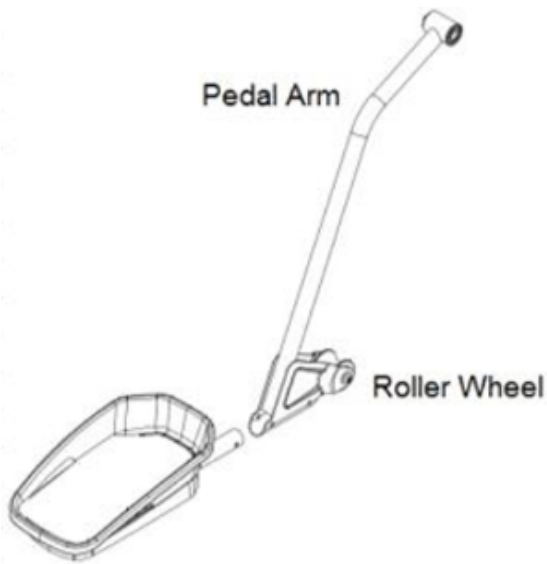


Max Trainer M5: Roller Wheel and Pedal Arm Issues

ID: 10974.1

Follow this troubleshooting guide to help resolve issues involving the rollers and/or pedal arms on the Max Trainer M5. See below for a diagram of the leg assembly showing the location of these parts.



Some common complaints may include:

- Noises originating from the roller wheel and roller arm bracket
- Damaged roller wheels
- Misaligned leg assemblies
- Noise originating from the pedal arms

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Regular flat-head screwdriver
6mm, 8mm hex/Allen wrenches, or Allen wrenches from the hardware card included with your machine
14mm socket wrench

1. Listen for a clicking or rubbing noise coming from your machine. If the noise is caused by contact between the roller wheel and roller arm bracket, this is a normal function and is not harmful to the machine [\[10974.A\]](#).
2. Check the roller wheels for damage. If the roller wheels are damaged, [order Roller Wheels \[10974.C\]](#).
3. If the noise persists, check that the roller wheels are aligned properly and stay on the rails during use. If the roller wheels seem "off" or do not stay on the rails, please refer to the "Adjust the Leg Assembly Alignment" instructions in the [Service Manual \[10974.D\]](#).
4. If the noise originates from the pedal arms, remove both pedal arms using a 6mm hex wrench.

5. Remove both plastic crank covers using a Phillips head screwdriver. Please note the screws can sometimes be tight and strip easily. **Be cautious to not use a screwdriver that is too small.**
6. Tighten both crank nuts as much as possible using a 14mm socket wrench, then test if the noise persists [\[10974.H\]](#).
7. If the noise persists, refer to the [assembly manual](#) to remove the pedal arms. Swap the pedal arms to the opposite side they were originally located on and reinstall. Test to determine if the noise persists [\[10974.E\]](#).
8. If the noise persists, but the noise followed the pedal arm after swapping its location, [order an Upper Foot Pedal Arm \[10974.F\]](#).
9. If the noise persists from the original location, [order a Crank Assembly for the affected side \[10974.G\]](#).
 - **Important:** a crank puller is required to replace the crank. If you do not already own one, [order a Crank Puller](#) as well.

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

Part Description	Part SKU
Crank Assembly, Left	8004551
Crank Assembly, Right	8004552
Crank Puller	74025
Roller Wheel	8004550
Roller Wheel Washer Kit	8010649
Upper Foot Pedal Arm	8002458

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