

BowFlex C6: Noises from the belt area

ID: 13904.1

Follow this troubleshooting guide to help resolve noise issues on the BowFlex C6 indoor cycling bike.

Some common complaints may include:

- Grinding noises
- Squeaking noises
- Rubbing noises

Follow these steps to troubleshoot the issue

Tools you may need:

Standard flathead screwdriver
Phillips head screwdriver
25mm Crank Puller (if removing crank arms to troubleshoot)
15mm, 16mm socket wrench
10mm, 15mm wrench
3.5mm, 5mm hex/Allen wrench

1. Remove the crank arm cap and tighten the crank nuts on both crank arms using a socket wrench [\[13904.A\]](#).
2. Using a 25mm Crank Puller, remove the right crank arm and the outer belt cover.
3. Inspect the belt for damage or areas where it may be rubbing [\[13904.B\]](#). If the belt is damaged, [order a Drive Belt \[13904.C\]](#).
 - **Important:** in order to replace the drive belt, a 25mm Crank Puller will be required to remove the crank arms and access the belt. [Order a 25mm Crank Puller](#) in addition to the belt unless you have one already.
4. If the belt is rubbing, please refer to the "Adjust the Drive Belt" section of your [service manual](#) to adjust the position of the flywheel [\[13904.D\]](#). If you need additional assistance with the adjustment, please contact Customer Care. Our contact information is listed at the bottom of this page.

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>
25mm Crank Puller	8018316
Drive Belt	8022657

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