Schwinn 190 & 290 Bikes: Why is my machine making a weird noise?

ID: 14516.1

Follow this troubleshooting guide to help resolve issues with the console not sitting straight or level on the Schwinn 190 and 290 bikes.

Some common complaints may include:

- *Squeaking noises*
- *Grinding noises*
- *Rubbing noises*
- *Squealing or chirping noises*

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver Flat head screwdriver Pedal wrench, or 15mm open-ended wrench 14mm socket wrench Two 10mm wrenches 19mm or 3/4" wrench 2mm, 5mm hex/Allen wrenches

1. Ensure that your machine is level on the floor and does not rock. All levelers should make contact with the floor. If needed, adjust the leveler feet until your machine sits level and test if the issue persists **[14516.A]**.

2. Use the Start button on your console to begin a workout. Pedal your bike while listening for the source of the noise. If the noise only happens while pedaling, skip to Step 4.

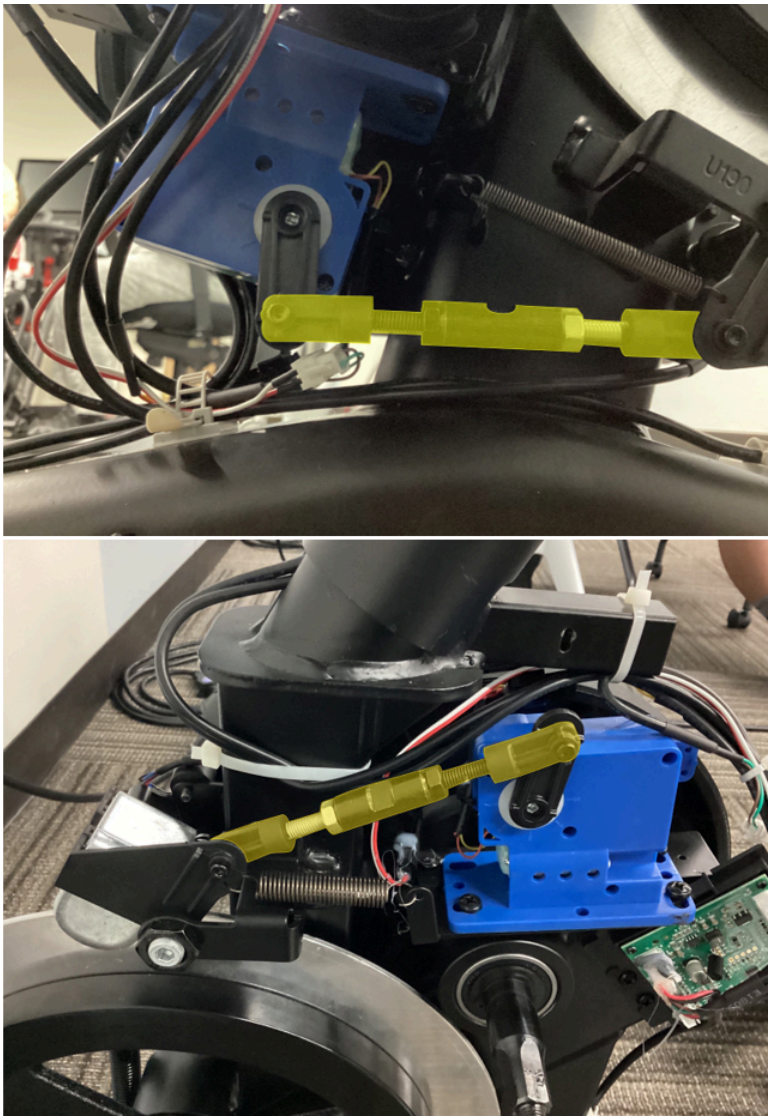
3. If your machine is making noise with no one pedaling the machine, unplug the power adapter from both ends. Listen to see if the noise goes away. Refer to the "Replace the Shrouds" section of the service manual. Use a Phillips head screwdriver to remove the left side shroud and plug your bike back into power. Observe the servo motor & linkage fo noise (**reference 1**).

    a. If the noise is caused by the linkage touching the frame or another component, use a small screwdriver to pry the linkage out of the way of the interfering component and test if the noise persists **[14516.B]**.

    b. If the servo motor is the source of the noise, ensure the linkage is tightened to the servo. If needed, tighten the linkage using a 2mm Allen wrench and test if the noise persists **[14516.C]**.

    c. If tightening the linkage does not resolve the issue, **order a Servo Motor** **[14516.D]**.

Reference 1



The servo motor is located on the frame of your bike (top Schwinn 190; bottom Schwinn 290)
Observe the servo motor (blue) and linkage arm (highlighted yellow), checking if the linkage makes contact with other components.
Listen for noise from the servo motor.

4. If the noise is present while pedaling, use a pedal wrench or 15mm open-ended wrench to tighten the pedals. Tighter the crank nuts using a 14mm socket wrench. Once the pedals and crank nuts have been tightened, pedal your bike and test if the noise persists **[14516.E]**.

5. If the noise persists while pedaling, verify the shrouds on your bike are securely attached to the frame. Check each screw on the shrouds for tightness, using a Phillips head screwdriver to tighten as needed. Test if the noise persists once complete **[14516.F]**.

6. If the noise persists while pedaling, check that there is enough clearance between the crank arms and shrouds. The crank arms should not touch any plastic shrouding. Confirm that the pedal straps are secured properly and not making contact with shrouds as well. Test if the noise persists once complete **[14516.G]**.

7. If the noise persists while pedaling, remove the shrouds to investigate the engine. Refer to the "Replace the Shrouds" section of the service manual for instructions on removing the shrouds. Have a helper pedal the bike while you listen to the source of the noise.

8. **If you are hearing grinding noises**, check if the resistance magnets are making contact with the disc. This makes a very obvious, metal-on-metal grinding sound only while pedaling forward.

a. Use a 19mm or 3/4" wrench to loosen the jam nut on the magnet carriage adjuster (**reference 2**). The magnet carriage can be adjusted to the left or right using a 5mm Allen wrench. Adjust the magnet carriage until the noise is eliminated, then retighten the jam nut with the wrench and reinstall the shrouds. Pedal to test if the noise persists **[14516.H]**.

b. If the grinding noise persists, check that the jam nuts on the servo linkage arm tightly secure the arm to the servo motor. If needed, tighten the jam nuts using a 10mm wrench and test if the noise persists **[14516.I]**.

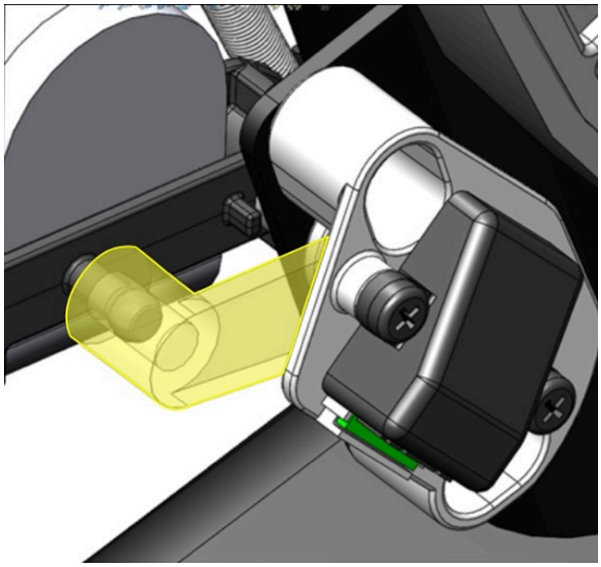
c. If the grinding noise persists, check the magnet sensor arm. This is located on the opposite side of the servo motor and attached to the pivot point of the magnet carriage (**reference 3**). Make sure that the arm is securely attached to the magnet carriage and rotates as the servo moves. If it is loose or disconnected, press the arm onto the ball stud of the magnet carriage. These pieces should have a snug fit when pressed together. Test if th noise persists **[14516.J]**. If the ball stud is broken or missing, **order a Resistance Magnet** **[14516.K]**.

d. If the grinding noise persists, check the resistance sensor and make sure it is firmly secured to the housing (**reference 4**). If needed, tighten the screws using a Phillips head screwdriver and test if the noise persists. **[14516.L]**. If the screws were already fully tightened, calibrate the resistance sensor following the "Adjust the Resistance Sensor (Calibration)" section of the service manual and test if the noise persists **[14516.M]**.

Reference 2

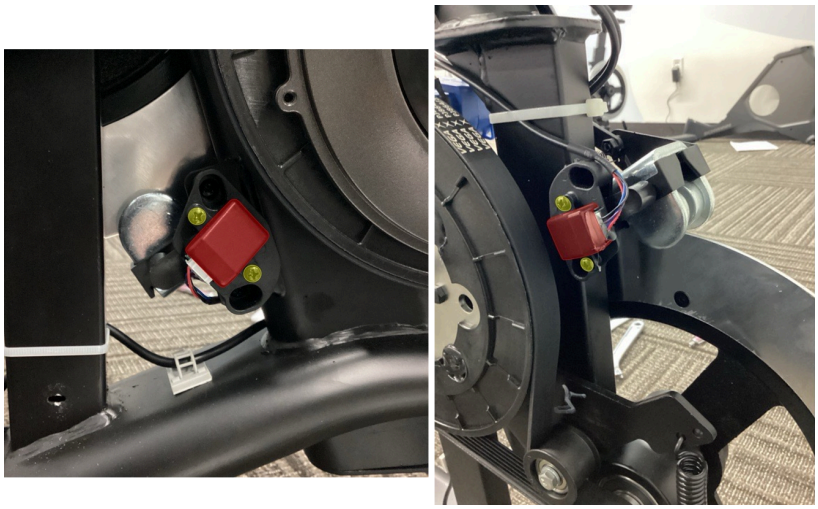
Left Schwinn 190; Right Schwinn 290
The magnet carriage (highlighted yellow) holds the resistance magnets in place.
If the resistance magnets are making contact with the disc, adjust the carriage left or right until the noise stops.

Reference 3



The magnet sensor arm is located between the resistance magnets and the resistance sensor (highlighted yellow).
Make sure that the arm is securely attached and undamaged.

Reference 4



The resistance sensor is located on the frame of your bike (left Schwinn 190; right Schwinn 290)
Make sure the resistance sensor (highlighted red) is secured in the housing.
Check the screws (highlighted yellow) and make sure they're fully tightened.

9. **If you are hearing a dragging or rubbing noise**, check if the belt is riding on the shoulder of the belt tensioner. If the belt is rubbing on the tensioner, adjust the belt to a different groove in the pulley. Use caution and keep your fingers away from the belt/pulley interface.

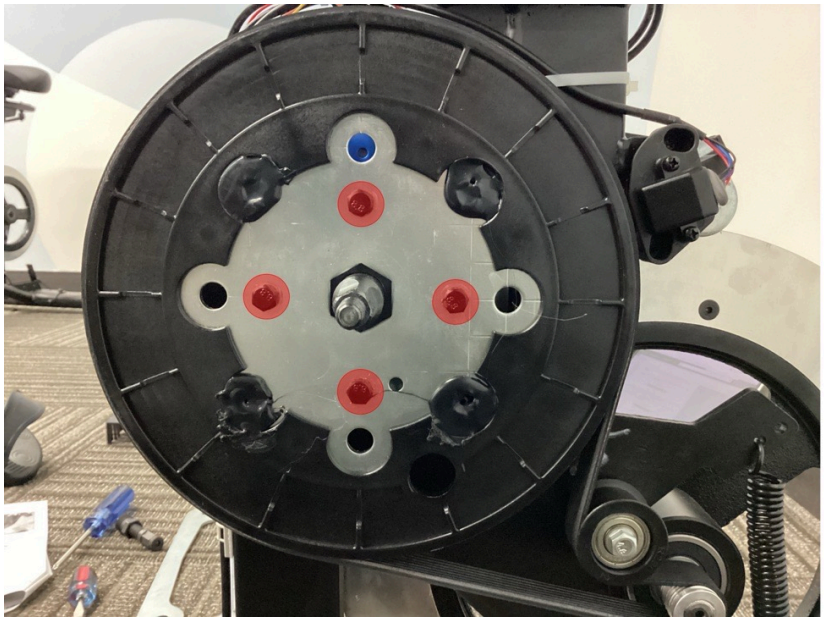
    a. Carefully place a screwdriver between the belt and drive pulley. Have a helper slowly pedal the bike forward. This will trap the screwdriver between the drive pulley and belt. Use the screwdriver for leverage and pry the belt in the direction of the pulley rib that keeps the belt from rubbing on the idler **[14516.N]**.

    b. If adjusting the belt position did not resolve the issue, **order an Idler Pulley** (for the 290 bike) or **order a Tensioner Arm** (for the 190 bike) **[14516.O]**.

10. **If the noise goes away while pedaling forward but returns when pedaling in reverse**, have a helper pedal while you listen to the flywheel bearings. If the flywheel is noisy, **order a Flywheel** **[14516.P]**.

11. If the noise persists, check the drive pulley bolts (**reference 7**). Using two 10mm wrenches, tighten all 4 pulley bolts, then test if the noise persists **[14516.Q]**.

Reference 7



Note: Crank arm is removed for clarity. The crank arm does not need to be removed for this step. The drive pulley bolts are circled in red. Check that all 4 bolts are present and fully tightened.

12. If the noise persists after all troubleshooting, the flywheel or crank bearings may be damaged; **order an Engine [14516.R]**.

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*
Schwinn 190 Bike	
Engine	***8026627***
Flywheel	***8028714***
Resistance Magnet	***8028713***

Servo Motor	***8026997***
Tensioner Arm	***8026638***
Schwinn 290 Bike	
Engine	***8027123***
Flywheel	***8028714***
Idler Pulley	***8026212***
Resistance Magnet	***8028713***
Servo Motor	***8026326***

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