

# Schwinn Ellipticals: My machine is making a squeaking noise

ID: 13863.1

Follow this troubleshooting guide to help resolve noise issues with your Schwinn 430, Journey 4.0, 470, or Journey 4.5 Elliptical.

Some common complaints may include:

- *Squeaking noises*

## Follow these steps to troubleshoot the issue

Tools you may need:

100% silicone lubricant  
Synthetic grease  
Phillips head screwdriver  
6mm hex/Allen wrench or the wrenches from the hardware card included with your machine

1. Regular weekly maintenance for your elliptical should include applying a small amount of 100% silicone lubricant to the roller wheels. Please refer to the *Maintenance* section of your [service manual](#) for lubrication instructions [\[13863.F\]](#).
2. Make sure your elliptical is on a solid and level surface. Adjust the leveler feet as necessary to level your machine. Test to see if the noise persists after adjusting the leveler feet [\[13863.A\]](#).
3. Hardware can become slightly loosened over time or with frequent use. Use a Phillips head screwdriver and a 6mm Allen wrench to tighten all the hardware installed during assembly. You can reference the [assembly manual](#) for which hardware should be tightened [\[13863.B\]](#).
4. Inspect all the plastic shrouding/covers to make sure they are aligned, secured properly, and undamaged. If needed, loosen/remove the hardware securing the shrouds and adjust its position. Retighten hardware once aligned properly and test to see if the noise persists [\[13863.C\]](#).
  - **Please note**, a crank puller is required to remove the crank arms and main shroud. If removing the main shroud, please [order a Crank Puller](#) if you do not have one already.
5. If the noise persists, apply a small drop of silicone-based lubricant on the rails and wipe them with a dry cloth or towel. If too much lubricant is used, the roller wheel will not roll. Pedal on your elliptical slowly to ensure that the roller wheels are turning freely and to test for noise [\[13863.D\]](#).
6. If the noise persists after regular lubrication (see the *Maintenance* section of your [service manual](#)), [order \(2\) Roller Wheels \[13863.E\]](#).
7. If the roller wheels have already been replaced recently, please visit [Schwinn Ellipticals: My machine is making a rubbing noise](#) to continue troubleshooting.

### Looking for other noises to troubleshoot?

- [Schwinn Ellipticals: My machine is making a squeaking noise](#)

- [Schwinn Ellipticals: My machine is making a rubbing noise](#)
- [Schwinn Ellipticals: My machine is making a clicking or clunking noise](#)
- [Schwinn Journey 4.5: Why is my machine making a weird noise?](#)
- [Schwinn 470: Why is my machine making a weird noise?](#)
- [Schwinn Journey 4.0: Why is my machine making a weird noise?](#)
- [Schwinn 430 Litho: Why is my machine making a weird noise?](#)
- [Schwinn 430: Why is my machine making a weird 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

Part Description	Part SKU
<b>Crank Puller</b>	<b>74025</b>
<b>Roller Wheel</b> (order 2)	<b>8004225</b>

### 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**