Max Trainer M8: My machine is making a squeaking, squealing, or chirping noise   ID: 13740.1

Follow this troubleshooting guide to help resolve the cause of noise issues on the Max Trainer M8.

Some common complaints may include:

- *Squeaking, squealing, or chirping noises*

Follow these steps to troubleshoot the issue

Tools you may need:
Silicone-based lubricant Mineral oil Towel or cloth to clean excess lubricant

1. Remove the rubber end caps located on both sides of the machine where the pedal arm connects to the crank arm (**reference 1**). Operate your machine and listen for the noise again. If the noise stops, re-attach the end caps loosely. the caps are attached too tight, the squeaking noise will return **[13740.A]**.

(Reference 1)
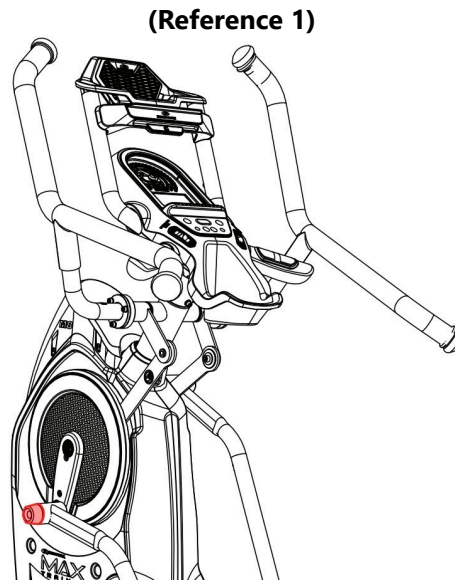
The end cap (highlighted red) is the small rubber component located at the pedal arm and crank arm connection.
There is no hardware connecting the end cap, just pop it off to remove.

2. If the noise persists, apply a small drop of silicone-based lubricant on the rails. ***Please note***: *if too much lubricant is applied, the roller wheel may not roll*. Wipe the rails with a dry towel, then pedal slowly and ensure the roller wheels are turning **[13740.B]**.

3. Listen for the noise while pedaling, paying close attention to whether the sound is coming from inside the shroud covers or in the pedal area. If the noise is coming from inside the shrouds, please visit ***Max Trainer M8: Upper Pulley Issues*** to continue troubleshooting. Otherwise, continue to the next step.

4. Perform roller wheel maintenance following the **Roller Wheel Maintenance** procedure in the ***service manual***. One side at a time, apply a drop of mineral oil to the bushings on each side of the roller wheel. You do not need to disassemble the roller wheel to lubricate the bushings. Do not apply lubricant directly to the roller wheel. Catch any excess lubricant with a towel or cloth. Manipulate the pedals, listening for the noise on each side of your machine **[13740.C]**.

5. If the noise persists, lubricate the crank to pivot bushings. One side at a time, apply a small amount of silicone-based lubricant to the bushing between the handlebar pivot and the crank arm. There is no need to disassemble to lubricate the bushing. Catch any excess lubricant with a towel or cloth. Manipulate the pedals, listening for the noise on each side of your machine **[13740.D]**.

6. If the noise persists and originates from the pedal arms, please visit ***Max Trainer M8: The pedals are making a noise or not staying on track*** to continue troubleshooting.

7. If the noise persists from any other area, please visit ***Max Trainer M8: My machine is making a rubbing noise*** to continue troubleshooting.

Looking for other noises to troubleshoot?

- ***Max Trainer M8: Why is my machine making a weird noise?***
- ***Max Trainer M8: My machine is making a metallic grinding or scraping noise***
- ***Max Trainer M8: My machine is making a rubbing noise***
- ***Max Trainer M8: My machine is making a clicking, clunking, or knocking noise***
- ***Max Trainer M8: My console is making a beeping or ticking noise***

Need additional assistance?

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 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**