

# BowFlex IC Bike SE: Noise issues

ID: 15658.1

## Common issue descriptions:

- Clicking sound while pedaling
- Ticking sound while pedaling

**Tools used in this guide:** 4mm and 6mm Allen wrenches, 15mm open-ended wrench

**Estimated time to complete:** Approximately 20 to 25 minutes

**Let's get started!** We will check each of the components below (in order) to determine which is causing the issue.

1. [Assembly hardware](#)
2. [Pedals and crank arms](#)
3. [Idler pulley](#)

## Check the assembly hardware

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
4mm, 6mm hex key/Allen wrench 15mm open-ended wrench	15 minutes	<a href="#">Maintenance</a>

### Check pedals, hardware, and leveler feet installed during assembly

This noise is most commonly caused by the pedals and other hardware installed during assembly becoming loose over several workouts. We can tighten these parts according to the recommended maintenance schedule in the Service Manual - this will help to protect your machine and reduce noise that interrupts your workout.

1. Complete the steps in this linked guide - [BowFlex IC Bike SE: Machine rocks or has loose hardware](#).
2. Return to this guide if the issue persists.

### If the noise persists:

1. Let's rotate the pedals for a few rotations while we listen to your bike.
2. Where does it sound like the noise is coming from? If you're not sure, start with Pedals and/or Crank Arms.
  - [Pedals and/or Crank Arms](#)
    - Noise comes from outside the bike's shrouds
    - Sounds like **clicking** in the crank/pedal area
  - [Idler Pulley or Flywheel](#)
    - Noise comes from inside the bike's shrouds
    - Sounds like **faint tick-tick-ticking** coming from the pedals
    - [Click here to listen to an example](#).

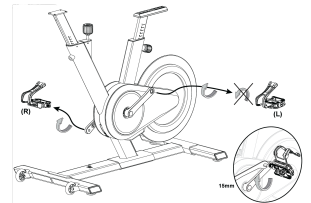
## Check the pedals

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
15mm open-ended wrench	Less than 5 minutes

1. We're going to remove the pedals to clean and check the crank arms:

- a. We'll use a 15mm open-ended wrench to remove the pedals.
- b. The **Right Pedal** is threaded normally; **rotate the pedal counterclockwise** to loosen and remove the right pedal.
- c. The **Left Pedal** is reverse-threaded; **rotate the pedal clockwise** to loosen and remove the left pedal.
- d. With the pedals removed, gently wipe the threads to remove any visible debris.

### Step 1



2. Next, we'll rotate the crank arms on each side, listening for the noise:

- If the clicking noise is present with the pedals removed, [order a Crank Arm](#) for the affected side [\[15658.A\]](#).
- If the clicking stops with the pedals removed, we'll reinstall the pedals on the crank arms, one at a time.
- Pedal your bike after each pedal is installed to test if the noise returns [\[15658.B\]](#).
- If the noise returns, [order a Pedal](#) for the affected side [\[15658.C\]](#).

3. If the noise persists after replacing the pedals, please contact Customer Care to submit an [Advanced Troubleshooting case](#) to research this issue further. Our contact information is located at the [bottom of this page](#).

## Check the idler pulley

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

1. If the noise heard is anything other than a tick-tick-ticking noise ([as heard here](#)), skip to Step 3.
2. This noise is caused by the belt trying to "walk" up the side wall of the idler pulley. We have not identified any adjustments that correct this issue - [order an Idler Pulley \[15658.D\]](#).
3. If the issue persists, please contact Customer Care to submit an [Advanced Troubleshooting case](#) to research this issue further. Our contact information is located at the [bottom of this page](#).

### **Need to order replacement parts?**

#### 1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Crank Arm, Left</b>	<b>8031134</b>
<b>Crank Arm, Right</b>	<b>8031133</b>
<b>Idler Pulley</b>	<b>8031147</b>
<b>Pedal, Left</b>	<b>8022702</b>
<b>Pedal, Right</b>	<b>8022701</b>

#### 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**