BowFlex IC Bike SE: Pedals are loose, difficult to operate, or slip/skip during use

ID: 15725.1

Common issue descriptions:

Pedals feel loose or won't fully tighten
Pedals fall off during use
Machine is/Pedals are difficult to operate
Pedals slip or skip with a sudden increase in RPM

Tools used in this guide: Flathead screwdriver, 13mm and 15mm open-ended wrenches, 16mm socket and wrench
Estimated time to complete: Approximately 20 minutes

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

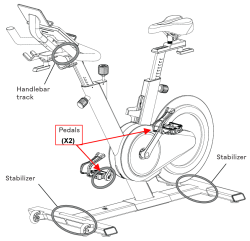
1. Pedal to crank connection
2. Crank arm to axle connection
3. Drive belt tension

Check the pedal to crank connection

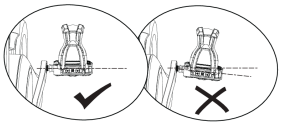
Tools Required:	*Estimated Time to Complete:*	*Service Manual Procedure:*
15mm open-ended wrench	5 minutes	Maintenance

1. The pedals are installed onto the crank arms of your IC Bike SE during the assembly process.
   - The **Right Pedal** is threaded normally; we'll **rotate the pedal clockwise** to tighten by rotating the pedal clockwise.
   - The **Left Pedal** is reverse-threaded; we'll **rotate the pedal counterclockwise** to tighten.
2. Let's check the pedals before we continue to make sure they are not cross-threaded:
   - The pedals should be installed straight onto the crank arm.
   - The pedals should not appear crooked.
   - During installation, the pedals should turn smoothly into the crank arm with minimal resistance
3. If the pedals are cross-threaded, remove the pedals and inspect for damage to the threads on the crank arm or pedals:
   - If a crank arm is damaged, order a **Crank Arm** for the affected side [15725.A].
   - If a pedal is damaged, order a **Pedal** for the affected side [15725.B].
4. If the pedals are not damaged or cross-threaded, use a 15mm open-ended wrench to tighten both pedals.
5. Once tightened, pedal your bike to test if the noise persists [15725.C].

Steps 1 - 3



Steps 2 - 3



Check the crank arm to axle connection

Tools Required:	*Estimated Time to Complete:*	*Service Manual Procedure:*
Flathead screwdriver 15mm open-ended wrench 16mm socket and wrench	5 minutes	Replace the Crank Arms Maintenance

Next, we'll check if the crank arms are tightened fully on the axle. For each crank arm:

Step 1

Step 2

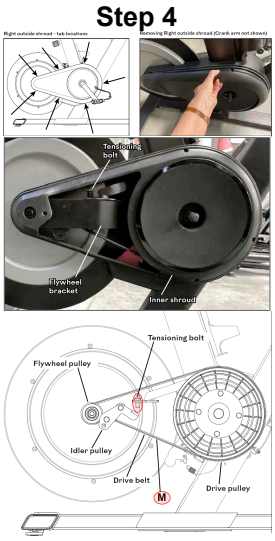
Step 3

1. Remove the pedal using a 15mm open-ended wrench.
2. Use a flathead screwdriver to remove the threaded cap covering the crank nut.
3. Use a 16mm socket and wrench to tighten the crank nut on both crank arms.
4. Once tightened, reinstall the pedals:
    a. Start each pedal by hand
    b. Fully tighten with a 15mm open-ended wrench, making sure they are very tight.
    c. Test if the issue persists [15725.D].
    d. We recommend tightening the pedals each month as part of your bike's regular maintenance.

Check the drive belt tension

Tools Required:	*Estimated Time to Complete:*	*Service Manual Procedure:*
Flathead screwdriver Small cloth or paper towel 13mm open-ended wrench	Approximately 10 minutes	Adjust the Belt Tension

We will start by testing the tension of the drive belt:



1. Operate the pedals at approximately 20 rotations per minute (RPM).
2. Suddenly, increase the RPM to your maximum ability.
3. If the pedals move normally and do not slip:
    - The belt tension is set correctly and does not need to be adjusted.
    - If the issue is still present and the pedals do not slip/skip, skip to Step 5.
4. If the pedals slip when increasing speed, we'll need to open your bike up to adjust the belt tension:
    a. Leverage a flathead screwdriver to disengage the seven tabs between the right outer shroud and the main assembly. A small cloth can be wrapped around the screwdriver to help protect the shroud if needed.
    b. Slip the right outer shroud over the crank arm and pedal, then set it to the side.
    c. While holding onto the edge of the drive belt at the midpoint (M), twist the belt:
        - **Belt turns more than 1/4 turn** (90 degrees to vertical position) - Belt is too loose. Use a 13mm wrench to turn the nut on the tensioning bolt **clockwise** and tighten the belt.
        - **Belt turns less than 1/4 turn** - Belt is too tight. Use a 13mm wrench to turn the nut on the tensioning bolt **counterclockwise** and loosen the belt.
    d. If adjustments are made, repeat Step 4c until no further adjustments are needed [15725.E].
5. 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 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*

Crank Arm, Left	***8031134***
Crank Arm, Right	***8031133***
Pedal, Left	***8022702***
Pedal, Right	***8022701***

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