

# BowFlex HVT: Noises - Rubbing

ID: 13941.1

Follow this troubleshooting guide to help resolve noise issues on the BowFlex HVT.

Some common complaints may include:

- Rubbing noises

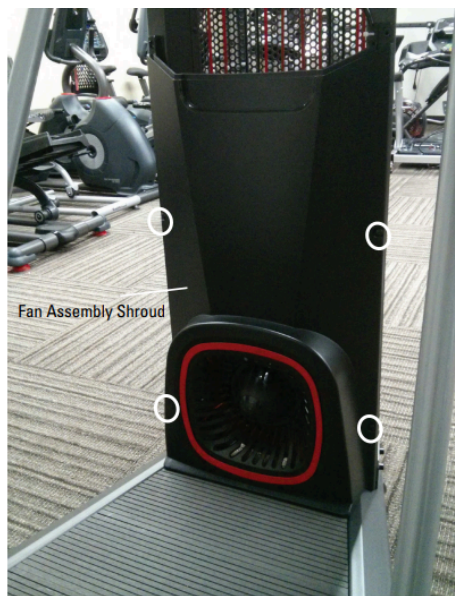
## Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver  
Flathead screwdriver  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Pull each rope out one at a time and let it retract into your machine. Listen to determine whether the noise only occurs during retraction. Rubbing noises during rope retraction is a normal noise and is caused by the ropes "walking" up the side of the pulley as they wind back in [\[13941.A\]](#).
2. If the noise persists, check if the ropes are rubbing against the shrouds or metal pulley cages. If the ropes are rubbing, refer to the "Replace the Lower Left Rope", "Replace the Lower Right Rope", and "Replace an Upper Rope" sections of the [service manual](#) as needed for additional assistance rerouting the ropes to avoid the shrouds/cages [\[13941.B\]](#).
3. If the noise persists, check if the fan is rubbing on the lower front shroud. If it is rubbing, use a Phillips head screwdriver to remove the fan assembly shroud (**reference 1**). Inspect the shroud for damage (cracks, warping, etc.). If undamaged, reinstall the shroud and test if the noise persists [\[13941.C\]](#). If damage is present, [order a Lower Front Shroud \[13941.D\]](#).

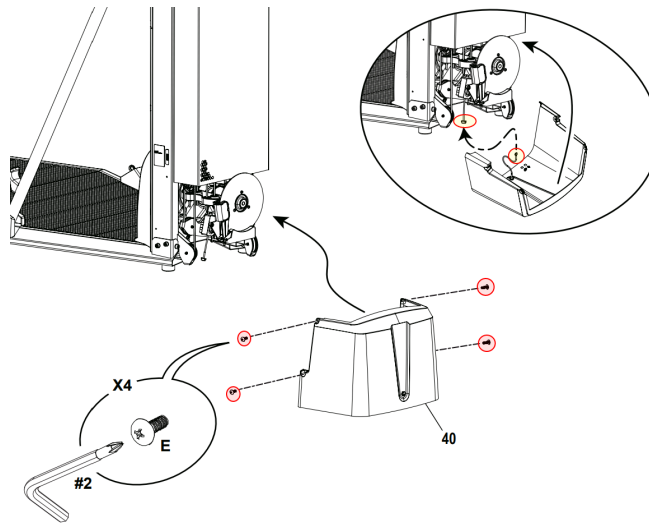
(Reference 1)



*Click to expand. The fan assembly shroud is the lower shroud at the front of your machine covering the fan assembly.*

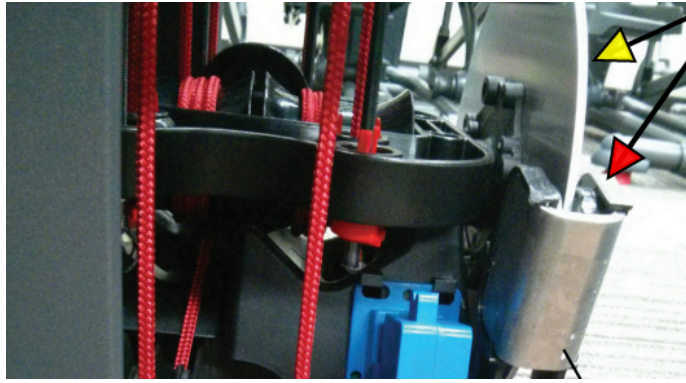
4. If the noise persists, check if the brake disc is rubbing on any part of your machine. Remove the lower rear cover (**reference 2**) using a Phillips head screwdriver. The power inlet wire must be unplugged prior to fully removing the cover. Once the cover is removed, locate the brake disc and magnet (**reference 3**). The magnets should not be making contact with the brake disc. If they are making contact, check if the magnets have broken off of the brake arm (**reference 4**). If the magnets are broken off of the brake arm or continue to rub on the brake disc, [order a Brake Arm Assembly \[13941.E\]](#).

#### (Reference 2)



*Click to expand. The screws to remove are circled in red. Unplug the power inlet wire (red/yellow circles) before completely removing the rear cover.*

#### (Reference 3)



*Click to expand. Inspect the brake disc (yellow arrow) and the brake disc magnets (red arrow).*

**(Reference 4)**



*Click to expand. A more detailed view of the magnets in the brake arm, all magnets should be present.*

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

**1 Parts Reference Table**

<i>Part Description</i>	<i>Part SKU</i>
<b>Brake Arm Assembly</b>	<b>8016292</b>

<b>Lower Front Shroud (Fan Assembly Shroud)</b>	<b>8013391</b>
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## 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**