

BowFlex Max Trainer SE: Metallic rubbing noise from inside machine

ID: 15500.1

Common issue descriptions:

- Metallic rubbing noise
- Rubbing noise inside machine
- Noise from the brake or brake bracket

Tools used in this guide: 4mm, 5mm, and 6mm Allen wrenches, 8mm and 13mm open-ended wrenches

Estimated time to complete: Approximately 20 to 30 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. [Brake bracket](#)

Check the assembly hardware

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
5mm, 6mm hex key/Allen wrench 13mm open-ended wrench	10 to 15 minutes	Maintenance

Check hardware installed during assembly and leveler feet

This noise is most commonly caused by the leveler feet and hardware installed during assembly becoming loose over several workouts. We can tighten the hardware 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 Max Trainer SE: Machine rocks, has loose hardware, or makes clunking/thumping noise](#)
2. Return to this guide if the issue persists.
3. If the noise continues after checking assembly hardware, we will check for less common causes of the noise - we'll start with checking the brake bracket alignment inside your Max Trainer.

Check the brake bracket

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
4mm hex key/Allen wrench 8mm open-ended wrench	10 to 15 minutes	Replace the Servo Motor

Access the brake

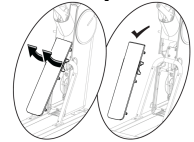
Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

1. We'll start by removing the console from your machine:
 - a. Use a 4mm Allen wrench to remove the two bolts securing the media rack.
 - b. Lift the media rack to slide it off of the handlebar assembly.
 - c. Unplug the cable behind the console.
 - d. The console is secured to the handlebar assembly with a securing tab.
 - e. Press in on the console securing tab, then lift the console up to slide it off of the handlebar assembly.
2. Next, we'll remove the rear shroud:
 - a. Grasp the rear shroud at the side openings.
 - b. Abruptly pull out and upward to release the shroud from the frame of the machine.
3. The brake bracket is located at the bottom of the brake disc on the right side of the machine; look for two red plastic arms holding brake magnets in place.

Step 1



Step 2



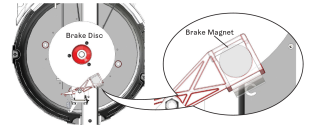
Step 3



Check the brake bracket alignment

Important: Unplug the power cord from both the front of your machine and the electrical outlet before continuing.

Steps 1 & 2



Step 2



1. Check if the brake magnets are making contact with the brake disc:
 - o The magnets should not be touching the brake disc.
 - o The outer edge of the brake magnet should be lined up with the outer edge of the brake disc when your Max Trainer is set to the maximum resistance setting.

2. If the brake magnets are rubbing, we can correct the position of the brake magnets with a quick adjustment:
 - a. Resistance will need to be set to maximum during this adjustment.
 - b. On the servo motor, we'll use an 8mm open-ended wrench to loosen the brake cable securing nut.
 - c. On the brake assembly, we'll rotate the adjustment barrel by hand to align the outer edges of the brake magnet and brake disc.
 - d. Once aligned, we'll use the 8mm wrench to tighten the brake cable securing nut again.

3. Pedal your Max Trainer to test if the noise persists [\[15500.A\]](#).

4. If the noise persists after all troubleshooting has been completed, please contact Customer Care to submit an [Advanced Troubleshooting case](#) for further troubleshooting. Our contact information is located at the bottom of this page [\[15500.B\]](#).

Need additional assistance?

1 Customer Care Contact Information

Please contact Customer Care at [1-800-605-3369](tel: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](#)