

# BowFlex Max Trainer SE: Machine rocks, has loose hardware, or makes clunking/thumping noise

ID: 15501.1

## Common issue descriptions:

- Unit rocks back and forth during use
- Machine does not sit level on the ground
- Loose hardware (fasteners/screws)
- Pedals are loose
- Machine is difficult to use or operate
- Machine makes a clunk or thump noise during use, once per pedal rotation

**Tools used in this guide:** 5mm and 6mm Allen wrench, 13mm open-ended wrench

**Estimated time to complete:** Approximately 10 to 15 minutes

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

1. [Leveler feet](#)
2. [Hardware installed during assembly](#)

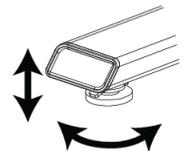
## Check the leveler feet

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
None	Less than 5 minutes	<a href="#">Leveling the Machine</a>

If the workout area is not level or the stabilizer rests slightly off of the floor, adjust the leveler feet:

### Steps 2 & 3

1. Place your machine in the desired workout area - an ideal location has a solid, level surface [\[15501.A\]](#).
2. For any levelers that need to be adjusted, loosen the locking nuts and adjust the levelers until they all make contact with the floor.
  - o If more height is needed, rotate the leveler foot counterclockwise to raise the base of the machine.
  - o If less height is needed, rotate the leveler clockwise to lower the base of the machine.
  - o The levelers should be set to the minimum height where all feet make contact with the ground.
  - o Adjusting the feet too high can cause them to detach or unscrew from the machine, potentially causing injury or damage.
3. Tighten the locking nuts on all level feet, then test if the machine is now stable. Repeat as needed until the issue is resolved [\[15501.B\]](#).
4. If the issue persists, we will continue checking assembly hardware in the next section.



## Check hardware installed during assembly

<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	<a href="#">Assembly Manual</a> <a href="#">Maintenance</a>

Over time, hardware can become loose due to vibrations during the workout.

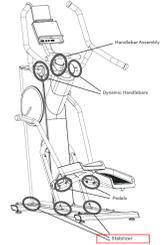
Hardware should be tightened according to the recommended maintenance schedule in the Owner's or Service Manual.

Check each of the locations listed below to ensure all hardware is fully tightened:

### Tighten the Stabilizer hardware

1. The stabilizer base comes pre-assembled and is installed on your Max Trainer during the assembly process. It is secured by four bolts:
  - o Two bolts are located on the front of the machine, attaching the body of the machine to either end of the front stabilizer.
  - o Two bolts are located in the middle of the stabilizer - one bolt attaches each rail to a stabilizer crossbar.
2. Using a 6mm Allen wrench, tighten the four bolts, then pedal your Max Trainer to test if the noise persists [\[15501.C\]](#).

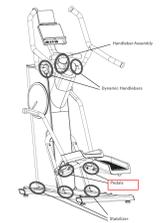
#### Step 1



### Tighten the hardware on both Pedals

1. The pedals are installed on your Max Trainer during the assembly process and are secured by four bolts.
  - o Each pedal is attached using two bolts installed through the outside of the junction.
  - o The four bolts are each secured by a nut on the inside of the junction.
2. Using a 6mm Allen wrench and 13mm open-ended wrench, tighten all four bolts, then pedal your Max Trainer to test if the noise persists [\[15501.D\]](#).

#### Step 1

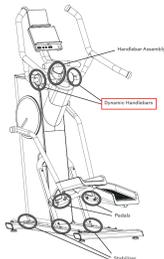


### Tighten the Dynamic Handlebar hardware on both sides

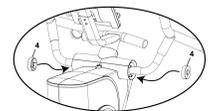
**Important:** Some components of the machine can be heavy or awkward. Use a second person when doing steps involving these parts. Do not do steps that involve heavy lifting or awkward movements on your own. Be aware that the Pedals and the Dynamic Handlebars are connected - when either of these parts moves, the other does as well.

1. The Dynamic Handlebars are the handlebars that move with the pedals. These are installed onto the Max Trainer during the assembly process and are secured by six bolts:
  - o Each Dynamic Handlebar is secured by three bolts.
  - o The hardware on each handlebar is protected by a small, flexible cover (Ring Shroud).
2. Remove the Ring Shroud from each Dynamic Handlebar:
  - a. Slightly twist the Ring Shroud at its opening.
  - b. Pull the shroud to slide it over the handlebar.
  - c. Repeat to remove the Ring Shroud on the opposite side.
3. Using a 5mm Allen wrench, tighten the three bolts on each Dynamic Handlebar. Pedal your Max Trainer to test if the noise persists [\[15501.E\]](#).

#### Step 1



#### Step 2



#### Step 3

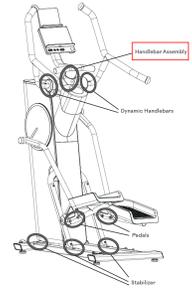


### Tighten the Handlebar Assembly hardware

1. The Handlebar Assembly is the Static Handlebar installed on your Max Trainer during the assembly process. It is secured by three bolts:
  - o One bolt is attached to the rear of the handlebar mast (facing the user)
  - o One bolt is attached to either side of the handlebar mast.
  - o Each bolt is covered by a plastic plug for protection.

#### Step 1

2. Remove the plastic plugs covering each bolt.
3. Using a 5mm Allen wrench, tighten the three bolts on the Handlebar Assembly. Pedal your Max Trainer to test if the noise persists [\[15501.F\]](#).
4. If the issue persists after all troubleshooting steps have been completed, return to the original noise troubleshooting guide or select a guide from the list below:
  - o [BowFlex Max Trainer SE: Rubbing noise coming from outside of the machine](#)
  - o [BowFlex Max Trainer SE: Metallic rubbing noise from inside machine](#)
  - o [BowFlex Max Trainer SE: Squeaking noise coming from the roller wheels](#)



## 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**