

BowFlex Max Trainer SE: Gap between the crank arm cover and shroud

ID: 15771.1

Common issue descriptions:

- Crank arm cover is lifted away from shrouds
- Gap between crank arm and body of machine
- Space in the covers between the crank and engine body

Tools used in this guide: None

Estimated time to complete: Less than 2 minutes

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

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 2 minutes

1. A small gap between the crank arm cover and the main shroud of your machine is expected and normal. There are no adjustments or part replacements that will close this gap [\[15771.A\]](#).

Step 1



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