

BowFlex Max Trainer SE: Rubbing noise coming from outside of the machine

ID: 15503.1

Common issue descriptions:

- Rubbing noise during a workout
- Rubbing noise coming from outside the machine shrouds
- Noise from the crank arm caps

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

Estimated time to complete: Approximately 10 to 20 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. [Crank arm end caps](#)

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.

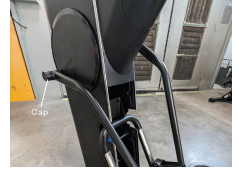
1. Complete the steps in this linked guide - [BowFlex Max Trainer SE: Machine rocks, has loose hardware, or makes clunking/thumping noise](#).
2. Return to this guide if the issue persists.
3. If the noise continues after checking assembly hardware, we will check for less common causes of the noise - we'll start with checking the rubber end caps on the crank arms of your Max Trainer.

Check the crank arm end caps

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
None	Less than 5 minutes

1. A rubber end cap is installed during assembly to protect the hardware at the crank arm/pedal arm junction. When these are installed too tight, a rubbing noise may be heard as the pedals move.
2. Pull to loosen each end cap slightly, then pedal your Max Trainer to test if the noise persists [\[15503.A\]](#).
3. If the issue persists after all troubleshooting has been completed, 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](#).

Step 2



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