

# BowFlex Max Trainer SE: Squeaking noise coming from the roller wheels

ID: 15504.1

## Common issue descriptions:

- Squeaking noise during a workout
- Squeaking noise coming from the pedals or wheels
- Noise from the roller wheels

**Tools used in this guide:** 5mm and 6mm Allen wrenches, 13mm open-ended wrench, damp cloth, dry cloth, silicone-based lubricant

**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. [Maintenance](#)
  - o [Rail cleaning and lubrication](#)
  - o [Roller wheel cleaning](#)

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

### 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 rails and roller wheels on your Max Trainer.

## Check the rails

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Damp cloth, for cleaning Dry cloth, for applying lubricant Silicone-based lubricant ( <u>no WD40 or petroleum-based products</u> )	Less than 5 minutes	<a href="#">Maintenance</a>

1. If the roller wheels are squeaking on the rails, we will need to clean and lubricate the rails to eliminate the noise.
2. Lubrication is needed as part of a routine maintenance schedule - the Owner's or Service Manual has a recommended schedule to follow based on frequency of use.
3. To lubricate the rails:
  - a. Wipe the rails using a damp cloth to clean any loose debris or build-up.
  - b. Apply silicone-based lubricant to a dry cloth or paper towel.
  - c. Do not apply lubricant directly to the roller wheels.
  - d. Wipe the rails with the lubricated cloth.
4. Pedal or manually cycle your Max Trainer to test if the noise persists [\[15504.A\]](#).

### Step 3



## Check the roller wheels

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>
Damp cloth, for cleaning	Less than 5 minutes

1. Check for roller wheels for visible damage - if the roller wheels are damaged, [order two Roller Wheels \(Single\) \[15504.B\]](#).
2. If the roller wheels are not damaged, clean the surface of the rollers using a damp cloth, then pedal your Max Trainer to test if the noise persists [\[15504.C\]](#).
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](#).

### Steps & 2



**Need to order replacement parts?**

### 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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Roller Wheel (Single)</b>	<b>8004550 - Order two for a Roller Wheel Pair</b>

### 3 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**