Schwinn IC3: Why is my machine making a weird noise?

ID: 13054.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn IC3 indoor cycling bike.

Some common complaints may include:

- *Grinding noises*
- *Squealing noises*
- *Rubbing noises*
- *Rattling noises*

Follow these steps to troubleshoot the issue

Tools you may need:
Phillips head screwdriver 16mm socket wrench 6mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine 15mm, 17mm wrenches, or the wrenches from the hardware card included with your machine

1. Tighten all hardware before continuing. Refer to the ***assembly manual*** for the specific tools required for tightening each of the items in the list below **[13054.A]**:

   - Tighten the stabilizer hardware at the front and rear of your machine.
   - Tighten the pedals as tight as possible (and continue to tighten them weekly as part of your regular maintenance routine).
   - Tighten the crank axle nut on both sides of your machine.

Select a noise topic to begin troubleshooting

- ***Schwinn IC3: Rattling noises and noises from the crank area***

- ***Schwinn IC2, IC3: Why is my machine making a squealing noise?***

- ***Schwinn IC2, IC3: All other noise issues***

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__