

# Schwinn IC3: Rattling noises and noises from the crank area

ID: 13055.1

Follow this troubleshooting guide to help resolve issues with the crank arms/assembly moving laterally on the Schwinn IC3 indoor cycling bike.

Some common complaints may include:

- Lateral crank movement
- Crank moving side-to-side
- Crank moving sideways
- Crank wobbling

## Follow these steps to troubleshoot the issue

*Tools you may need:*

Flathead screwdriver  
16mm socket wrench  
15mm open-ended wrench  
Crank puller (included in Wave Washer Kit)  
Circlip pliers (included in Wave Washer Kit)

1. The crank arms/assembly may have some lateral movement if the wave washers are not installed to cushion it. If your bike did not come with wave washers, [order a Wave Washer Kit \[13055.A\]](#).
2. Please note, a crank puller is required to access the crank assembly and install the wave washers. A crank puller is included in the Wave Washer Kit you order.
3. Installation instructions for the wave washers can be found in the "Replace the Crank Axle Wave Washer" section of the [service manual \[13055.B\]](#).
4. If your crank assembly still moves laterally after installation, please contact Customer Care to help troubleshoot further. An Advanced Troubleshooting case may be necessary to help resolve the issue. Our contact information is located at the bottom of this page [\[13055.C\]](#).

## 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>Wave Washer Kit *</b> | <b>8022413</b>  |

*\*The Wave Washer Service Kit also includes a Crank Puller and Circlip Pliers needed to replace/install the wave washers.*

## 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**