

Schwinn AirDyne AD Pro: Why is my machine making a weird noise?

ID: 13142.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn AirDyne AD Pro.

Some common complaints may include:

- Rubbing noises
- Squeaking or creaking noises
- Squealing noises
- Clicking or clunking noises

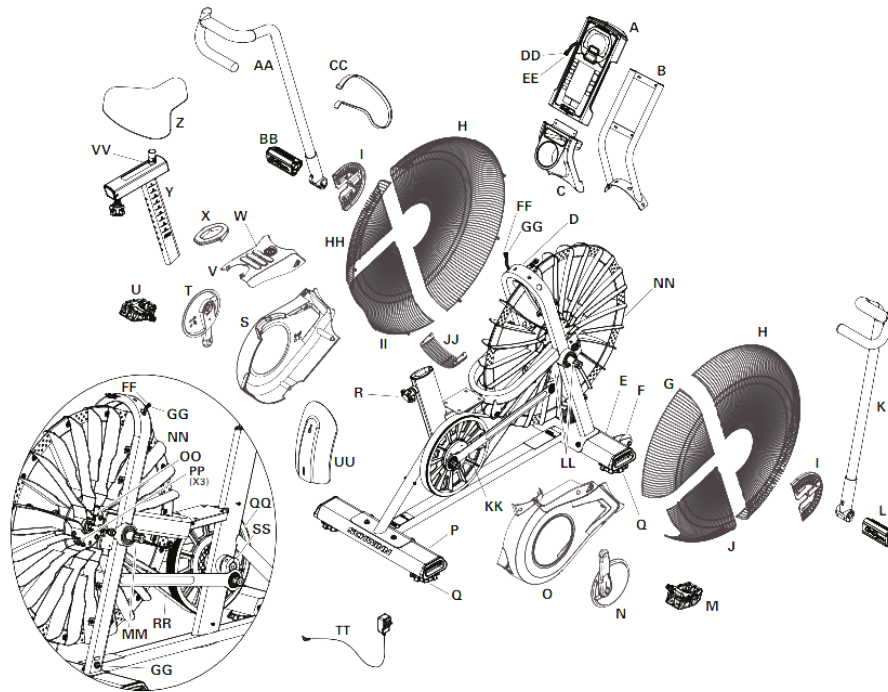
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
6mm hex/Allen wrench
13mm, 15mm open-ended wrenches

1. Make sure that your bike is placed on a solid and level surface. If needed, adjust the leveler feet to offset an uneven surface. The leveler feet should be adjusted to be as low to the ground as possible while keeping your bike level [\[13142.A\]](#).
2. Check all hardware installed during the assembly process. Using your assembly tools included with your machine (6mm Allen wrench and multi-sized wrench and screwdriver tool), tighten all hardware according to the assembly instructions in the [assembly manual \[13142.B\]](#).
3. If the issue persists, refer to the "Replace the Shrouds and Footpad" section of the [service manual](#) for instructions on removing the shrouds. One by one, remove the shrouds with a Phillips head screwdriver and carefully realign them. Make sure that they are not rubbing on any other parts after installing and that the hardware is securely installed [\[13142.C\]](#). If a shroud is damaged, please contact Customer Care for assistance identifying and replacing your damaged part. Our contact information is located at the bottom of this page [\[13142.D\]](#).
4. If the issue persists, cycle your machine for several revolutions while trying to determine the source of the noise. Pay close attention to the connections of the components. See **reference 1** for assistance with identifying possible source of the noise. Once the source of the noise is determined, choose a noise troubleshooting topic below.

(Reference 1)



| | | | | | |
|---|----------------------------|----|---------------------------------|----|-----------------------------|
| A | Console | Q | Leveler | GG | Power Inlet Assembly |
| B | Console Mast | R | Seat Adjustment Knob | HH | Fan Cage, Upper Left |
| C | Water Bottle Holder | S | Shroud, Left | II | Fan Cage, Lower Left |
| D | Frame | T | Crank Arm, Left | JJ | Fan Cage, Lower Filler |
| E | Stabilizer, Front | U | Pedal, Left | KK | Linkage Arm |
| F | Transport Wheel | V | Shroud, Top | LL | Arm Pivot, Right |
| G | Fan Cage, Upper Right | W | Foot Step Pad | MM | Arm Pivot, Left |
| H | Fan Cage, Front | X | Grommet | NN | Resistance Fan Assembly |
| I | Fan Adjustment Plate Cover | Y | Seat Post | OO | RPM (Speed) Sensor Assembly |
| J | Fan Cage, Lower Right | Z | Seat | PP | Speed Sensor Magnets |
| K | Handlebar, Right | AA | Handlebar, Left | QQ | Drive Pulley |
| L | Foot Peg, Right | BB | Foot Peg, Left | RR | Drive Belt |
| M | Pedal, Right | CC | Strap, Transport/Immobilization | SS | Crank Link Assembly |
| N | Crank Arm, Right | DD | Data Cable, Upper | TT | Power Adapter |
| O | Shroud, Right | EE | Power Wire, Upper | UU | AirDyne™ Air Diverter |
| P | Stabilizer, Rear | FF | Data Cable, Lower | VV | Seat Slider Assembly |

Click to expand the image and see the exploded maintenance parts diagram.
 This information is also available in the [service manual](#) online.

Select a noise topic to begin troubleshooting

- [AirDyne AD7, AD8, AD Pro: Noises from the crank and pedal](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the crank to pulley shaft junction or crank to crank link \(left side\)](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the rear idler pulley](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the fan assembly](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the front idler pulley](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the crank and crank linkage bearings](#)
- [AirDyne AD7, AD8, AD Pro: Noises from all other areas](#)

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