

AirDyne AD7, AD8, AD Pro: Noises from the crank and pedal

ID: 13769.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn AirDyne AD7, AD8, and AD Pro.

Some common complaints may include:

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

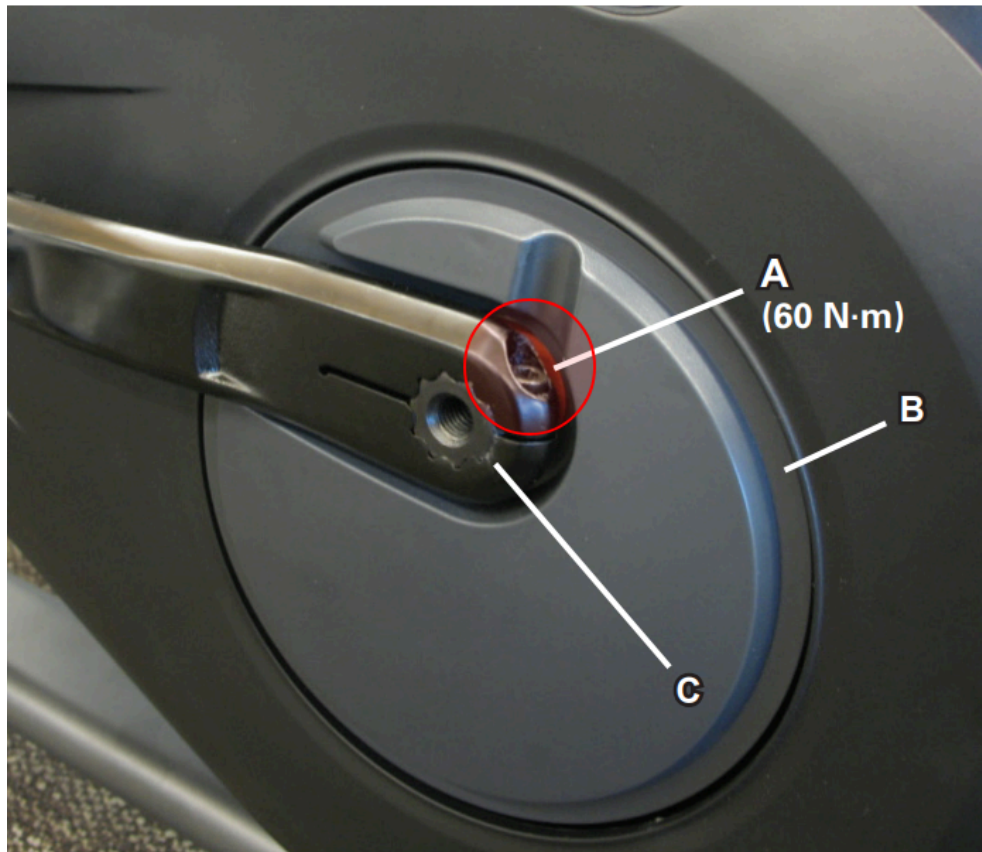
Follow these steps to troubleshoot the issue

Tools you may need:

Pedal wrench,
Phillips head screwdriver
6mm, 8mm hex/Allen wrenches, or the wrench from the hardware card included with your machine
Pedal wrench
15mm open-ended wrench
8mm calibrated torque wrench (60 N-m)

1. Pedals can sometimes loosen over time or with frequent use. It is important that the pedals are tightened on a regular basis as part of a regular maintenance routine. Tighten the pedals with the pedal wrench. Please note that the left pedal is reverse threaded, so you will need to turn your wrench counter-clockwise to tighten the hardware. Test to see if the noise persists [\[13769.A\]](#).
2. If the noise persists, remove the pedals with the pedal wrench and tighten the crank cap screws with an 8mm Allen wrench (**reference 1**). If you would rather, you can use a calibrated 8mm torque wrench and torque the cap screws to 60 N-m. Reinstall the pedals and test to see if the noise persists [\[13769.B\]](#).

(Reference 1)



The cap screw is circled in red. Tighten the cap screws on both sides to tighten the crank arm connection.

3. If the noise persists, remove the pedals from your bike one at a time with the pedal wrench, testing if the noise persists after each pedal is removed. Please note that the left pedal is reverse threaded, so you will need to turn your wrench clockwise to loosen the hardware. If the noise only occurs with one pedal removed, [order Pedals \[13769.C\]](#).
4. If the noise persists or damage is present, [order Pedals and a Crank Arm for both sides \[13769.D\]](#).
5. If the noise persists after replacing the crank and pedals, please select another noise topic to troubleshoot further. The next most likely source of the noise would be the crank and pulley shaft junction / crank to crank link (left side).

Looking for other noises to troubleshoot?

- [AirDyne AD7, AD8, AD Pro: Noises from the crank and pedal connection](#)
- [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 to order replacement parts?

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
AirDyne AD7	
Crank Arm, Left	8009618
Crank Arm, Right	8009617
Pedals, Pair	8011566
AirDyne AD8 and AD Pro	
Crank Arm, Left	8009618
Crank Arm, Right	8009617
Pedal, Left	8011565
Pedal, Right	8011562

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