

## AirDyne AD7, AD8, AD Pro: Belt Issues - Main Pulley

ID: 13811.1

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

Some common complaints may include:

- Belt damage
- Tears, fraying, splits in belt
- Belt rubbing
- Belt is skipping or slipping
- Belt starts then stops

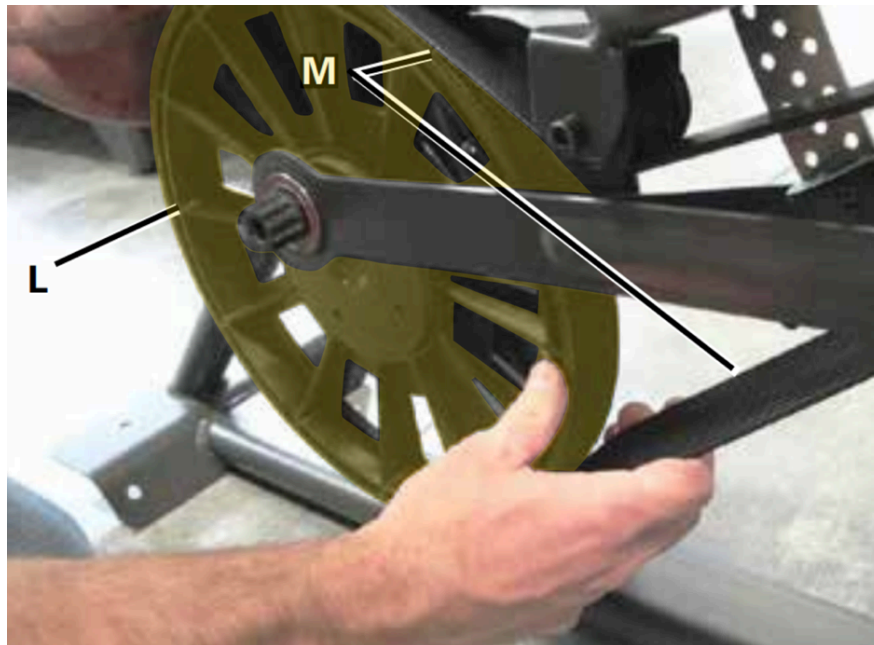
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
10mm, 13mm, 19mm open-ended wrenches  
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine

1. Refer to the "Replace the Rear Idler Pulley" section of the [service manual](#) for instructions on accessing the main pulley (**reference 1**).

**(Reference 1)**



*The main/drive pulley is highlighted and labeled 'L' in this image.*

2. Rotate the main pulley and inspect for damage. If damage is present or the issue persists, the part may be irreplaceable. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13811.A\]](#).

### **Looking for other locations to troubleshoot belt issues?**

- [AirDyne AD7, AD8, AD Pro: How do I adjust the belt tension?](#)
- [AirDyne AD7, AD8, AD Pro: Belt issues - Linkage Arm](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Fan Assembly](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Belt Damage](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Front Idler Pulley](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Rear Idler Pulley](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - All other locations](#)
- [Schwinn AirDyne AD7: Why isn't the belt working properly?](#)
- [Schwinn AirDyne AD8: Why isn't the belt working properly?](#)
- [Schwinn AirDyne AD Pro: Why isn't the belt working properly?](#)
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### **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 Troubleshooting WGR Hard Stops

### **If troubleshooting advises to discuss options to resolve the issue with the machine**

The referenced part cannot be repaired/replaced. The recommended solution is a Whole Good Replacement.

Please refer to the [Whole Good Replacement Options Flow](#) for next steps.

## 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**