

Schwinn AirDyne AD2: Why is my machine making a weird noise?

ID: 13127.2

Follow this troubleshooting guide to help resolve noise issues on the Schwinn AirDyne AD2.

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
Flathead screwdriver
4mm, 6mm hex/Allen wrenches, or the wrench from the hardware card included with your machine
13mm, 15mm, 17mm open-ended wrenches, or the multi-sized wrench tool from the hardware card
14mm socket wrench

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 [\[13127.A\]](#).
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 \[13127.B\]](#).
3. If the issue persists, refer to the "Replacing the Shrouds" section of the [service manual](#) for instructions on removing the shrouds. One by one, remove the shrouds and carefully realign them. Make sure that they are not rubbing on any other parts after installing and that the hardware is securely installed [\[13120.C\]](#). 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 [\[13127.D\]](#).
4. Listen closely to the source of the noise:
 - If the noise is coming from the front or the fan area of your bike, please visit [Schwinn AirDyne AD2: Noises from the fan area](#) to continue troubleshooting.
 - If the noise is coming from the pedal area, please visit [Schwinn AirDyne AD2: Noises from the pedal area](#) to continue troubleshooting.

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