

Schwinn AirDyne AD2: Noises from the pedal area

ID: 13801.1

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*

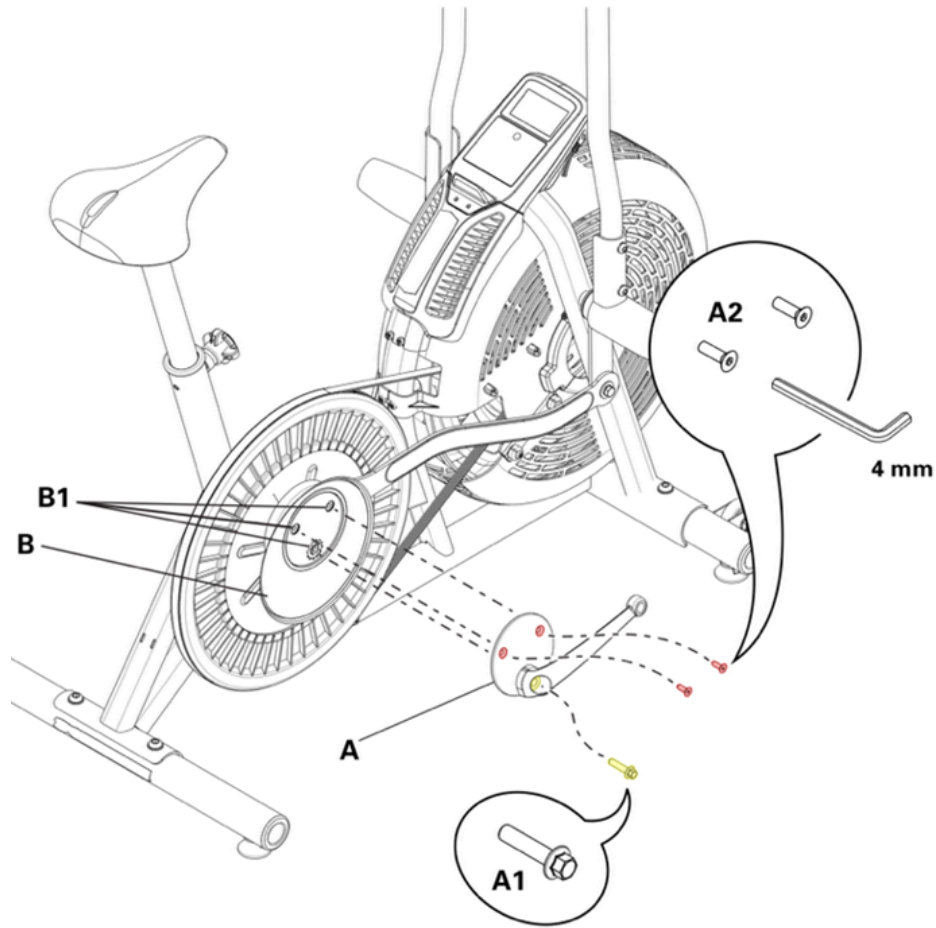
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Pedal wrench
4mm hex/Allen wrenches, or the wrench from the hardware card included with your machine
10mm, 13mm socket wrench
Spindle Removal Tool

1. Rotate the crank arms by hand and watch to see if they wobble or feel loose. If they do not wobble, proceed to the next step. If they are loose, use a 13mm socket wrench to tighten the crank nut on both crank arms. Use a 4mm Allen wrench to tighten the two screws on the crank cover (**reference 1**). Test to see if they continue to wobble [\[13801.A\]](#).

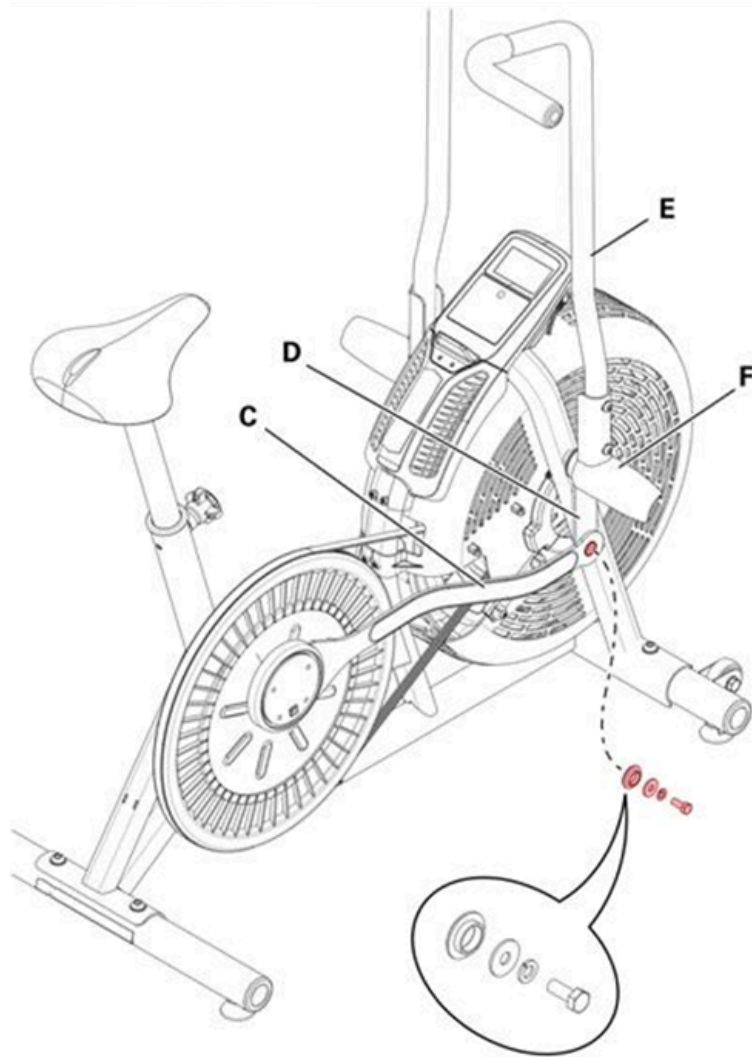
(Reference 1)



*Tighten the yellow hardware with a 13mm socket wrench.
Tighten the red hardware with a 4mm Allen wrench.*

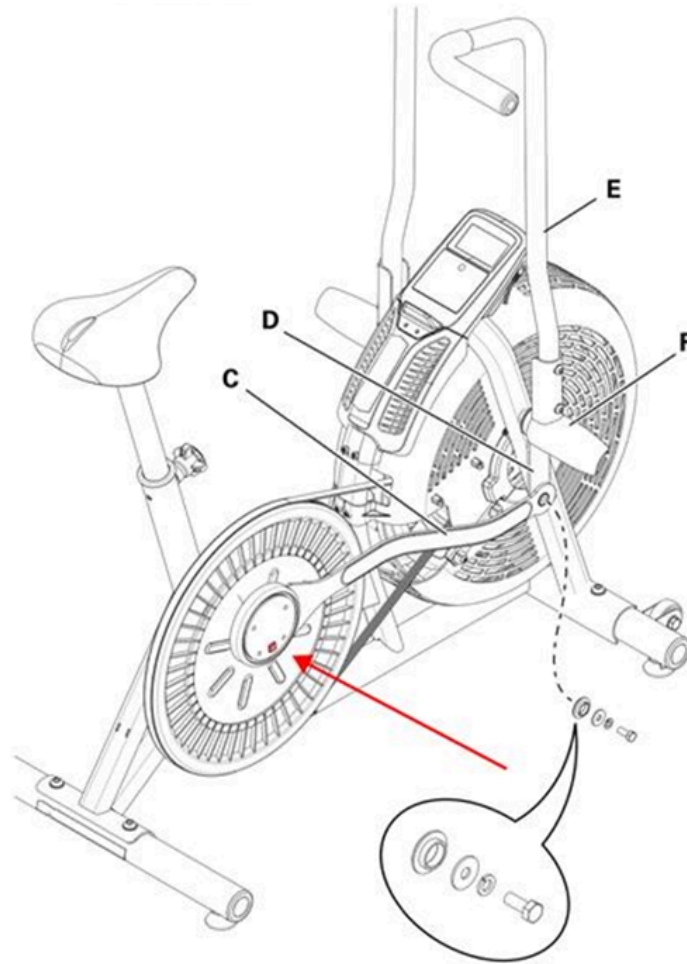
- If the issue persists, refer to the "Replacing the Crank Cover and Connector Arms" section of the [service manual](#) for instructions on accessing the connector arm. Disconnect the connector arm from the handlebar with a 13mm socket wrench (**reference 2**). Rotate the crankshaft (**reference 3**) and listen to see if the noise persists [\[13801.B\]](#). If the noise persists, but cannot be isolated to the left or right side, skip to Step 4. If the noise persists and can be isolated to either the left or right side of the bike, [order a Connector Arm](#). **Please note:** to replace the connector arm, you will need a spindle removal tool. Please [order a Spindle Removal Tool](#) as well if you do not already own one [\[13801.C\]](#).

(Reference 2)



Remove the red hardware from the connector arm.

(Reference 3)

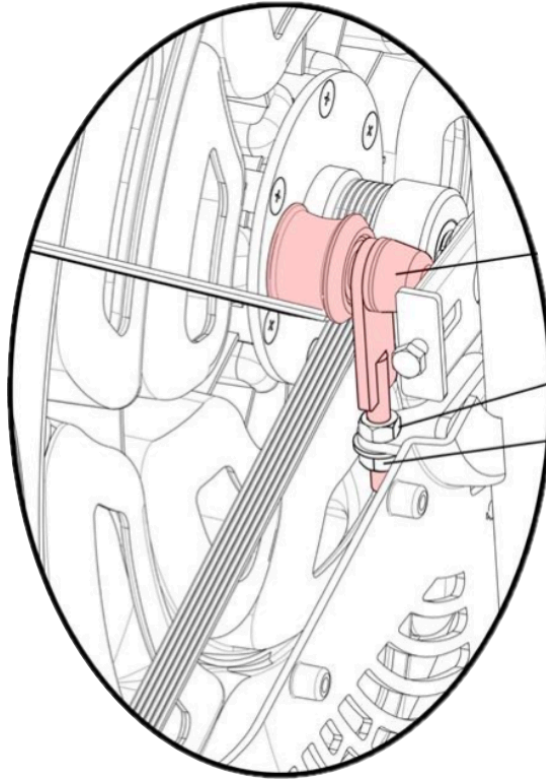


The crankshaft is located under the connector arm (red).

With the handlebar end of the connector arm disconnected, use the connector arm to rotate the crankshaft.

3. If the noise stopped in the previous step, move the handlebars and listen if they create any noise. If they do not create noise, skip to Step 5. If the handlebars make noise, [order an Arm Pivot \[13801.D\]](#).
4. If the issue persists, remove the drive belt from the drive pulley, then turn the crankshaft and listen for the noise again. Refer to the "Replacing the Drive Belt" section of the [service manual](#) for instructions on removing the drive belt. If the noise persists after removing the belt, [order a Connector Arm](#). **Please note:** to replace the connector arm, you will need a spindle removal tool. Please [order a Spindle Removal Tool](#) if you do not already own one [\[13801.E\]](#).
5. If the issue persists, locate the belt tensioner (**reference 4**). Cycle your machine and listen if the tensioner makes noise. If it does not make noise, leave your bike stationary and feel the surface of the tensioner. If the surface is rough or if it makes noise, [order a Belt Tensioner \[13801.F\]](#).

(Reference 4)



The belt tensioner is highlighted red in this image.

6. Rotate the fan. If the fan makes noise as it is rotated, [order a Fan Assembly \[13801.G\]](#).
7. If the issue persists, please contact Customer Care to submit an Advanced Troubleshooting case for assistance identifying, troubleshooting, and/or replacing your noisy part. Our contact information is located at the bottom of this page [\[13801.H\]](#).

Looking for other noises to troubleshoot?

- [Schwinn AirDyne AD2: Why is my machine making a weird noise?](#)
- [Schwinn AirDyne AD2: Noises from the fan area](#)

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>
Arm Pivot	004-6527
Belt Tensioner	004-6532
Connector Arm	004-6530
Fan Assembly	004-6442
Spindle Removal Tool	8001474

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