

# Schwinn 411: My machine is making a clicking or clunking noise ID: 13848.1

Follow this troubleshooting guide to help resolve noise issues with your Schwinn 411 Elliptical.

Some common complaints may include:

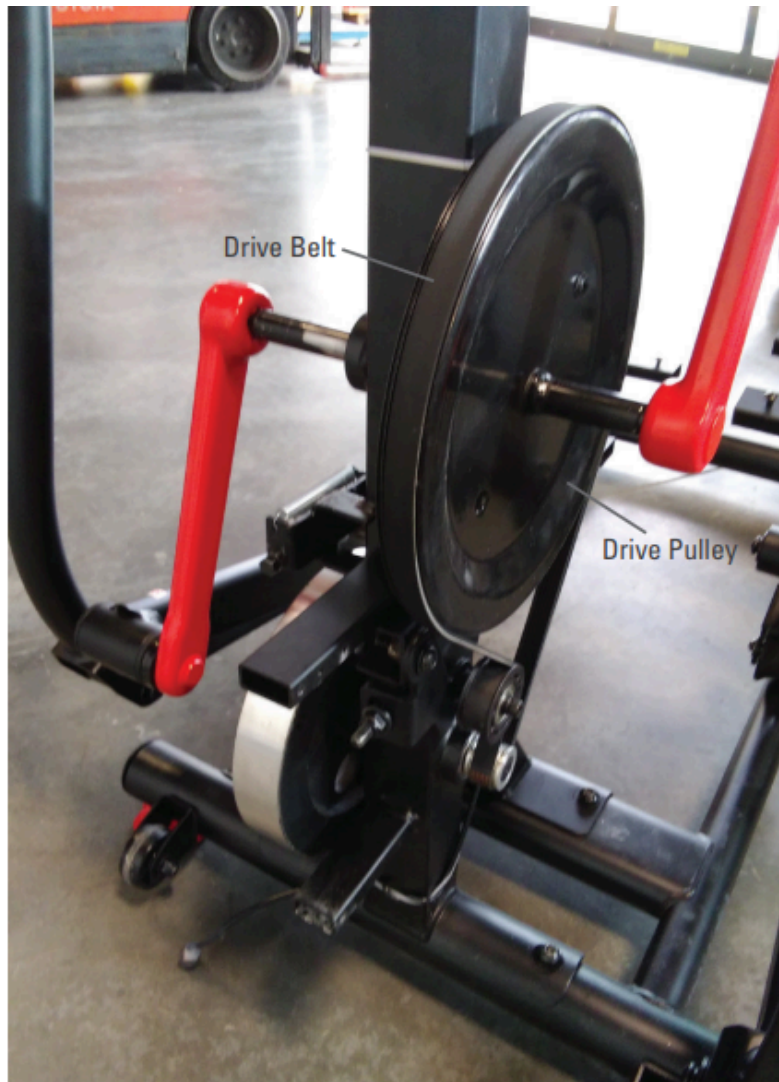
- Clicking or clunking noises

## Follow these steps to troubleshoot the issue

<i>Tools you may need:</i>
Phillips head screwdriver Flathead screwdriver 6mm hex/Allen wrench or the wrench from the hardware card included with your machine 15mm open-ended wrench 14mm socket wrench

1. Make sure your elliptical is on a solid and level surface. Adjust the leveler feet as necessary to level your machine. Test to see if the noise persists after adjusting the leveler feet [\[13848.A\]](#).
2. Hardware can become slightly loosened over time or with frequent use. Use a Phillips head screwdriver and a 6mm Allen wrench to tighten all the hardware installed during assembly. You can reference the [assembly manual](#) for which hardware should be tightened [\[13848.B\]](#).
3. Inspect all the plastic shrouding/covers to make sure they are aligned, secured properly, and undamaged. If needed, loosen/remove the hardware securing the shrouds and adjust its position. Retighten hardware once aligned properly and test to see if the noise persists [\[13848.C\]](#)
4. If the noise persists, unplug your machine from power and remove the shrouds to access the drive pulley. Refer to the "Replace the Shrouds" section of the service manual for instructions on removing the shrouds. If the noise stops with the shrouds removed, reinstall the shrouds. Carefully align them so they do not make contact with any internal moving parts [\[13848.D\]](#). If the noise persists after reinstallation or a shroud is damaged, [order a Shroud](#) for the affected part [\[13848.E\]](#). Please contact Customer Care for assistance identifying and ordering a replacement shroud. Our contact information is located at the bottom of this page.
5. If the shrouds are not the source of the noise, keep the shrouds off and slowly rotate the drive pulley, listening for the noise (**reference 1**). If the drive pulley is the source of the noise, please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13848.F\]](#).

**(Reference 1)**



*The drive pulley is the large black wheel. Rotate the drive pulley listening for noise.*

6. Listen to the belt and belt tensioner. If the belt or belt tensioner are the source of the noise, [order a Drive Belt and Belt Tensioner \[13848.G\]](#).
7. If the noise persists, refer to the "Replace the Drive Belt" section of the service manual for instructions on removing the drive belt. With the belt removed, slowly rotate the drive pulley, listening for the noise. If the noise stops with the belt removed, [order a Drive Belt and Belt Tensioner \[13848.H\]](#).
8. If the noise persists with the belt removed, the bearings within the crank assembly may be bad. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located below [\[13848.I\]](#).

#### **Looking for other noises to troubleshoot?**

- [Schwinn 411: My machine is making a squeaking noise](#)
- [Schwinn 411: My machine is making a rubbing noise](#)
- [Schwinn 411: Why is my machine making a weird noise?](#)

***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 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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Belt Tensioner</b>	<b>8015581</b>
<b>Drive Belt</b>	<b>8015589</b>

## 4 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**