

Schwinn 490 Elliptical: Machine rocks, is not level, or has loose hardware

ID: 15360.1

Common issue descriptions:

- Unit rocks back and forth during use
- Machine does not sit level on the ground
- Loose hardware (fasteners/screws)
- Machine makes noise during use

Tools used in this guide: Phillips head screwdriver, 6mm hex key/Allen wrench

Estimated time to complete: Approximately 10 to 15 minutes

Let's get started! We will check each of the components below (in order) to determine which is causing the issue.

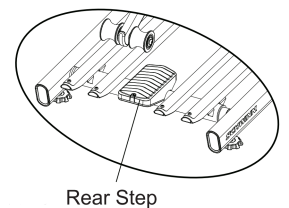
1. [Leveler feet](#)
2. [Hardware installed during assembly](#)

Check the leveler feet

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
None	Less than 5 minutes	Leveling the Machine

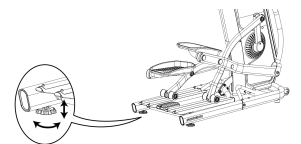
1. If the workout area is not level or the rail assembly rests slightly off of the floor, adjust the leveler feet:
 - a. Place your machine in the desired workout area - an ideal location has a solid, level surface [\[15360.A\]](#).
 - b. Safely stand on the Rear Step on the rail assembly between the pedals for approximately 20 seconds.
 - c. Step off of the machine.
2. For any levelers that need to be adjusted, loosen the locking nuts and adjust the levelers until they all make contact with the floor.
 - If more height is needed, rotate the leveler foot counterclockwise to raise the base of the machine.
 - If less height is needed, rotate the leveler clockwise to lower the base of the machine.
 - The levelers should be set to the minimum height where all feet make contact with the ground.
 - Adjusting the feet too high can cause them to detach or unscrew from the machine, potentially causing injury or damage.
3. Tighten the locking nuts on all level feet, then test if the machine is now stable. Repeat as needed until the issue is resolved [\[15360.B\]](#).

Step 1



Rear Step

Steps 2 & 3



4. If the issue persists, we will continue checking assembly hardware in the next section.

Check hardware installed during assembly

<i>Tools Required:</i>	<i>Estimated Time to Complete:</i>	<i>Service Manual Procedure:</i>
Phillips head screwdriver 6mm hex key/Allen wrench	10 to 15 minutes	Assembly Manual Maintenance

Over time, hardware can become loose due to vibrations during the workout.

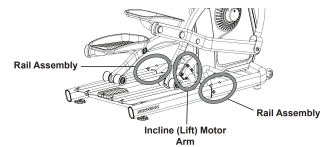
Hardware should be tightened according to the recommended maintenance schedule in the Owner's or Service Manual.

Check the locations listed below to ensure all hardware is fully tightened:

Tighten the Rail Assembly hardware

- The rail assembly is pre-assembled and then installed on your elliptical during the assembly process. It is secured by 12 bolts:
 - Four bolts on each side (eight total) secure the rail assembly to the base of the main body.
 - Two bolts are located on each side at the top of the junction.
 - One bolt is located on the outside of the junction on both sides.
 - One bolt is located on the inside of the junction on both sides.
 - Four bolts secure the rail assembly and incline motor arm
- Using a 6mm Allen wrench, tighten all 12 bolts, then pedal your elliptical to test if the noise persists [\[15360.C\]](#).

Step 1



Tighten the Console Mast hardware

- The console mast is installed on your elliptical during the assembly process and is secured by four bolts:
 - Two bolts facing the user
 - One bolt on either side of the console mast
- Using a 6mm Allen wrench, tighten all four bolts, then pedal your elliptical to test if the noise persists [\[15360.D\]](#).

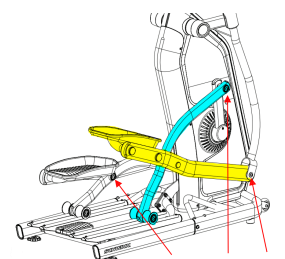
Step 1



Tighten the Leg Assembly hardware

- The leg assembly is made up of the pedal arm and roller arm. This is installed onto the elliptical during the assembly process. It is secured by three bolts:
 - One bolt secures the roller arm to the crank arm
 - One bolt secures the pedal arm to the roller arm
 - One bolt secures the lower handlebar to the pedal arm
- Using a 6mm Allen wrench, tighten all three bolts, then pedal your elliptical to test if the noise persists [\[15360.E\]](#).

Step 1



Tighten the Handlebar hardware

1. The handlebar assembly is made up of the upper and lower handlebars. These are installed onto the elliptical during the assembly process.
2. To access the handlebar hardware, we need to first remove the handlebar covers:
 - a. Five tabs on the external cover snap into place on the interior cover to secure it in place.
 - b. On each handlebar, gently compress the outside of the exterior cover to release the tabs.
 - c. Remove the exterior cover and set it to the side.
 - d. Locate the two screws facing the main body of the machine - these are used to attach the interior cover.
 - e. Use a Phillips head screwdriver to loosen and remove the screws, then set the interior cover aside.
3. With the covers removed, we can see the handlebar connection is secured by four bolts:
 - Two bolts facing the user
 - Two bolts facing toward the front of the machine
4. Using a 6mm Allen wrench, tighten all four bolts.
5. Once complete, reinstall the handlebar covers, then pedal your elliptical to test if the noise persists [\[15360.F\]](#).
6. If the issue persists after all troubleshooting steps have been completed, return to the original noise troubleshooting guide or select a guide from the list below:
 - [Schwinn 490 Elliptical: Clicking or ticking noise during use](#)
 - [Schwinn 490 Elliptical: Squeaking noise during use](#)
 - [Schwinn 490 Elliptical: Knocking noise during use](#)

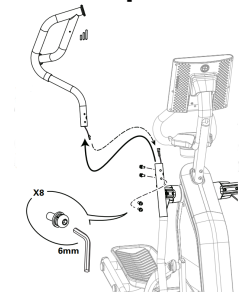
Steps 1 & 2



Step 3



Step 4



Need additional assistance?

1 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