

# Schwinn A10: Why is my machine making a weird noise?

ID: 13181.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn A10 upright bike.

Some common complaints may include:

- Squeaking noises
- Grinding noises
- Rubbing noises
- Squealing or chirping noises

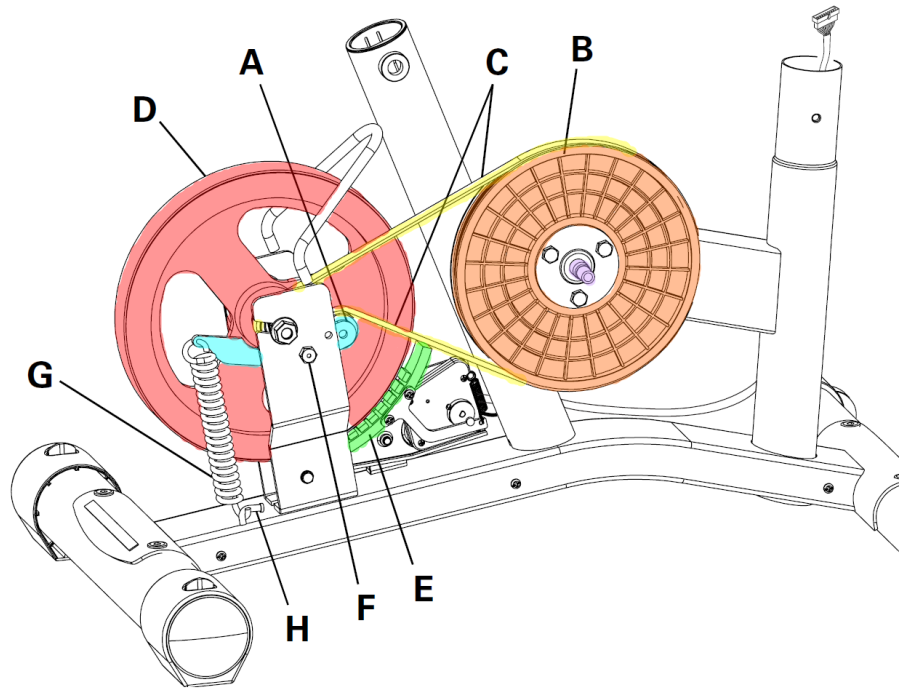
## Follow these steps to troubleshoot the issue

*Tools you may need:*

14mm socket wrench  
Phillips head screwdriver  
Flathead screwdriver  
Needlenose pliers  
Pedal wrench  
15mm, 32mm open-ended wrench  
15mm socket wrench

1. Ensure the machine is level on the floor and does not rock. The leveler feet can be adjusted to level the machine if needed. Make sure all levelers are in contact with the floor [\[13181.A\]](#).
2. If the issue persists, check all hardware installed during the assembly process. Refer to the [assembly manual](#) for instructions and required tools for tightening all hardware [\[13181.B\]](#).
3. If the issue persists, check the shrouds and shroud hardware. Make sure that there is no loose hardware or shrouding causing the noise. Check that the shrouds are properly aligned and not rubbing on each other. Readjust shrouds and tighten hardware as needed with a Phillips head screwdriver, then test if the noise persists [\[13181.C\]](#).
4. If the issue persists, remove both pedals with the pedal wrench. Refer to the [assembly manual](#) for instructions on removing the pedals. Inspect the threads on the pedals for damage and any debris that may be present. Clean any debris from the pedals and re-install. Test to see if the noise persists [\[13181.D\]](#).
5. If the noise persists, remove all shrouds and rotate the crank arms to determine if warped or damaged shrouds are the source of the noise. A crank puller is not required to remove the shrouds, the shrouds can be maneuvered around the crank arms as you remove them. Refer to the "Replacing the Shrouds" section of the [service manual](#) for instructions on removing the shrouds. If the noise stops with the shrouds removed, inspect each shroud for damage as you reinstall them. Make sure they are not making contact with any internal parts [\[13181.E\]](#). If the noise returns, please contact Customer Care to help determine which shrouds need to be replaced to eliminate the noise. Our contact information is located at the bottom of this page [\[13181.F\]](#).
6. If the noise persists, carefully listen around your bike as you rotate the crank arms to locate the source of the noise. See below (**reference 1**) to help identify the components that may be causing the noise. If the flywheel is damaged or the source of the noise, [order a Flywheel \[13181.G\]](#). If the belt tensioner or belt is the source of the noise, [order a Drive Belt and Belt Tensioner \[13181.H\]](#).

(Reference 1)

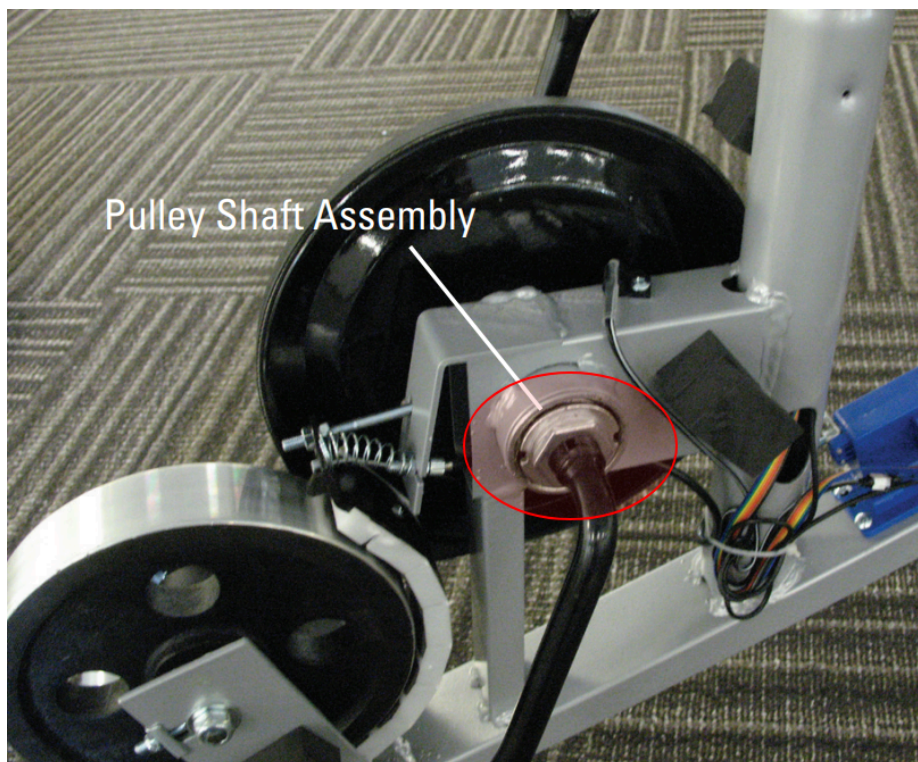


The parts in this image are color-coded:

**Blue:** Belt tensioner / Idler Assembly    **Yellow:** Drive Belt    **Orange:** Drive Pulley  
**Green:** Brake Assembly    **Red:** Flywheel    **Purple:** Crankshaft

7. If the noise persists, tighten the crank hardware on the drive pulley. Refer to the "Replace the Crank Assembly (Drive Pulley)" section of the [service manual](#) for instructions on accessing the crank hardware. Use a 32mm wrench to tighten the locknut around the crank arm (**reference 2**). Do not overtighten the locknut; overtightening can damage the crank bearings. Only tighten/torque the locknut to 25 Nm/18.5 lb-ft. Once tightened, rotate the crank arms and listen for the noise [\[13181.I\]](#).

**(Reference 2)**



Tighten the locknut around the crank arm circled in red.

8. If the noise persists, remove the drive belt and test for the noise. Refer to the "Replacing the Drive Belt" section of the [service manual](#) for instructions on removing the belt. With the belt removed, slowly rotate the crank arms while listening for the noise. If the noise stops, [order a Drive Belt and Belt Tensioner \[13181.J\]](#).
9. If the noise persists, the noise may be from the crank bearings which cannot be replaced. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located below [\[13181.K\]](#).

### **Need to order replacement parts?**

## 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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Belt Tensioner</b>	<b>003-7750</b>
<b>Drive Belt</b>	<b>003-7724</b>
<b>Flywheel</b>	<b>003-7720</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**