

# Schwinn IC2, IC3: Why is my machine making a squealing noise? ID: 13915.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn IC2 and IC3 indoor cycling bikes.

Some common complaints may include:

- Squealing noises
- Noises made at higher resistance

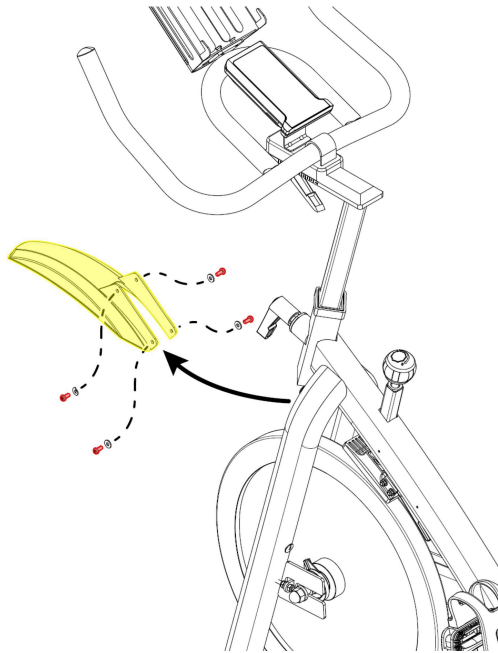
## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
Silicone lubricant  
8mm wrench  
Pedal wrench

1. Lubricate your bike per instructions in the [service manual](#). Use a Phillips head screwdriver to loosen the hardware attaching the fender to the frame of your bike (**reference 1**). Hold the brake cover and remove the fender from the frame.

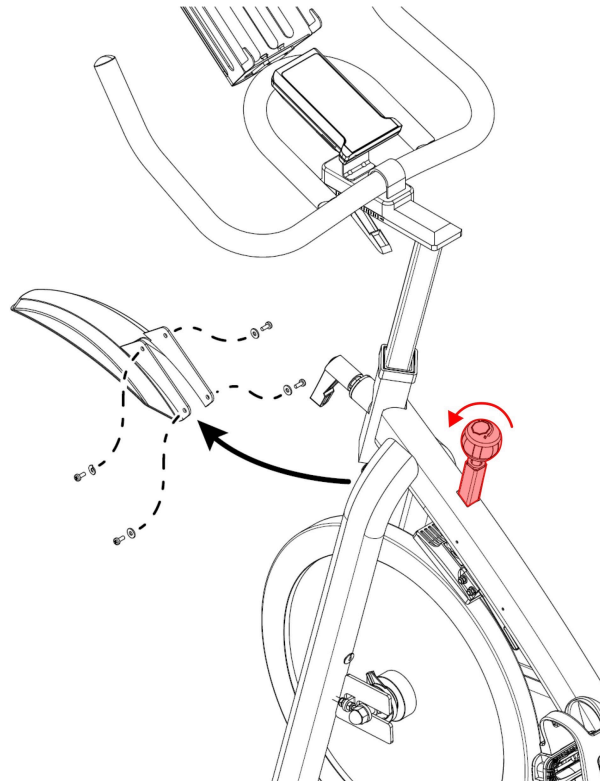
### (Reference 1)



*Remove the screws highlighted in red. Hold the brake cover and remove the fender highlighted in yellow.*

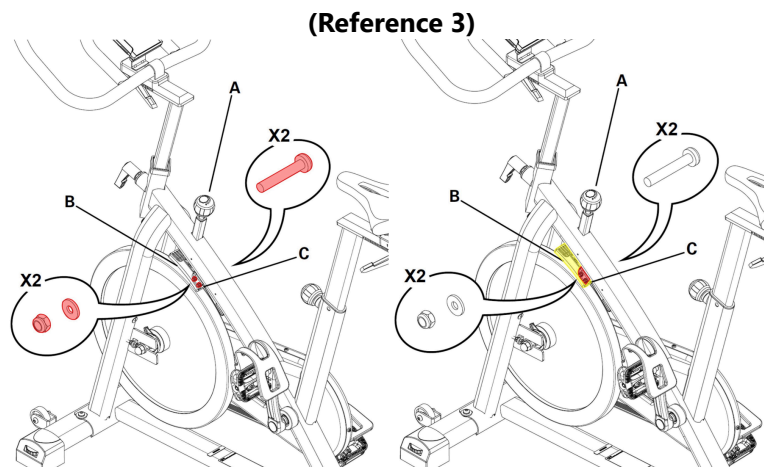
2. Loosen the resistance knob on your bike completely by turning it counter-clockwise (in the direction of the '-' sign) (**reference 2**).

### (Reference 2)



Turn the resistance knob towards the minus sign on the left to loosen the knob/decrease resistance.

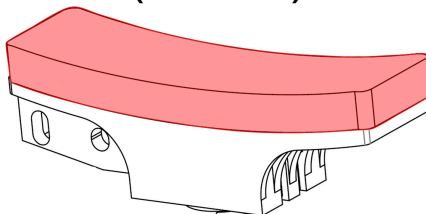
- Use a Phillips head screwdriver and 8mm wrench to loosen and remove the two bolts attaching the brake pad to the brake assembly bracket (**reference 3**), then slide the brake pad out of the bracket.



Remove the brake pad assembly hardware highlighted in red.  
Slide the brake pad (yellow) out of the bracket (red).

- Saturate the felt on the brake pad with the silicone lubricant (**reference 4**). Once saturated, wipe off any excess lubricant with a dry cloth or paper towel to help prevent drips and stains, then reinstall the brake pad and fender. Adjust the resistance knob as needed and test to see if the noise persists [\[13915.D\]](#).

**(Reference 4)**



*The felt on the brake pad is highlighted red. Saturate the felt with silicone lubricant and reinstall.*

5. If the noise persists, set resistance to the minimum, pedal your bike for several rotations, and listen for the noise. If the noise goes away, sparingly apply a thin coating of silicone lubricant to the edge of the flywheel. Turn the resistance back up and pedal your bike to determine if the noise is still present [\[13915.A\]](#). If the noise returns after upping the resistance level, [order a Brake Assembly \[13915.B\]](#).
6. If the noise does not go away with the resistance set to minimum, listen to determine the source of the noise. If the noise is coming from the crank area, remove the pedals one at a time, cycling your bike after each one is removed. If the noise stops with a particular pedal removed, [order a Left or Right Pedal \(IC2 only, whichever pedal is affected\)](#) or [order a Pedal Pair \(IC3 only\) \[13915.C\]](#).
7. If the noise is coming from anywhere else on your bike, please visit [Schwinn IC2: Rattling noises and noises from the crank area](#) or [Schwinn IC3: Rattling noises and noises from the crank area](#) to continue troubleshooting.

### **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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>IC2</b>	
<b>Brake Assembly</b>	<b>004-7114</b>
<b>Left Pedal</b>	<b>004-7097</b>
<b>Right Pedal</b>	<b>004-7096</b>
<b>IC3</b>	
<b>Brake Assembly</b>	<b>8016604</b>
<b>Pedal Pair</b>	<b>8028723</b>

## 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**