

# Schwinn AirDyne AD Pro: Why isn't the belt working properly? ID: 13147.1

Follow this troubleshooting guide to help resolve belt issues on the Schwinn AirDyne AD Pro.

Some common complaints may include:

- Belt damage
- Tears, fraying, splits in belt
- Belt rubbing
- Belt is skipping or slipping
- Belt starts then stops

## Follow these steps to troubleshoot the issue

*Tools you may need:*

Phillips head screwdriver  
6mm hex/Allen wrench  
13mm, 15mm open-ended wrenches

1. Make sure that your bike is placed on a solid and level surface. If needed, adjust the leveler feet to offset an uneven surface. The leveler feet should be adjusted to be as low to the ground as possible while keeping your bike level [\[13147.A\]](#).
2. Check all hardware installed during the assembly process. Using your assembly tools included with your machine (6mm Allen wrench and multi-sized wrench and screwdriver tool), tighten all hardware according to the assembly instructions in the [assembly manual \[13147.B\]](#).
3. If the issue persists, refer to the "Replace the Shrouds and Footpad" section of the [service manual](#) for instructions on removing the shrouds. One by one, remove the shrouds with a Phillips head screwdriver and carefully realign them. Make sure that they are not rubbing on any other parts after installing and that the hardware is securely installed [\[13147.C\]](#). If a shroud is damaged, please contact Customer Care for assistance identifying and replacing your damaged part. Our contact information is located at the bottom of this page [\[13147.D\]](#).
4. If the issue persists, remove the shrouds per the above step again and cycle your bike through several rotations. Watch the front of your bike and down the belt train to determine whether the belt issue is caused by any of the area listed below:

## Select a belt issue topic to begin troubleshooting

- [AirDyne AD7, AD8, AD Pro: How do I adjust the belt tension?](#)
- [AirDyne AD7, AD8, AD Pro: Belt issues - Linkage Arm](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Fan Assembly](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Belt Damage](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Front Idler Pulley](#)

- [AirDyne AD7, AD8, AD Pro: Belt Issues - Main Pulley](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - Rear Idler Pulley](#)
- [AirDyne AD7, AD8, AD Pro: Belt Issues - All other locations](#)

### **Need additional assistance?**

## 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 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**