

Elliptical Noise

If you encounter a noise issue with your Sole elliptical we have found that in most cases the noise can be fixed quickly and easily with one of the following 5 simple options.

1. Clean and re-lube wheels and rails.
2. We have found that during shipping, one of the bolts that holds the mast in place can work its way out and fall inside. This will cause a noise because the bolt is being hit by the moving parts inside.
3. We have started putting a piece of white foam in the area where the mast connects to the unit. The foam is there to catch bolts or washers that you might drop trying to secure the mast. This piece of foam needs to be removed after the mast bolts are tightened because it can rub on the moving parts inside causing noise.
4. If it is not the foam or the bolt that is causing the noise the shroud may need to be adjusted forward or backward.

On each side of the unit, near the bottom, there are three oval shaped screw holes. The oval shape allows for minor adjustments to be made. In order to make this adjustment, loosen all six screws and slide the shroud either forward or backward until noise is adjusted out.

5. There is a black cap between the wheels on each side. The wheels can rub on this cap causing a rubbing noise and/or vibration. This cap should be removed.

