

We would like for you to try some troubleshooting measures to see if they resolve the noise issues you are experiencing.

1. Please recheck step 1 to make sure the stabilizer tubes are fully tightened and there are no cracks on the ends. If these stabilizer tubes are not fully tightened this can cause excess movement and noise from the unit.
2. Loosen the rear foot plate tube covers in step 2 to see if this eliminates the squeaking noise. If so, this means they were over tightened in assembly.
3. Recheck step 3-B to make sure the upright is fully tightened. In the video you sent the upright was swaying back and forth which would indicate the upright is not fully tightened. This could cause some of the noise you are experiencing.
4. Loosen the front foot plate tube covers in step 5-B. They could be potentially over tightened causing a squeaking noise.
5. Loosen the 205 and 208 handle bar covers as these also may be over tightened and generate a squeaking noise during use.

Please let us know the results of these troubleshooting measures so we can resolve these issues for you as quickly as possible.

Thank you,
James