

BowFlex BodyTower: How do I replace damaged parts?

ID: 13322.2

Follow this troubleshooting guide to help resolve issues with damaged parts on the BowFlex BodyTower.

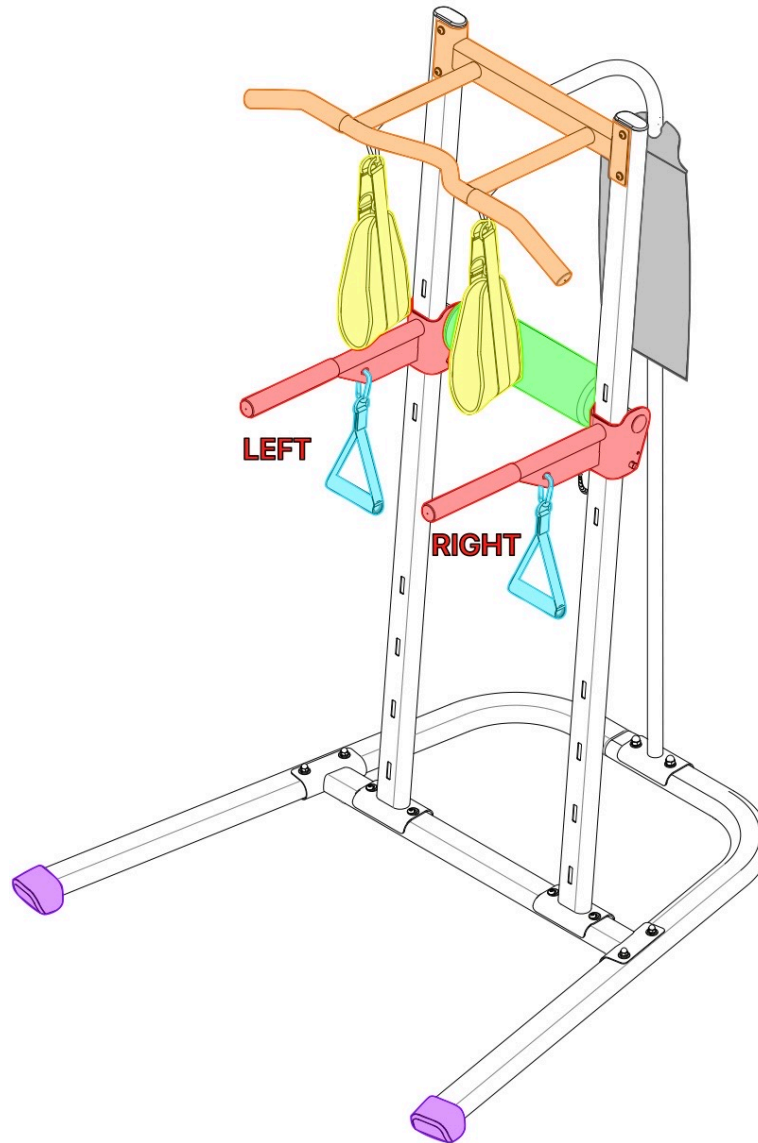
Some common complaints may include:

- Damaged, broken, or missing parts
- Breaks, bends, cracks in the frame or welds
- BodyTower damage

Follow these steps to troubleshoot the issue

1. The BodyTower has limited non-frame parts that can be replaced. If parts are damaged, order replacements as necessary (**reference 1**).
 - If the dip assembly (red) is damaged, [order a Dip Assembly](#) (left or right, whichever is damaged) [\[13322.A\]](#). Please refer to the diagram below (**reference 1**) for guidance on which side to order.
 - If the ab slings (yellow) are damaged, [order Ab Slings \(Pair\)](#) [\[13322.B\]](#).
 - If the back pad (green) is damaged, [order a Back Pad](#) [\[13322.C\]](#).
 - If the pull-up assembly (orange) is damaged, [order a Pull-Up Assembly](#) [\[13322.D\]](#).
 - If the placard (grey) is damaged, [order a Placard](#) [\[13322.E\]](#).
 - If the handgrips (blue) are damaged, [order Handgrips \(Pair\)](#) [\[13322.F\]](#).
 - If the stabilizer end caps (purple) are damaged, [order a Stabilizer End Cap \(Single\)](#) [\[13322.G\]](#).
 - If any part of the fram (non-highlighted parts) is damaged, the part may be irreplaceable. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13322.H\]](#).

(Reference 1)



The parts in this graphic are color coded:

Red: Dip Assembly (Left or Right, as labeled) **Yellow:** Ab Sling (Pair) **Green:** Back Pad Assembly
Orange: Pull-Up Assembly **Grey:** Placard **Blue:** Handgrips (Pair) **Purple:** Stabilizer End Cap (Single)

Need to order replacement parts?

1 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.

2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Ab Slings (Pair)	004-7886
Back Pad Assembly	004-7816
Dip Assembly, Left	004-7817
Dip Assembly, Right	004-7813
Handgrips (Pair)	51525
Placard	004-8805
Pull-Up Assembly	004-7800
Stabilizer End Cap (Single)	004-2506

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