

SelectTech 560 Dumbbells: Why isn't the weight displayed the same as I have selected?

ID: 12055.1

Follow this troubleshooting guide to help resolve issues with an incorrect weight displayed on your SelectTech 560 Dumbbells.

Some common complaints may include:

- Weight reading is incorrect
- Wrong weight is displayed
- Incorrect weight reading
- Weight display different from what's on the handle

Follow these steps to troubleshoot the issue

Tools you may need:

AAA battery
Small Phillips head screwdriver

1. If the weight reading is different from your selected weight by less than 40 lb., please visit [SelectTech 560 Dumbbells: Why is there no power to my dumbbells?](#) to continue troubleshooting.
2. If the weight reading is different from your selected weight by more than 40 lb., remove the sensor using the small Phillips head screwdriver and check the plunger on top. The plunger should move freely when pressed. If the plunger is stuck down or becomes stuck when pressed, [order a Sensor \[12055.A\]](#).

(Reference 1)



The plunger, circled in yellow, should be able to move freely when pressed.

3. Re-install the sensor in the handle. Check if the weight displayed is still incorrect. If the weight is still incorrect, [order a Sensor \[12055.B\]](#).
4. Remove the sensor from the dumbbell handle using the small Phillips head screwdriver. Remove and re-insert the battery in the sensor and retest [\[12053.A\]](#).
5. If the issue persists, replace the AAA battery and install it in the sensor. Make sure the terminals on the battery are facing the correct direction [\[12053.B\]](#).
6. Remove the sensor with the Phillips head screwdriver. Check that all 6 sensor contacts are even with each other. If any contacts are bent (**reference 1**), gently bend them back into place [\[12053.C\]](#). If any sensor contacts are missing or broken, [order a Sensor Handle Assembly \[12053.D\]](#).

(Reference 1)



The red circle shows the sensor contacts on the handle. The rightmost contact is bent out of place and should be gently corrected.

4. If the issue persists, [order a Sensor \[12053.E\]](#).
5. Once all parts are reassembled, perform a lock test here: [SelectTech 560 Dumbbells: How do I perform a lock test? \[12053.F\]](#)

Need to order replacement parts?

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 SelectTech 560 DB Exploded Diagram Link

[Click here to open the exploded diagram](#)

3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Sensor	8006025
Sensor Handle Assembly	8004945

4 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