

# Revolution Home Gym: I'm having issues with my weight plates ID: 11878.2

Follow this troubleshooting guide to help resolve issues with the weight plates on the BowFlex Revolution home gym.

Some common complaints may include:

- Weight plates are cracking
- Bands are broken
- White powder coming from the plates
- Difficulty installing or removing plates

## **Weight plates are cracking**

1. [Order a Weight Plate](#) for the affected plate [\[11878.A\]](#).

## **Bands are broken**

1. [Order a Weight Plate](#) for the broken plate [\[11878.B\]](#).

## **White powder coming from plates**

1. White powder is a normal byproduct of the weight plates being used [\[11878.C\]](#).

## **Difficulty installing or removing plates**

1. Make sure the plates are being installed flat against each other. The mounting tabs should engage with no gap around the plate [\[11878.D\]](#).

## **Need to order replacement parts?**

### 1 Customer Care Contact Information

**Please contact Customer Care at 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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Pre-Stretch Pack, Single</b>	<b>000-4249</b>
<b>5 lb. Flex Pack</b>	<b>000-4250</b>
<b>10 lb. Flex Pack</b>	<b>000-4251</b>
<b>20 lb. Flex Pack</b>	<b>000-4252</b>
<b>40 lb. Flex Pack</b>	<b>000-4253</b>

## 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**