

SelectTech 552 Dumbbells: Why isn't the adjustment knob turning?

ID: 11900.2

Follow this troubleshooting guide to help resolve issues with the adjustment knob/selection dial of your SelectTech 552 Dumbbells.

Some common complaints may include:

- Adjustment knob won't turn
- Adjustment knob stuck
- Selection dial won't budge

Follow these steps to troubleshoot the issue

1. Remove the handle from the base and set your dumbbell on the floor or another firm and level surface. Flip your dumbbell over to expose the black locking mechanism button (**reference 1**).

(Reference 1)



The red arrow indicates the location of the locking mechanism button.

2. Carefully press the black locking mechanism button with a blunt object. Hold the button down while turning the dial to the lowest setting. If the dial is unable to turn, [order a Handle Assembly \[11900.A\]](#).
3. Check if the handle is able to fully insert into the base. If it cannot, continue troubleshooting here: [SelectTech 552 Dumbbells: Why doesn't the handle fit in the base?](#)
4. Check if there are any weights stuck in the handle. If any weights are stuck, continue troubleshooting here: [SelectTech 552 Dumbbells: Why doesn't the handle fit in the base?](#)
5. Make sure all weight plates are facing the same direction and align properly. The selection tongue should face away from the grip of the handle [\[11900.B\]](#).
6. Inspect the base for any debris or obstructions that may interfere with the selection dials or damage the locking mechanism tabs. Remove any debris found [\[11900.C\]](#). If damage is present, [order a Base Assembly \[11900.D\]](#).
 - Please note, the base design has been revised on more recent models. The appearance of the base may not match exactly as we no longer have the "enclosed bottom" style base available.



7. If the issue persists, remove all weight plates from the base. Retest the handle in the base and add 1 pair of weight plates at a time. Retest the selection dial after each pair is added [\[11900.E\]](#). If the issue is caused when a particular plate is added, [order a Weight Plate](#) for the affected plate(s) [\[11900.F\]](#). If the issue occurs after reassembling everything, [order a Handle Assembly](#) [\[11900.G\]](#).
8. Once all parts are reassembled, perform a lock test here: [SelectTech Dumbbells: How do I perform a lock test?](#) [\[11900.H\]](#)

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 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
1.25 lb Weight Plate	002-2073
2.5 lb Weight Plate	002-2072
5 lb Weight Plate	002-2071
7.5 lb Weight Plate	002-2070
7.5 lb (B) Weight Plate **	002-2069
Base Assembly	002-6838
Handle Assembly	002-8664

** The 7.5 lb (B) Weight Plate is the 7.5 lb plate located closest to the handle.

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