

## SelectTech 552 Dumbbells: Why doesn't the handle fit in the base? ID: 11886.1

Follow this troubleshooting guide to help fully insert the handle of your SelectTech 552 Dumbbells in the base.

Some common complaints may include:

- Handle doesn't fit in base
- Handle won't insert in base
- Handle or base won't lock

### **Follow these steps to troubleshoot the issue**

1. 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 on the black locking mechanism button with a blunt object. Hold the button down while turning the dial to the lowest setting.
3. Remove each weight plate from the handle and thoroughly inspect for damage. Pay special attention to the weight selection tabs.
4. Re-insert the plates into the base. Make sure they are all facing the same direction and align properly. The tabs should all face the outer ends of the base. The plates should be easily removed and put back into place [\[11886.A\]](#). If any plates are damaged, [order a Weight Plate](#) for the affected plate [\[11886.B\]](#).
5. 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 handle in the base with each pair added [\[11886.C\]](#). If the issue persists when a particular plate is added, [order a Weight Plate](#) for the affected plate [\[11886.D\]](#). If the issue persists after reassembling everything, [order a Handle Assembly](#) [\[11886.E\]](#).
6. Once all parts are reassembled, perform a lock test here: [SelectTech Dumbbells: How do I perform a lock test?](#) [\[11886.F\]](#)

## 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

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

\*\* 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](#)