

SelectTech 552 Dumbbells: How do I stop the plates from dropping? ID: 11891.2

Follow this troubleshooting guide to help resolve issues with the plates of your SelectTech 552 Dumbbells coming loose during use.

Some common complaints may include:

- Weights dropping
- Plates coming out
- Plates coming loose

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 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. If any plates are damaged, [order a Weight Plate](#) for the affected plate [\[11891.A\]](#).
4. Inspect the handle assembly for damage. Use your thumbs to push down on each of the selection discs to ensure there is no damage to the discs. If damage is present, [order a Handle Assembly](#) [\[11891.B\]](#).
5. Carefully inspect the base for damage. If damage is present, [order a Base Assembly](#) [\[11891.C\]](#).
 - 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.

Old Base Design

Newer Base Design



6. 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 [\[11891.D\]](#). If any plates are damaged, [order a Weight Plate](#) for the affected plate [\[11891.E\]](#).
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 for dropping after each pair is added [\[11891.F\]](#). If the issue is caused when a particular plate is added, [order a Weight Plate](#) for the affected plate [\[11891.G\]](#).
8. If the issue persists after reassembling everything, [order a Handle Assembly](#) [\[11891.H\]](#).
9. Once all parts are reassembled, perform a lock test here: [SelectTech Dumbbells: How do I perform a lock test?](#) [\[11891.I\]](#)

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>
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