

# SelectTech 1090 Dumbbells: Are my dumbbells part of the product recall?

ID: 12140.2

Follow this troubleshooting guide to help identify whether your SelectTech 1090 Dumbbells are part of the product recall.

Some common complaints may include:

- Weight plates dislodge
- Weight plates only engage partially
- Safety recall on handle

## Follow these steps to troubleshoot the issue

1. Rest your dumbbell in the base. Turn both adjustment knobs to the lowest weight setting. You should be able to remove the handle from the base, leaving all weight plates in the cradle of the base.
2. Check the red inner plastic area near each adjustment knob for a black dot sticker (**reference 1**). The presence of a black dot sticker indicates that the handle has already been upgraded and does not need to be replaced [\[12140.A\]](#).

(Reference 1)



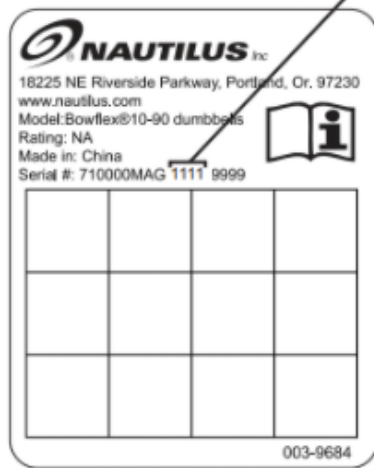
*The black dot is seen on the red plastic inner part of the dumbbell, indicating that this handle has replaced the recalled handle.*

3. Place the dumbbell back in the base and turn the adjustment knobs to the highest weight setting. You should be able to remove the handle from the base with all weight plates attached.
4. Carefully set the dumbbell on the floor. Turn the base over and look for the serial number labels on the bottom of the base. The serial number includes a code for the date of manufacture (**reference 2**). If the date code in either serial number falls within the 1111-1136 range, your dumbbell handle is part of the product recall and must be replaced [\[12140.B\]](#).

(Reference 2)

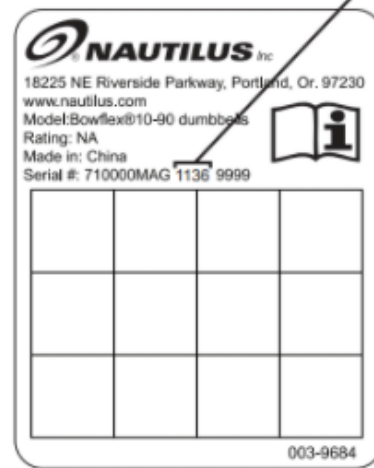
**First manufacture date**

YYWK



**Last manufacture date**

YYWK



Only dumbbells with serial number date codes between 1111 and 1136 were manufactured with the recalled handle.

- 5. If it's been determined an upgraded replacement handle is necessary, [order a 1090 Dumbbell Handle \[12140.C\]](#). Please contact Customer Care to order your replacement handle at no cost if one has not been sent to you already. **You do not need to have purchased a warranty or provide proof of purchase to order the safety upgrade.**
- 6. Discontinue use of your current dumbbell until you receive the replacement handle. Dispose of the recalled handle once you have installed the replacement. Installation instructions are included with the replacement handle but can also be downloaded here: [1090 Replacement Handle.pdf](#)

**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 Product Recall Identification: SelectTech BD1090 Dumbbell Handle**

**BOWFLEX SelectTech® BD1090 Dumbbell Handle Product Recall Identification**


**Addendum**  
004-4831-053112.A

**NOTICE:** This Addendum provides instruction for determining if it is necessary to perform the recall replacement of the handle for a Bowflex® SelectTech® BD1090 Dumbbell.

If you need assistance, please call Bowflex® Customer Service at 1-800-605-3369.

 This icon means a potentially hazardous situation which, if not avoided, could result in death or serious injury. Read and understand all Warnings on this machine.

Nautilus, Inc., (800) NAUTILUS / (800) 628-8458, www.NautilusInc.com - Customer Service: North America (800) 605-3369, outside U.S. +01-360-859-5180 | Printed in USA | © 2012 Nautilus, Inc.

 Refer to the Owner's Manual for complete safety instructions.

1. With the dumbbell handle set in the dumbbell base, turn both adjustment knobs to the lowest number (Figure 1).
2. You should be able to withdraw the handle from the base leaving all the weight plates in the cradle of the base.
3. Look at the red inner plastic (A) near the top of each adjustment knob (Figure 2).  
If there is a black dot sticker (B) on the inner surface, the replacement was already done. No recall replacement is necessary.  
If there is no black dot sticker, go to step 4.

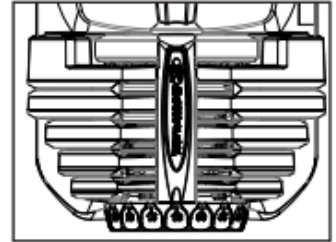


Figure 1 – Top view

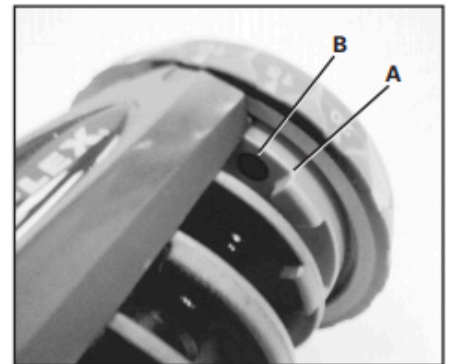


Figure 2

4. Place the dumbbell handle back into the base and turn the adjustment knobs to the highest weight setting. You should be able to withdraw the handle with all the weight plates from the base.
5. Carefully set the dumbbell on the floor. Turn the base over and find the Serial Number label on the bottom of the base.
6. To determine if it is necessary to replace the handle, look at the Serial Number (Figure 3):

The Serial Number includes a code for the date of manufacture (YYWK).

If the date code in the Serial Number is in the range of 1111 – 1136, contact Nautilus Customer Service to obtain a replacement handle. The toll free number is 1-800-416-7271.

If the date code in the Serial Number is not in that range, no recall replacement is necessary.

First manufacture date

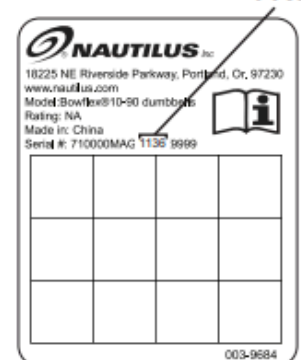
YYWK




Figure 3

Last manufacture date

YYWK



 If the date code in your dumbbell's Serial Number is in the range of 1111 – 1136, do not use the dumbbell, and contact Nautilus Customer Service.

3 Upgrade Required: 8000023

1. Tell the customer: "*Thank you for your information. I'm processing your order for two replacement handles. Please discontinue use of your current 1090 SelectTech Dumbbells until you receive the replacement handles. Instructions for the replacement will be included with your order. Your order should ship by [Quote Promise Period]*"
2. Order SKU **8000023 1090 Replacement Handle** using the [Create a Free Item Order](#) process.
  1. **(Reminder: warranty and proof of purchase are NOT required)**
3. Copy the previous script into the file notes using the [Free Item Template](#)
4. If customer needs the installation guide, click [1090 Replacement Handle.pdf](#) to download a PDF copy. The customer will receive a hard copy along with the parts themselves.

## 4 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>1090 Dumbbell Replacement Handle</b>	<b>8000023</b>

***Warranty and proof of purchase are not required to order this safety upgrade.***

## 5 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](#)**