

# SelectTech 560 Dumbbells: How do I stop the plates from dropping?

ID: 11914.1

Follow this troubleshooting guide to help resolve issues with the plates of your SelectTech 560 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. Check if the handle can fully insert into the base. If a plate came out during a workout, set it to the side. Reinsert the handle with any attached plates into the base [\[11914.A\]](#). If it cannot insert into the base, the locking system may be preventing the adjustment knob from rotating. Please visit [SelectTech 560 Dumbbells: Why doesn't the handle fit in the base?](#) to continue troubleshooting.
2. Inspect the handle assembly for damage. Inspect the selection discs for damage. Use your thumbs to push down on each of the selection discs to ensure there is no damage. If damage is present, [order a Sensor or Non-Sensor Handle Assembly](#) (whichever handle is damaged - be sure to verify you are replacing the correct handle) [\[11914.B\]](#).
3. Inspect the dropped plate for damage. If any plates are damaged, [order a Weight Plate](#) for the affected plate [\[11914.C\]](#).
4. 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 [\[11914.D\]](#). If the issue is caused when a particular plate is added, [order a Weight Plate](#) for the affected plate [\[11914.E\]](#).
5. If the issue persists after reassembling everything or plates continue to drop, [order a Sensor or Non-Sensor Handle Assembly](#) (whichever handle is damaged - be sure to verify you are replacing the correct handle) [\[11914.F\]](#).
6. Once all parts are reassembled, perform a lock test here: [SelectTech 560 Dumbbells: How do I perform a lock test?](#) [\[11914.G\]](#)

## 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 SelectTech 560 DB Exploded Diagram Link

[\*\*Click here to open the exploded diagram\*\*](#)

## 3 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>1.25 lb Weight Plate</b>	<b>8005294</b>
<b>2.5 lb Weight Plate</b>	<b>8005306</b>
<b>5 lb Weight Plate</b>	<b>8005303</b>
<b>13.75 Weight Plate</b>	<b>8005300</b>
<b>Non-Sensor Handle Assembly</b>	<b>8005626</b>
<b>Sensor Handle Assembly</b>	<b>8004945</b>

## 4 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**