

SelectTech 560 Dumbbells: Why aren't my reps counting properly?

ID: 12052.1

Follow this troubleshooting guide to help resolve repetition counting issues on the SelectTech 560 Dumbbells.

Some common complaints may include:

- Repetition count incorrect
- Not counting reps
- Rep count wrong
- Rep counter not working correctly

Follow these steps to troubleshoot the issue

1. The SelectTech 560 Dumbbells count reps based on proper positioning and technique. Make sure that each rep you perform is within the envelope for that workout [\[12052.A\]](#).
2. If your dumbbells are not counting reps due to sensor issues, please visit one of these troubleshooting guides to continue troubleshooting:
 - [SelectTech 560 Dumbbells: Why is there no power to my dumbbells?](#) to replace the sensor batteries
 - [SelectTech 560 Dumbbells: How can I clear an error displayed?](#) to recalibrate the sensor

Need additional assistance?

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 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