

# SelectTech 560 Dumbbells: How can I clear an error displayed? ID: 11913.1

Follow this troubleshooting guide to help resolve errors on your SelectTech 560 Dumbbells.

Some common complaints may include:

- Error E01
- Error E02
- Error 888

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

<i>Tools you may need:</i>
AAA battery Small Phillips head screwdriver

1. Remove the sensor from the dumbbell handle using the small Phillips head screwdriver. Replace the AAA battery and reinstall it in the sensor.
2. Place the sensor face up on a flat surface. Press and hold the start button. A three-digit number will appear, then the screen will go blank. Once the screen is blank, continue to hold the start button and press the plunger (**reference 1**) 3 times.

**(Reference 1)**



*The plunger is located on the top of the sensor, circled in yellow in this image.*

3. After the 3rd press, the letter 'C' will appear on the screen. Release the start button and press the plunger one more time.
4. The 'C' on the screen will begin to blink and will continue for several seconds. The calibration process has begun - do not move or touch the sensor while it is blinking.
5. After the blinking has stopped, three dashes will appear (---) and then the screen will go blank. Once the screen is blank, recalibration is complete. Reinstall the sensor in the handle. If the error code does not clear, [order a Sensor \[11913.A\]](#).
6. Once all parts are reassembled, perform a lock test here: [SelectTech 560 Dumbbells: How do I perform a lock test? \[11913.B\]](#)

### ***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>Sensor</b>	<b>8006025</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**