

## SelectTech 2080 Barbell: Is my barbell part of the product recall? ID: 12115.2

Follow this troubleshooting guide to help identify whether your SelectTech 2080 Barbell is part of the product recall for the handles on February 10, 2021.

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. Barbells that are part of the product recall have serial numbers that come before Serial Number **100874MAG20300000**. If you need assistance determining whether your serial number is within that range, please contact Customer Care. They can help you locate the serial number and determine whether your barbell is affected. If your serial number comes after the number listed, your barbell handle is unaffected by the recall and has been manufactured with the upgraded bar [\[12115.A\]](#).
2. Check the plastic selector tabs on the ends of the handle (**reference 1**). Affected bars will have **BLACK** selector tabs. If your barbell has **WHITE** selector tabs, your barbell handle is unaffected by the recall and has been manufactured with the upgraded bar [\[12115.B\]](#).

(Reference 1)



*The barbell on the left has the BLACK selector tabs. This barbell needs to have the bar replaced per the safety recall. The barbell on the right has the WHITE selector tabs. This barbell has already been manufactured with the updated bar.*

3. If it's been determined an upgraded replacement bar is necessary, [order a 2080 Barbell Handle Safety Upgrade \[12115.C\]](#). 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.**
4. Discontinue use of your current barbell with curlbar until you receive the replacement handle. Dispose of the recalled handle once you have installed the replacement. Instructions on installing the new handle will be included with your order - you can also view the instructions as a PDF here: [Handle Installation Instructions.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 Safety Recall Notice: BowFlex SelectTech™ 2080 Barbell with Curl Bar

#### Attachments:

1. [Recall 2080 FAQ.pdf](#) - the final version of the FAQs we can use to answer questions
2. [Handle Installation Inst.pdf](#) - These are the instructions that ship with the upgrade kit
3. [Public Release Announcement.pdf](#) - This is the official public announcement on the CPSC
  - o **NOTE:** *The Release notes that there were about 3700 manufactured, and our Q&A refers to around 1400. The discrepancy is that CPSC asks us to identify units manufactured. When we learned of the problem we put a quality hold, which meant units were in the DC, on ships, and at retailers. The difference between the numbers is what we actually sold vs. what was manufactured.*
4. [Consumer Letter.pdf](#) - This is the consumer information letter that ships with the upgrade kit
5. [2080 Upgrade Orders.xlsx](#) - This is the complete list of upgrade kit orders that have been entered. You can use this to verify if a kit has already been ordered while you aren't able to access NS. Note that some customers have more than one kit, as they purchased multiple 2080s originally.

#### Additional Helpful Information:

- [Troubleshooting: Safety Upgrades](#)

### 3 Upgrade Required: 8027812

1. Tell the customer: "Thank you for your information. I'm processing your order for a replacement handle. Please discontinue use of your current 2080 SelectTech Barbell with Curl Bar until you receive the replacement handle. Instructions for the replacement will be included with your order. Your order should ship by [Quote Promise Period]"
2. Order SKU **8027812 2080 Replacement Handle** using the [Create a Free Item Order](#) process.
  - o **(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 [Handle Installation Inst.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>2080 Barbell Replacement Handle</b>	<b>8027812</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**