

## SelectTech 560 Dumbbells: Why doesn't the handle fit in the base? ID: 12051.1

Follow this troubleshooting guide to help fully insert the handle of your SelectTech 560 Dumbbells in the base.

Some common complaints may include:

- Handle doesn't fit in base
- Handle won't insert in base
- Handle or base won't lock

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

1. Set your dumbbell on the floor or another firm and level surface. Flip your dumbbell over to expose both red locking mechanism buttons (**reference 1**).

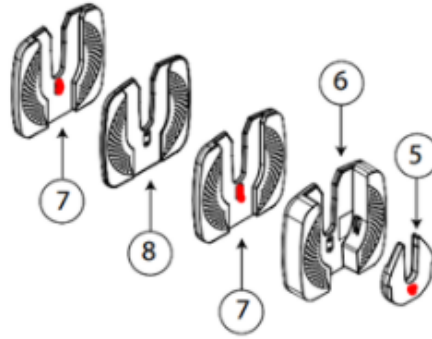
#### **(Reference 1)**



*The red arrow indicates the location of the locking mechanism button.*

2. Carefully press on the red locking mechanism buttons with a blunt object. Hold the button down while turning the dial to the lowest setting.
3. Remove each weight plate from the handle and thoroughly inspect for damage or excessive wear. Pay special attention to the edges and weight selection tabs. Check the bottom of the plates for debris and wipe clean if needed [\[12051.A\]](#). If any plates are damaged, [order a Weight Plate](#) for the affected plate [\[12051.B\]](#).
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. Please note the weight plate selection tabs do not all face the same way and are not installed in order of size (**reference 2**).

#### **(Reference 2)**



The red markings indicate the position of the selection tabs. The weight plates are installed with the 1.25 lb plate closest to the handle, followed by the 13.75 lb plate, 5 lb plate, 2.5 lb plate, and another 5 lb plate.

- Retest the handle in the base with each pair added [\[12051.C\]](#). If the issue persists when a particular plate is added, [order a Weight Plate](#) for the affected plate [\[12051.D\]](#). If the issue persists after reassembling everything, [order a Sensor or Non-Sensor Handle Assembly](#) (whichever handle is damaged - be sure to verify you are replacing the correct handle) [\[12051.E\]](#).
- Once all parts are reassembled, perform a lock test here: [SelectTech 560 Dumbbells: How do I perform a lock test?](#) [\[12051.F\]](#)

### ***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**