

## SelectTech 560 Dumbbells: How can I turn the sound on/off?

ID: 12056.1

Follow this troubleshooting guide to help resolve issues with the sound on your SelectTech 560 Dumbbells.

Some common complaints may include:

- Sound isn't working
- Want to turn the sound off

### Follow these steps to troubleshoot the issue

Tools you may need:

AAA battery  
Small Phillips head screwdriver

1. Press and hold the button on the sensor and watch for the sound icon to change [\[12056.A\]](#).
2. Remove the sensor from the dumbbell handle using the small Phillips head screwdriver. Remove and re-insert the battery in the sensor and retest [\[12056.B\]](#).
3. Remove the sensor with the Phillips head screwdriver. Check that all 6 sensor contacts are even with each other. If any contacts are bent (**reference 1**), gently bend them back into place [\[12056.C\]](#). If any sensor contacts are missing or broken, [order a Sensor Handle Assembly \[12056.D\]](#).

#### (Reference 1)



The red circle shows the sensor contacts on the handle. The rightmost contact is bent out of place and should be gently corrected.

4. Once all parts are reassembled, perform a lock test here: [SelectTech 560 Dumbbells: How do I perform a lock test? \[12053.F\]](#)

### Need to order replacement parts?

## 1 Customer Care Contact Information

**Please contact Customer Care at [1-800-605-3369](tel: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 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**