

STEALTH EQUIPMENT

PRODUCT FAQS · 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT

CUSTOMER GUIDE

SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT

Most selector problems are caused by a plate in the wrong position, not a faulty handle. Check the plates before forcing anything or arranging a return.

Q Why will the selector not turn properly?

A plate is usually obstructing it. Check for plates that are:

- In the wrong order or facing the wrong way
- Not fully seated in the base
- Leaning against another plate
- Arranged differently on each side

Do not force the selector. This can damage the internal mechanism.

Q How should I check the plate arrangement?

1. Place the base on a flat, stable surface.
 2. Turn the selector to 4kg and lift the handle out vertically.
 3. Check every plate is upright and fully seated in its slot.
 4. Compare both sides and make sure the end plate is on the outside.
 5. Lower the handle back in vertically and test the selector without forcing it.
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Q Does the order of the plates matter?

Yes. Each plate must sit in its correct position so the selector can lock it to the handle at the chosen weight. If a plate is reversed, out of order or in the wrong slot, it may not lock in properly and will not be picked up.

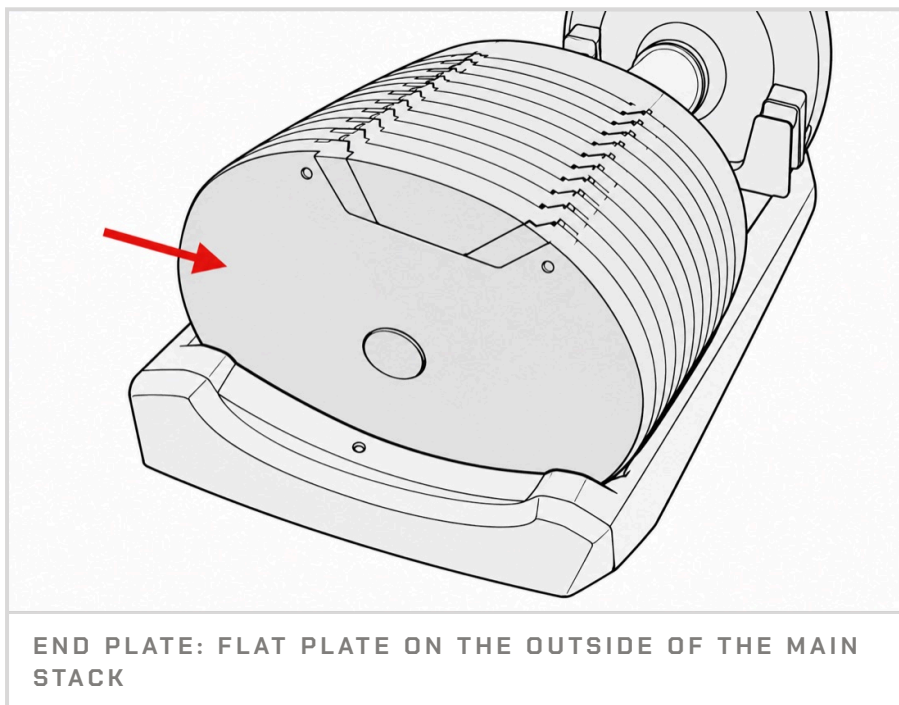
SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

Q Which plate is the end plate?

The flat plate that sits on the outside of the main stack. It must always be the outermost plate.

If it looks as though an end plate is missing, it has usually been placed inside the stack. Look for a flat plate breaking the stepped pattern and move it to the outside.



END PLATE: FLAT PLATE ON THE OUTSIDE OF THE MAIN STACK

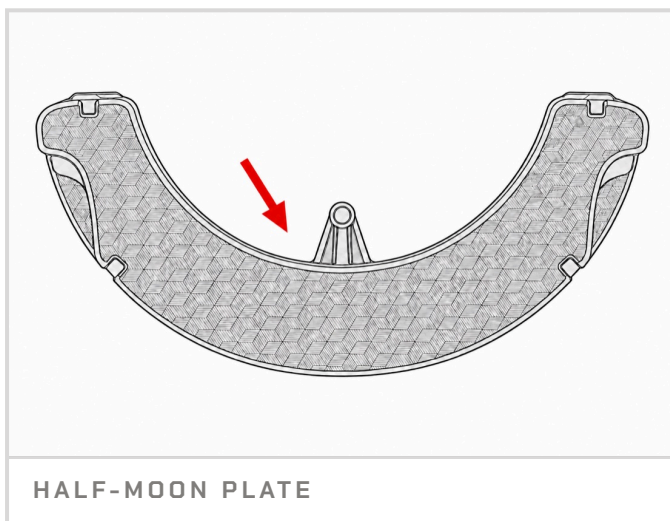
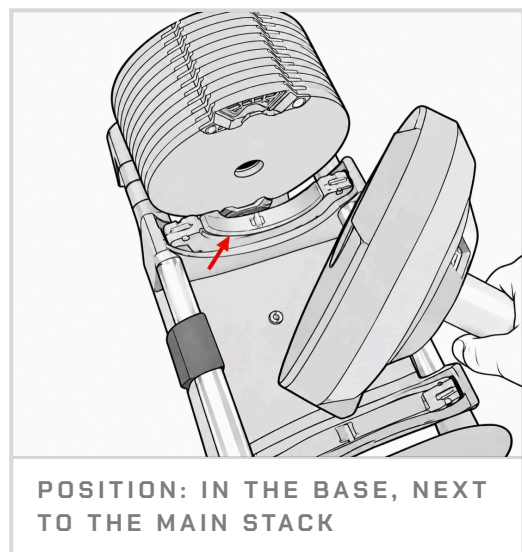
SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

Q What are the half-moon plates?

The smaller plates that sit in the base next to the main stacks. They provide the intermediate weights, which is why a full-sized plate is only collected at every other setting.

Keep them in their designated positions. Removing or relocating them will stop the dumbbell having intermediate weights.



Q What should I do if one side collects more plates than the other?

Set the selector to 4kg, remove the handle and check both stacks for:

- A reversed plate
- An end plate inside the stack
- A plate in the wrong slot or leaning towards the handle
- A pair of plates stuck together

Do not use the dumbbell with an uneven load.

SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

Q What should I do if a plate is stuck to the handle?

Return the handle carefully to the base without forcing it. Set the selector to 4kg and try lifting the handle vertically again.

If the plate remains attached, stop and check if it is wedged to the plate next to it, then send us photographs before attempting to remove it manually.

Q What are the extra inserts included with my dumbbells?

They are spares, included on purpose. The required inserts are already fitted, so nothing needs installing during setup.

Keep the spares safe and only fit one if an original is missing, damaged or our support team advises it.

CONTACT SUPPORT

Need help? Contact us through the Assassin Goods Help Centre.

Search for your question, or start a new message. Messages keeps your conversation, order number, photographs and replies together in one thread, so you never need to explain the same problem twice.

HELP CENTRE	assassingoods.com/pages/help-center
PHONE	01768 631630
HOURS	9am – 5pm, Monday to Friday
RESPONSE	Within one working day
BASED	Penrith, Cumbria

When to contact us

- Your equipment feels unsafe, does not lock correctly or shows structural damage (stop using it first)
- A selector or handle problem remains after checking the plate arrangement
- Your order arrives damaged, incomplete or delayed
- You need a replacement part or are unsure which component you need
- You want to check compatibility before ordering an upgrade
- You need to start a return or warranty claim

What to include

1. Your order number
2. Product name, edition and maximum weight
3. A clear description of the issue and when it started
4. Photographs of the complete product and the affected part
5. A short video if the issue involves movement, noise or adjustment