STEALTH EQUIPMENT

PRODUCT FAQS · 02

SELECTOR & HANDLE FAULTS

CUSTOMER GUIDE

SECTION 02

SELECTOR & HANDLE FAULTS

Q Why will the selector not turn?

The selector only works while the dumbbell is fully seated in its base.

Press the handle gently down into the base, check no plate is leaning or trapped, then try again.

Do not force the selector. Excessive pressure can damage the internal mechanism.

Q Why does the selector stop between two weights?

The selector must click fully into a marked weight. Return the handle to the base, press down gently and turn until it settles. If it keeps stopping between settings, send us a short video.

Q Why does one side of the handle adjust but not the other?

One end is usually not seated correctly, or the plates at that end are out of position. Return the handle to the base and check both stacks. Do not keep turning the free selector while the other end is jammed.

Q Why will the handle not lift out of the base?

A plate may not have engaged correctly. Do not pull with force. Place the handle back in the base and check:

- Both selectors show a complete weight setting.
- The plates are in the correct order and orientation.
- No plate is leaning or sitting above the others.
- If at the top weight for your set it may just be a tight fit so gently holding the base and lifting should fix it

Q Why has the handle picked up the wrong plates, or lifted unevenly?

Stop and return it to the base immediately.

The cause is almost always a misaligned or incorrectly ordered plate stack. Check both selectors show the same setting, then reseat every plate before trying again.

SECTION 02

SELECTOR & HANDLE FAULTS (CONT.)

Q Is a clicking sound from the selector normal?

Yes, a positive click at each weight is normal. Grinding, scraping, slipping or a selector that needs excessive force is not. Stop and contact us.

Q When should I stop using the dumbbell?

Stop if:

- A plate is only partially attached or loose.
- The handle lifts unevenly.
- The selectors show different weights.
- The selector will not lock into a setting.
- The mechanism grinds or scrapes.

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