

STEALTH EQUIPMENT

PRODUCT FAQS · 05

SPARE PARTS



CUSTOMER GUIDE

SECTION 05

SPARE PARTS

Q Do you supply replacement parts?

Yes, including many parts not listed on the website. If you cannot find a part online, contact us and we can usually create a custom order.

Availability depends on stock, model and generation.

Q Can I buy a replacement handle?

Yes, subject to stock and your dumbbell generation.

- Black Edition: order directly from the website. Confirm whether you own the 23.5kg, 32.5kg or 41.5kg version first.
 - Chrome Edition: must match your generation. Gen 1 to Gen 3 use a 37mm handle; Gen 4 onwards use 34mm.
 - Core Edition: supplied through Stealth Support.
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Q Can I replace only one handle from a pair?

Yes, provided it matches the other dumbbell: the same model, generation and maximum weight. Subject to stock.

Q Can I buy a replacement base or individual plate?

Yes, subject to stock and generation. Send a photograph of the complete base or plate stack, marking the damaged or missing part.

Spare plates replace matching parts only. They cannot be added to increase the maximum weight.

Q What are the spare inserts for?

The inserts are removable parts and due to the nature of dumbbells, may become damaged over time. Spares are included so they can be replaced without returning the dumbbell.

The required inserts are already fitted. Keep the spares safe and only fit one if an original is missing or damaged. Send us a photograph if you are unsure where it goes.

SECTION 05

SPARE PARTS (CONT.)

Q Are stand wheels and rubber feet available?

Yes, subject to stock, even if not listed online. Send a photograph, the stand model and the quantity needed.

Q Will a spare part be free of charge?

Only where we confirm a manufacturing fault under warranty. Parts damaged through wear, impact or misuse are chargeable, and delivery may apply.

Q What if the replacement part does not fit?

Stop and do not force it.

Send us photographs of the new and original parts side by side. Do not cut, drill, glue or modify anything.

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