

STEALTH EQUIPMENT

PRODUCT FAQs & FREQUENT ISSUES

CUSTOMER GUIDE

CONTENTS

This guide covers the most common questions about Stealth adjustable dumbbells, upgrade packages, benches, stands and spare parts.

01	ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT	03
02	SELECTOR & HANDLE FAULTS	09
03	GENERATION & UPGRADE COMPATIBILITY	13
04	STANDS	18
05	SPARE PARTS	27
06	BENCH MECHANISMS & SAFETY	35
07	TRANSIT DAMAGE & MISSING COMPONENTS	45
08	WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT	59
09	CONTACT SUPPORT	72

SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT

Many apparent selector problems are caused by a plate being incorrectly positioned rather than a fault with the handle. Check the plate arrangement before forcing the selector or arranging a return.

Q Why will the selector not turn properly?

The selector may be obstructed if one or more plates are:

- In the wrong order
- Facing the wrong direction
- Not fully seated inside the base
- Leaning against another plate
- Positioned differently on each side
- Installed with the end plate inside the main stack

Do not force the selector. Doing so could damage the internal mechanism.

Q How should I check the plate arrangement?

1. Place the base on a flat, stable surface.
2. Make sure the handle is fully seated.
3. Turn the selector to 4kg.
4. Lift the handle vertically out of the base.
5. Check that every plate is upright and fully seated in its slot.
6. Compare the arrangement on both sides.
7. Check that the plate profiles line up consistently.
8. Make sure the flat end plate is positioned at the outside of the stack.
9. Lower the handle vertically back into the base.
10. Test the selector without forcing it.

If the handle does not lower smoothly, remove it and check the plates again.

SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

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.

This can cause:

- A stiff or blocked selector
 - The wrong number of plates being collected
 - One side collecting more plates than the other
 - The handle becoming difficult to remove
 - A plate being left partly attached
-

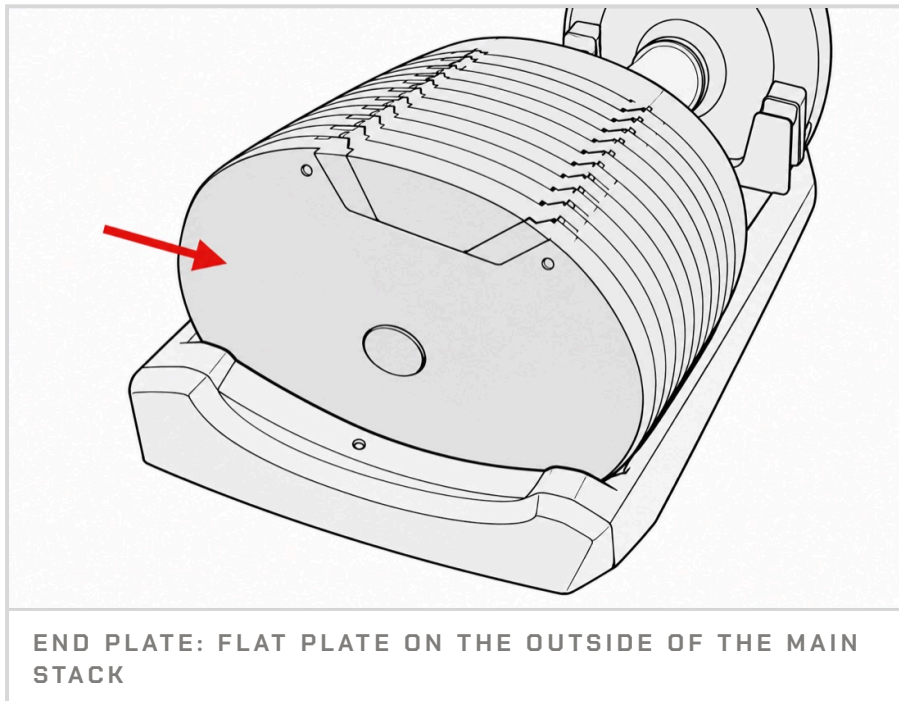
SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

Q Which plate is the end plate?

The end plate is the flat plate positioned at the outside of the main plate stack. It must be the outermost plate and face the correct way up.

If the end plate is placed within the stack, it can interrupt the plate sequence and obstruct the selector.



Q Why does it look as though an end plate is missing?

The end plate may have been positioned within the main plate stack rather than at the outside. Look along the stack for a flat plate interrupting the repeating stepped pattern.

Remove the plates and reposition the end plate at the outside before testing the dumbbell again.

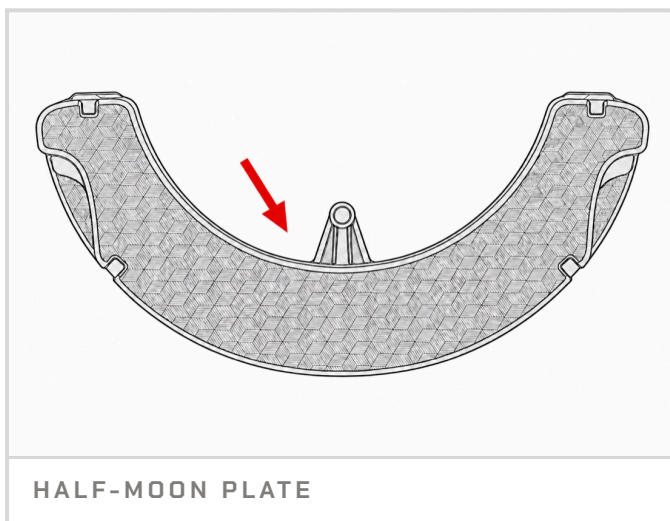
SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

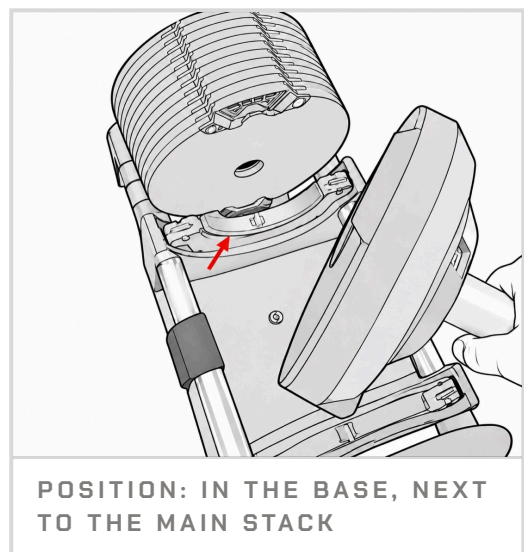
Q What are the half-moon plates?

The half-moon plates are the smaller plates positioned in the base next to the main plate stacks. They provide the intermediate weight settings between the full-sized plates.

They should remain in their intended positions inside the base. Do not move them into the main plate stack.



HALF-MOON PLATE



POSITION: IN THE BASE, NEXT TO THE MAIN STACK

Q Why does the dumbbell only collect another full-sized plate at every other setting?

This is because the intermediate settings use the half-moon plates.

For example:

- At 4kg, the handle is selected without an additional plate.
- At 5.5kg, the half-moon plates are selected.
- At 7kg, a full-sized plate is selected instead.

The number of full-sized plates will therefore not increase at every setting.

SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

Q How can I tell whether the half-moon plates are working?

Select the dumbbell through the weight range while it is fully seated in the base. The weight should increase at each setting, even when an additional full-sized plate is not visibly collected.

Do not pull the handle out if the selector is sitting between two weight settings.

Q Should I remove the half-moon plates from the base?

No. The half-moon plates should remain in their designated positions next to the main plate stacks. 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?

Return the handle to the base and set it to 4kg. Remove the handle and inspect both plate stacks.

Check for:

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

Do not continue using the dumbbell with an uneven load.

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.

SECTION 01

ADJUSTABLE DUMBBELL SETUP & PLATE ARRANGEMENT (CONT.)

Q What are the extra inserts included with my dumbbells?

They are spare replacement inserts, included intentionally. They are not left over from assembly.

Your dumbbells arrive with the required inserts already fitted, so the spares do not need to be installed during setup.

Q What should I do with the spare inserts?

Keep them somewhere safe with your documentation and other spare parts. Do not throw them away with the packaging.

Only fit a spare if an original insert is missing, visibly damaged or our support team advises you to. If you are unsure where an insert belongs, send us a photograph.

Q What photographs should I send if I still need help?

Please send:

- The complete base with the handle removed
- A photograph looking down into the base
- Both main plate stacks
- Both outer end plates
- The plates laid out in order
- The half-moon plate positions
- The selector display at the affected setting
- The plates collected at that setting

Include your order number and explain which weight setting causes the problem.

SECTION 02

SELECTOR & HANDLE FAULTS

Q Why will the selector not turn?

The selector should only be adjusted while the dumbbell is sitting fully inside its base.

Check the following:

1. Place the dumbbell back into the base and make sure both ends are seated completely.
2. Check that every plate is standing upright and sitting in the correct position.
3. Make sure no plate is leaning, raised or trapped beneath the handle.
4. Press the handle gently down into the base, then try the selector again.
5. If it still does not move freely, stop and contact us.

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

Q Why does the selector stop between two weights?

The selector must click fully into a marked weight position. It should not be left between settings.

Return the handle fully to the base, press it down gently and turn the selector until it settles into the required position. If it repeatedly stops between settings, send us a short video showing the problem.

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

This usually means one end of the handle is not seated correctly or the plates at that end are out of position.

Return the handle to the base and check both plate stacks. The plates must be upright, correctly ordered and seated closely together. Do not continue turning the free selector while the other end is jammed.

SECTION 02

SELECTOR & HANDLE FAULTS (CONT.)

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

A plate may not have engaged correctly.

Do not pull the handle upwards with force. Place it fully back into 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.
- The half-moon plate and end plates are correctly positioned.
- 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

Once everything is aligned, select the weight again and lift the handle vertically.

Q Why does the handle lift unevenly?

Stop lifting and return it to the base immediately. One end may have selected a different number of plates, or a plate may only be partially engaged.

Check both selector displays and inspect the plate arrangement at each end before trying again.

Q Why has the handle picked up the wrong plates?

The most common cause is an incorrectly ordered or misaligned plate stack. The mechanism can only select correctly when every plate is in its proper position and orientation.

Remove the handle, check the plate arrangement against the setup guide and reseal every plate before testing it again.

SECTION 02

SELECTOR & HANDLE FAULTS (CONT.)

Q Why are plates being lifted when they should remain in the base?

Return the dumbbell to the base without using it. Check that:

- The selected weight is fully engaged.
- Both selectors show the same setting.
- The plates are correctly ordered.
- The plate tabs and slots are aligned.
- Nothing is preventing the handle from sitting fully down.

If the same plate continues to lift incorrectly, photograph the complete plate stack and contact us.

Q Can I adjust the weight while the dumbbell is outside the base?

No. The handle must be fully seated in the base before changing the selected weight.

Trying to operate the selector outside the base, or while the handle is only partially seated, can leave the mechanism between settings.

Q Is a clicking sound from the selector normal?

A positive click as the selector reaches each marked weight is normal. Grinding, scraping, repeated slipping or a selector that requires excessive force is not normal.

Stop using the dumbbell and contact us if the selector no longer moves cleanly between settings.

Q What should I do if the handle becomes stuck halfway out?

Do not twist, shake or pull it free.

Lower the handle carefully back into the base. Make sure it is completely seated, then inspect the plates and selector settings before lifting it again.

SECTION 02

SELECTOR & HANDLE FAULTS (CONT.)

Q When should I stop using the dumbbell?

Stop using it if:

- A plate is only partially attached.
 - The handle lifts unevenly.
 - The selectors display different weights.
 - The selector will not lock into a setting.
 - A plate remains loose after the handle has been lifted.
 - The mechanism makes a grinding or abnormal scraping sound.
-

Q What should I send to the support team?

Please provide:

- Your order number.
- A photograph of the complete plate arrangement.
- A photograph of both selector displays.
- A photograph showing the handle seated in the base.
- A short video showing what happens when you turn the selector and attempt to lift the handle.

This lets us identify whether the problem is caused by the plate arrangement, the base or the handle mechanism.

SECTION 03

GENERATION & UPGRADE COMPATIBILITY

Stealth Chrome Edition adjustable dumbbells have been through six generations. The core design has stayed the same (rigid metal plates, 1.5kg increments and twist-to-select adjustment), but the handle, base and internals have changed. Current Chrome upgrade packages fit Gen 4, Gen 5 and Gen 6 only.

Q Which Chrome generations can be upgraded?

Current Chrome Edition upgrade packages are compatible with:

- Generation 4
- Generation 5
- Generation 6

They are not compatible with:

- Generation 1, 2 or 3
 - Stealth Black Edition adjustable dumbbells
 - Stealth Core Edition adjustable dumbbells
 - Adjustable dumbbells from other manufacturers
-

Q Why does compatibility start at Gen 4?

Gen 4 introduced the 34mm handle configuration used by the upgradeable system. Gen 1, Gen 2 and Gen 3 use the original 37mm handle and cannot be upgraded.

Q How can I check whether my set can be upgraded?

Turn the selector through its full range. If it twists to 41.5kg, your dumbbell is compatible with the current upgrade packages.

If you are still unsure, send us photographs of the handle, base and plates before ordering.

SECTION 03

GENERATION & UPGRADE COMPATIBILITY

[CONT.]

Q How can I identify which generation I own?

Check:

- Your original order confirmation.
- The handle diameter: 37mm on Gen 1 to Gen 3, 34mm from Gen 4 onwards.
- The base: solid plastic on Gen 1 and Gen 2, modular with replaceable sections from Gen 3, adjustable on Gen 6.
- Whether the selector twists to 41.5kg.

If the generation is still unclear, send us photographs of the handle, base and plates and we will identify it.

Q What changed with each generation?

- Gen 1: the original Chrome Edition, with rigid metal plates, twist selection and a 37mm handle.
 - Gen 2: redesigned plates to resolve the Gen 1 splitting issue, and harder-wearing half-moon plates.
 - Gen 3: a modular base with individually replaceable components.
 - Gen 4: handle reduced from 37mm to 34mm. The first generation compatible with the upgrade packages.
 - Gen 5: redesigned internal rods for smoother, better-balanced selection.
 - Gen 6: adjustable bases, an improved selector system and the official upgrade route.
-

Q How does the upgrade route work?

Gen 6 starts at 4kg to 23.5kg per dumbbell in 1.5kg increments. Capacity can then be increased in two stages:

1. Start with 4kg to 23.5kg: 14 settings per dumbbell.
2. Add the 23.5kg to 32.5kg upgrade package: 20 settings.
3. Add the 32.5kg to 41.5kg upgrade package: 26 settings.

Each stage adds six new 1.5kg settings.

SECTION 03

GENERATION & UPGRADE COMPATIBILITY

[CONT.]

Q What is included in an upgrade package?

Each package includes the additional plates and the longer adjustable bases required for that stage.

Choose the package that matches your current maximum weight and follow the installation guidance supplied with it.

Q Do I need new handles to upgrade Gen 4 or Gen 5 dumbbells?

No. Gen 4 and Gen 5 handles work with the current upgrade packages, so you do not need new handles or replacement dumbbells.

Select the correct package and follow the supplied installation guidance.

Q Can Gen 1, Gen 2 or Gen 3 dumbbells be upgraded?

No. These generations are not compatible with the current upgrade route.

Contact us before purchasing parts or considering a capacity change for these versions.

Q Can I use Chrome upgrade packages on Black Edition or Core Edition dumbbells?

No. Chrome upgrade packages are designed for Chrome Edition Gen 4, Gen 5 and Gen 6 only.

Upgrade packages increase capacity. They should not be used in place of the correct repair component when something has been damaged.

Q Can I increase the maximum weight by adding spare plates?

No. Capacity can only be increased using the official upgrade packages on a compatible generation.

The handle, selector mechanism, plate stack and base must all work together. Adding unsupported plates could prevent the dumbbell from selecting or locking safely.

SECTION 03

GENERATION & UPGRADE COMPATIBILITY

[CONT.]

Q Can parts from different generations be combined?

Only where we have confirmed that combination.

The handle changed from 37mm to 34mm at Gen 4, the base changed at Gen 3 and again at Gen 6, and the internal rods changed at Gen 5. A part that looks similar may not work with another generation.

Q Did all Chrome generations have plate-splitting problems?

No. Plate splitting was associated with the original Gen 1 plate design.

The plates were redesigned for Gen 2, and we have not received reports of the same issue from Gen 2 onwards. A problem associated with Gen 1 should not be applied to later generations.

Q Can I upgrade only one dumbbell from a pair?

Contact us before doing this. The two dumbbells would otherwise have different maximum weights and selector ranges.

For consistent use, both dumbbells in a pair should be kept to the same specification.

Q I bought my dumbbells second-hand. Can they still be upgraded?

Only if they are Gen 4, Gen 5 or Gen 6.

Check whether the selector twists to 41.5kg. If you are unsure, send us photographs of the handle, base and plates before buying an upgrade.

SECTION 03

GENERATION & UPGRADE COMPATIBILITY

[CONT.]

Q What information should I provide before ordering an upgrade?

Please send:

- Your original order number, if available.
- The generation, if known.
- Your current maximum weight.
- Whether the selector twists to 41.5kg.
- Photographs of the handle, base and plate stack.

We will confirm the correct package before you order.

SECTION 04

STANDS

Q Heavy-Duty Stand or All Out Stand: what is the difference?

Heavy-Duty Stand V3:

- Compact steel frame.
- Fixed racking height.
- Suitable for Core, Chrome and Black Edition dumbbells.
- Core Edition bases are secured using the supplied straps.
- Compatible Chrome and Black Edition bases can be bolted down.
- Wheels are available separately as an optional upgrade.
- Best for customers wanting a compact, straightforward dumbbell stand.

All Out Stand V2/V3:

- Larger 75 × 75mm frame.
- Four locking wheels included.
- Adjustable base mounting positions.
- Bolt-on dumbbell bases.
- Additional storage for a bench and compatible accessories.
- Suitable for compatible Chrome and Black Edition bases.
- Not suitable for Core Edition bases.
- Some original or early-generation Chrome bases are not directly compatible.

If you are unsure, send us your dumbbell edition, generation and maximum weight before ordering.

SECTION 04

STANDS (CONT.)

ALL OUT STAND

Q Which dumbbells fit the All Out Stand?

The All Out Stand is designed for compatible Stealth Chrome and Black Edition dumbbell bases.

It is not compatible with Core Edition bases.

Some original or early-generation Chrome bases use a different hole pattern and will not bolt directly to the All Out Stand. Contact us with your dumbbell generation and maximum weight if you are unsure.

Q Do original Chrome Edition bases fit the All Out Stand?

Not all original Chrome Edition bases are compatible.

Some earlier bases use a different mounting-hole pattern. One bolt may align while the remaining holes do not.

Do not drill the base or stand. Send us photographs of the underside of the base and your original order number so we can confirm the correct option.

Q How do I bolt the dumbbell bases to the All Out Stand?

The All Out Stand may require larger gold threaded inserts than those already fitted to the dumbbell bases.

1. Remove the existing inserts using an Allen key.
2. Fit the larger inserts supplied with the stand.
3. Position the bases on the stand.
4. Start all mounting bolts loosely.
5. Check that the bases sit flat.
6. Tighten the bolts gradually and evenly.

Do not use smaller substitute bolts simply because they fit the original inserts.

SECTION 04

STANDS (CONT.)

Q Why are the All Out Stand bolts too large for my dumbbell bases?

The bolts are designed to work with the larger gold inserts supplied with the All Out Stand.

Remove the smaller inserts already fitted to the bases and replace them with the supplied larger inserts. The larger inserts provide a more substantial fixing for the stand.

If the larger inserts are missing, contact us before assembling the bases.

Q Will the larger inserts damage the plastic base?

They are the intended fixing for the All Out Stand and are designed to form a secure thread in the base.

Fit them straight and tighten them carefully. Stop if the plastic begins to split, the insert will not remain straight or excessive force is required.

Q What are the unused holes on top of the All Out Stand for?

Some holes are alternative mounting points for different configurations or accessories.

They do not indicate that a central section or other component is missing. Only use the mounting points shown in the instructions for your version of the stand.

Q Why is one wheel not touching the floor?

The frame may have been tightened before it was fully square.

1. Remove the dumbbells.
2. Place the stand on a firm, level floor.
3. Loosen the main frame bolts slightly.
4. Allow the frame to settle until all four wheels touch the floor.
5. Retighten the bolts gradually in a cross-pattern.

If one wheel remains raised, send us photographs or a short video.

SECTION 04

STANDS (CONT.)

Q Are wheels included with the All Out Stand?

Yes. Four locking wheels are included.

Lock all four wheels before placing the dumbbells onto the stand or beginning a workout.

Q How should I move the All Out Stand?

Remove the dumbbells and any stored accessories first.

Release all four wheel locks, move the empty stand slowly across a flat surface and avoid thresholds or uneven flooring. Lock every wheel again before reloading the stand.

Moving the stand while loaded places unnecessary strain on the wheels and frame.

Q What should I do if a wheel stops turning or loses bearings?

Stop using and moving the stand.

Remove the dumbbells and send us:

- A photograph of the affected wheel.
- A short video showing the fault.
- Your order number.
- The number of replacement wheels required.

Replacement parts are subject to stock availability.

Q Why did only one All Out Stand box arrive?

The All Out Stand is supplied in more than one package. Couriers may separate heavier multi-box consignments during transit.

Check the tracking for each parcel. If the remaining package has not arrived by the end of the following working day, contact us with your order number.

SECTION 04

STANDS (CONT.)

HEAVY-DUTY STAND

Q Which dumbbells fit the Heavy-Duty Stand?

The Heavy-Duty Stand works with:

- Stealth Core Edition
- Stealth Chrome Edition
- Stealth Black Edition

The attachment method depends on the dumbbell edition.

Q How do I attach Core Edition bases?

Core Edition bases are secured using the supplied straps. Their bolt holes are not designed to align with the holes in the stand's mounting plates.

Place each base flat on its plate, route the straps through the correct points and tighten them until the base cannot move.

A small amount of base overhang can be normal. The base becomes secure once both straps are correctly fitted.

Q How do I attach Chrome or Black Edition bases?

Compatible Chrome and Black Edition bases can be bolted to the mounting plates.

Fit all the bolts loosely before tightening them. This allows the base and mounting plate to align correctly.

Once every bolt has started in its thread, tighten them gradually and evenly.

SECTION 04

STANDS (CONT.)

Q Why do the supplied bolts not line up?

First check which dumbbell edition you have.

- Core Edition bases use straps rather than the mounting bolts.
- Compatible Chrome and Black Edition bases use the mounting bolts.
- Older dumbbell generations may use a different base or fixing arrangement.

Do not drill new holes or force a bolt into a misaligned thread. Send us photographs of the base and mounting plate so we can confirm compatibility.

Q What should I do if a mounting bolt will not enter its thread?

Remove the bolt and check that it is straight and undamaged.

Loosen the other mounting bolts, realign the plate and start every bolt by hand before tightening any of them. The bolt should turn without excessive force.

Stop if the bolt will not engage or appears to be cross-threaded. Forcing it can damage the threaded insert. Send us a photograph or short video for assessment.

Q Why do the gold inserts look too large?

Some dumbbell bases use self-threading gold inserts. These can appear larger than the opening because they form their own thread as they are installed.

Make sure you have the correct inserts for your dumbbell edition and stand. If you are unsure, send us a photograph before fitting them.

Q Are wheels included with the Heavy-Duty Stand?

No. Wheels are an optional upgrade for the Heavy-Duty Stand.

They may arrive separately from the stand because smaller accessories can be dispatched through a different courier service.

SECTION 04

STANDS (CONT.)

Q Which wheel thread does my Heavy-Duty Stand use?

The thread depends on the stand generation.

- Some older stands use an M8 thread.
- Newer versions may use an M10 thread.

Do not order based on appearance alone. Send us a photograph of the stand and, if available, your order number so we can identify the correct wheel set.

Q Why are my Heavy-Duty Stand wheels creaking?

Check that:

- Every wheel is threaded in fully.
- The wheel locks are completely released before moving the stand.
- All four wheels are touching the floor.
- No hair, fibres or debris are trapped around the wheel.
- The stand is being used on a firm, level surface.

If the noise continues, remove the dumbbells and send us a short video showing the affected wheel.

ALL STANDS

Q How should I assemble my stand?

1. Use a flat, clear surface.
2. Confirm that all components and fixings are present.
3. Fit every frame bolt loosely.
4. Square and level the frame.
5. Tighten gradually, moving between opposite sides.
6. Attach the dumbbell bases using the method specified for your edition.
7. Check that each base sits flat and cannot move.
8. Recheck all fixings after the first few uses.

Do not fully tighten one side before the rest of the frame has been assembled.

SECTION 04

STANDS (CONT.)

Q Why did my stand not include instructions?

Instructions should be included with the stand. If they are missing, contact us with the stand model and version and we will send the correct manual.

Avoid following a video for a different stand generation, as the wheels, inserts and mounting method may differ.

Q Why does my stand rock or make a noise?

Check for:

- Unevenly tightened frame bolts.
- A frame assembled out of square.
- Missing or damaged rubber feet.
- Unlocked or uneven wheels.
- Loose base fixings.
- An uneven or heavily carpeted floor.

Loosen the main frame fixings slightly, allow the stand to settle and retighten them evenly.

Q Where can I use the stand?

Use the stand indoors on a firm, dry and level surface.

Thick carpet can allow the stand to lean or rock. Do not use the stand outdoors or in damp conditions.

Do not stand, sit or exercise on the stand.

SECTION 04

STANDS (CONT.)

Q Can I get replacement bolts, inserts, wheels or rubber feet?

Yes, subject to stock and compatibility.

Send us:

- Your order number.
- The stand model and generation.
- Your dumbbell edition and maximum weight.
- A photograph of the required part.
- The quantity needed.

Some parts differ between stand and dumbbell generations, so photographs help us send the correct item.

SECTION 05

SPARE PARTS

Q Do you supply replacement parts?

Yes. We keep a range of replacement components for Stealth equipment, including parts that may not be listed individually on the website.

Availability depends on the product model, generation and the exact component required.

Q Which spare parts are available?

Depending on the product and available stock, we may be able to supply:

- Adjustable dumbbell handles.
- Individual weight plates.
- End plates and half-moon plates.
- Selection bases and base components.
- Internal inserts.
- Selector components.
- Stand wheels and castors.
- Rubber feet.
- Stand fixings and fittings.
- Other model-specific components.

Contact us if the part you need is not shown on the spare-parts page.

Q Why can I not find the part on the website?

Not every component is listed online. Some parts are held for repairs or supplied only after we have confirmed the correct model and generation.

If the part is available, we can usually create a custom order for the item and any applicable delivery charge.

SECTION 05

SPARE PARTS (CONT.)

Q What information should I provide when requesting a spare part?

Please send:

- Your order number, if available.
- The product name and maximum weight.
- The product generation or version, if known.
- A clear photograph of the complete product.
- A close-up photograph of the required or damaged part.
- Confirmation of how many parts you need.
- A brief explanation of what happened.

This reduces the risk of supplying a similar-looking but incompatible component.

Q Are spare parts compatible with every generation?

No. Many parts are generation-specific.

Handles, selectors, plates, bases, inserts and locking components may have changed between versions. A part should not be fitted simply because it appears to be the same shape or size.

We will confirm compatibility before arranging an order.

Q Can I order parts for older dumbbells?

Possibly. Send us photographs and any original order details so we can identify the model.

Some older components may no longer be produced. Where an original part is unavailable, we will explain whether there is a compatible alternative or whether other components would also need to be replaced.

Q Can I fit newer parts to an older model?

Only when that combination has been specifically confirmed.

For example, the current Chrome upgrade packages fit Gen 4, Gen 5 and Gen 6 only. Gen 1 to Gen 3 cannot be upgraded.

Do not combine generations without checking first.

SECTION 05

SPARE PARTS (CONT.)

Q Can I replace one individual plate?

Yes, where the correct plate is available.

We will need to identify its exact position within the stack. Send a photograph of the complete plate arrangement and clearly indicate the damaged or missing plate.

Plates from different positions may look similar but are not necessarily interchangeable.

Q Can I add spare plates to increase the maximum weight?

No. Spare plates are intended to replace matching components, not to increase the dumbbell's designed capacity.

The handle, selector mechanism, displayed settings and plate arrangement must all correspond. Unsupported additional plates may not engage safely.

Q What are the additional inserts supplied with my dumbbells?

They are spare replacement inserts. Your dumbbells arrive with the required inserts already fitted, so the extras do not need to be installed during setup.

Keep them somewhere safe in case an original insert becomes damaged or misplaced.

Q Do I need to fit the spare inserts before using the dumbbells?

No. Your dumbbells arrive with the required inserts already fitted. The spares do not need to be installed during the initial setup.

Q Why are spare inserts provided?

The inserts are removable parts and due to the nature of dumbbells, may become damaged over time. Providing spares means they can be replaced without returning the complete dumbbell to our workshop.

SECTION 05

SPARE PARTS (CONT.)

Q What should I do with the spare inserts?

Keep the spare inserts somewhere safe with your other equipment documentation and spare parts. Do not discard them with the packaging.

Q When should I replace an insert?

Only replace an insert when:

- The original is missing.
- It is visibly damaged.
- It no longer sits securely.
- Our support team has advised you to replace it.

Do not remove a correctly fitted insert unnecessarily.

Q What if I do not know where a spare insert belongs?

Send us a clear photograph of the insert and the area of the dumbbell or base where you think it belongs.

We will tell you whether it needs fitting and exactly where it goes. Do not force an insert into a gap just because it looks the right size.

Q Can I buy a replacement handle?

Yes, subject to stock and your dumbbell generation.

- Black Edition: handles can be ordered directly from the website. Confirm whether you own the 23.5kg, 32.5kg or 41.5kg version first.
- Chrome Edition: the handle must match your generation. Gen 1 to Gen 3 use a 37mm handle; Gen 4 onwards use a 34mm handle.
- Core Edition: handles are supplied through Stealth Support rather than the online store.

Handles for older generations may no longer be in stock. If so, we will explain the alternatives available. Send your order number or photographs of the handle if you are unsure which one you need.

SECTION 05

SPARE PARTS (CONT.)

Q Can I replace only one handle from a pair?

Yes. A single handle can be replaced, provided it matches the other dumbbell in the pair, meaning the same model, generation and maximum weight.

This is subject to stock. If a matching handle is no longer available for an older generation, we will explain your options before you order.

Q Can I buy a replacement base?

Yes. Complete bases and individual base components are available, subject to stock and generation.

On Chrome Edition dumbbells the base has changed over time: Gen 1 and Gen 2 use a solid plastic base, Gen 3 onwards use a modular base with individually replaceable sections, and Gen 6 uses an adjustable base.

Send a photograph of the complete base and the damaged area so we can supply the correct part.

Q Are stand wheels available separately?

Yes, subject to stock. This includes parts where wheels are not listed on the website.

Send a photograph of the wheel and how it attaches to the stand, the stand model and the number you need. We will then confirm availability and create a custom order.

Q Are replacement rubber feet available?

Yes, subject to stock. This includes parts where feet are not listed on the spare-parts page.

Send a photograph of the foot, the stand model and the number you need. We will then confirm availability and create a custom order.

SECTION 05

SPARE PARTS (CONT.)

Q Will a spare part be supplied free of charge?

This depends on the cause of the issue, the product's age and the applicable warranty.

A confirmed manufacturing fault may be handled under warranty. Parts damaged through wear, impact, misuse, incorrect assembly or accidental damage may be chargeable.

We will assess the information and photographs before confirming the available option.

Q Are delivery charges applied to spare parts?

Delivery may be charged when a part is being purchased separately or the issue is not covered under warranty.

Where a part is not listed online, we may create a custom order covering the required component and applicable delivery cost.

Q Can I install the part myself?

Simple external parts may be suitable for customer installation. We will provide guidance where necessary.

Do not dismantle a handle, selector mechanism or another internal assembly unless we have specifically instructed you to do so. Incorrect disassembly may create further faults or make the equipment unsafe.

Q What if the replacement part does not fit?

Stop immediately and do not force it.

Check the supplied part against the original and send us photographs showing:

- Both parts side by side.
- The product model.
- The fitting location.
- Any difference in size, shape or attachment points.

Do not modify, cut, drill or glue the part before we have checked it.

SECTION 05

SPARE PARTS (CONT.)

Q What if replacing the part does not solve the problem?

Contact us with photographs or a video showing the remaining fault.

If the issue is recurring, affects the internal mechanism or cannot be diagnosed remotely, the equipment may need to return to our workshop for inspection.

Q Can I send the complete product back for repair?

Where workshop inspection is required, we will confirm the return process.

The equipment must be packed securely. We may ask for the package dimensions, weight and collection availability before arranging transport.

Do not send equipment back without a confirmed return reference or instructions.

Q Can I use a third-party replacement part?

We recommend using a confirmed compatible component.

A third-party part may have different dimensions, materials or tolerances even when it appears similar. This can affect how the equipment selects, locks or supports weight.

Q Can I order spare parts for equipment bought second-hand?

Possibly. We will first need to identify the exact product and generation.

Send clear photographs of the equipment and any model information. Warranty coverage may not transfer, but compatible parts may still be available to purchase.

SECTION 05

SPARE PARTS (CONT.)

Q What should I do with the equipment while waiting for a part?

Stop using it if the missing or damaged part affects:

- Plate retention.
- Weight selection.
- Handle engagement.
- Base stability.
- Stand stability.
- Any load-bearing or locking function.

Do not continue training with equipment that is only partially engaged or structurally unstable.

SECTION 06

BENCH MECHANISMS & SAFETY

Q How does the backrest adjustment mechanism work?

The bench uses a ladder-step adjustment system designed for quick transitions between positions.

The support moves upwards over the ladder steps as the backrest is raised. This is the intended movement of the mechanism and does not normally require a separate release lever.

Once the required angle is reached, lower the support fully into the corresponding step before using the bench.

Q Why does the mechanism move when it is lifted upwards?

This is how the ladder-step system is designed to operate.

An upward movement allows the support to travel across the steps. It should then settle securely into the selected position when lowered. The movement is part of the quick-transition design and is not, by itself, a fault.

Q How do I raise the backrest?

1. Remove all weights from the bench.
2. Stand beside the bench rather than behind the moving backrest.
3. Hold the backrest firmly.
4. Lift it upwards in a controlled movement.
5. Allow the support to move along the ladder system.
6. Lower it until the support is fully seated in the required step.
7. Apply light pressure to confirm that it is secure before sitting down.

Do not place your fingers inside the ladder mechanism while changing the angle.

Q How do I lower the backrest?

Lift the backrest far enough for the support to clear its current ladder step. Guide the support towards the lower setting, then lower the backrest carefully until it is fully engaged.

Do not allow the backrest to fall freely between positions.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q Why will the backrest move upwards but not directly downwards?

The support is retained by the ladder step currently holding it. It must first be lifted clear of that step before it can move to a lower position.

Do not force the support down against the retaining step. Lift, reposition and then lower it into the required setting.

Q Do I need to pull or release a pin?

Not to change the backrest angle. Normal adjustment only uses the ladder steps: lift the support over the steps and lower it into the required position.

The pin only needs to be removed when folding the bench flat for storage. When you take the bench out of storage, raise it back up and refit the pin fully before use.

Never use the bench with the pin missing or partly inserted.

Q How do I know the backrest is locked correctly?

Before using the bench, confirm that:

- The support is sitting fully inside a ladder step.
- It is not resting on the edge of a step.
- Both sides of the mechanism appear aligned.
- The backrest does not drop or move into another setting under light pressure.
- No clothing, packaging or other object is trapped in the mechanism.

Never begin an exercise while the support is between positions.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q Why does the backrest feel as though it is stuck?

Check that you are lifting the backrest in the direction required to release the support from the ladder step.

Also inspect the mechanism for:

- Packaging material.
- A trapped cable, strap or item of clothing.
- Misaligned assembly.
- A loose or incorrectly fitted component.
- Damage to a ladder step or support bar.

Do not strike the mechanism or use a tool to force it free.

Q Why does the backrest drop when I put weight on it?

Stop using the bench immediately.

The support may not have been seated fully into a ladder step, or the mechanism may be misaligned or damaged. Remove all weight and inspect the support from both sides.

Do not use the bench again until it engages securely.

Q Is movement in the backrest normal?

A small amount of movement between fitted components can occur, but the backrest must remain securely retained within its selected position.

It should not:

- Slip into another setting.
- Lift out of the ladder step during an exercise.
- Move independently on one side.
- Produce sudden movement under load.
- Feel structurally unstable.

Send us a video if you are unsure whether the movement is normal.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q How do I adjust the seat?

Remove all weight from the bench before adjusting it.

Support the seat with one hand, operate the adjustment mechanism as intended and move it into the required position. Confirm that the seat is fully locked before use.

Do not adjust the seat while somebody is sitting on the bench.

Q Should the seat and backrest positions match?

Use only the combinations supported by the bench's available adjustment positions.

Before training, make sure both the seat and backrest are independently secured. Do not rely on body weight to hold either section in place.

Q Can I adjust the bench while holding dumbbells?

No. Put the dumbbells down safely before changing the seat or backrest angle.

Trying to adjust the bench while holding weight reduces control and increases the risk of trapped fingers, dropped equipment or an incorrectly seated mechanism.

Q Where are the main pinch points?

Keep fingers, hands, loose clothing and other objects away from:

- The ladder steps.
- The backrest support.
- Seat adjustment points.
- Hinges and folding joints.
- Gaps between the upholstery and frame.
- Transport wheels and feet while moving the bench.

Hold the padded section or designated adjustment point rather than the mechanism itself.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q Can somebody sit on the bench while it is being adjusted?

No. The bench must be unloaded before any adjustment is made.

The mechanism is not designed to change position while supporting a person or additional weight.

Q What should I check before every use?

Confirm that:

- The bench is on a firm, level surface.
- Every foot is in full contact with the floor.
- The backrest is fully engaged.
- The seat is fully engaged.
- No fixing is loose or missing.
- The frame is not bent or damaged.
- The upholstery is secure.
- The bench does not rock.
- The training area is clear.

Apply light pressure to the backrest and seat before starting the exercise.

Q Why does my bench rock?

Check:

- The floor is level.
- All rubber feet are present and fitted correctly.
- The frame has been assembled squarely.
- Every fixing has been tightened evenly.
- No wheel or moving component is holding one side above the floor.
- The frame has not been damaged.

If necessary, loosen the main frame fixings slightly, allow the bench to settle on a level surface and retighten them evenly.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q Can I use the bench on carpet?

Use the bench only where it remains level and stable.

A thick or soft carpet may allow the feet to sink unevenly. Test the bench without additional weight before exercising. Move it to a firmer surface if it rocks or shifts.

Q Can I place blocks underneath the bench to change the angle?

No. Use only the adjustment positions built into the bench.

Do not place plates, timber, blocks or other objects beneath the frame or feet to create an unsupported angle.

Q Can I use a position between two ladder steps?

No. The support must be fully seated within one of the designed positions.

A position between steps is not locked and is unsafe to load.

Q What is the bench's maximum load?

The bench has a maximum unified load of 450kg.

This is the total weight supported by the bench, including the user, dumbbells, barbells and any other equipment. Do not exceed it.

Q Can I exceed the load limit briefly?

No. The stated capacity should not be exceeded.

Dynamic exercises, sitting down heavily or dropping weight onto the bench can create forces above the static weight being used.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q Can I stand on the bench?

No. The bench is designed for supported strength-training movements, not for use as a step, platform or box.

Standing on the upholstery creates a higher risk of instability and falls.

Q Can I drop dumbbells onto the bench?

No. Place dumbbells down under control.

Dropping equipment onto the upholstery or frame can damage the padding, internal board, adjustment mechanism or frame.

Q How should I get into position with heavy dumbbells?

Set the bench angle first and confirm that every mechanism is secure.

Keep the surrounding area clear and use a controlled setup appropriate for the exercise. Do not use the backrest, adjustment bar or upholstery edge as a dumbbell rack.

Q How should I move the bench?

Remove all weights and return the bench to a stable position first.

Use the intended handle and transport wheels where fitted. Lift only as much as required to engage the wheels and move the bench slowly across a clear, level surface.

Do not drag the rubber feet across the floor or pull the bench by its upholstery.

Q Can I move the bench while it is adjusted upright?

For easier and safer handling, return it to the transport or storage position recommended for the model before moving it.

Make sure the moving sections cannot swing or change position during transport.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q How does the folding mechanism work?

Only fold the bench when it is completely unloaded.

Support the moving section, operate the intended release or folding mechanism and guide the bench through the movement. Keep hands away from the hinge and frame gaps.

Do not allow any section to drop under its own weight.

Q What should I check before storing a folding bench?

Confirm that:

- It is fully folded into its intended storage position.
- The folded sections are secured by the locking pin.
- It cannot roll, open or fall.
- Nothing is resting against the adjustment mechanism.
- It is stored indoors in a dry location.
- Children cannot operate the folding mechanism.

Do not store weights on a folded bench.

Q Why is the mechanism making a noise?

A light contact sound as the support moves across the ladder steps can be normal.

Stop and inspect the bench if you hear:

- Grinding.
- Cracking.
- Repeated metallic clicking under load.
- A sudden change in sound.
- Noise accompanied by movement or instability.

Check the fixings and adjustment points before using it again.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q Should I lubricate the adjustment mechanism?

Do not apply oil, grease or spray lubricant unless the instructions for your specific model recommend it.

Lubricant can attract dirt, reach the upholstery or change the intended grip between adjustment components. Contact us before applying anything.

Q How often should I check the fixings?

Inspect them during assembly, after the first few uses and regularly afterwards.

Recheck the bench after it has been moved or if you notice any movement, noise or change in operation.

Q How should I clean the bench?

Wipe the upholstery after use with a soft, slightly damp cloth, then dry it.

Avoid abrasive cleaners, strong solvents and excessive water. Do not allow cleaning liquid to collect around seams, hinges or adjustment points.

Q What should I do if the upholstery is damaged?

Stop using the bench if the damage exposes a hard edge, internal structure or loose material.

Send us a photograph showing the damaged area and the complete bench. Avoid using tape, glue or another repair before the issue has been assessed.

SECTION 06

BENCH MECHANISMS & SAFETY (CONT.)

Q When should I stop using the bench?

Stop immediately if:

- The backrest or seat will not lock.
- The support slips out of position.
- A ladder step is bent or damaged.
- A fixing is missing or repeatedly loosens.
- The frame is bent, cracked or unstable.
- A weld appears damaged.
- A foot is missing and the bench rocks.
- The upholstery or supporting structure has failed.
- The bench moves unexpectedly under load.

Do not test a suspected fault with additional weight.

Q What should I send to the support team?

Please provide:

- Your order number.
- The bench model.
- A photograph of the complete bench.
- Close-up photographs of the adjustment mechanism.
- A photograph showing the selected ladder position.
- A short video showing the movement or fault.
- Confirmation of whether the problem occurs with the bench unloaded.

This helps us distinguish normal ladder-step movement from an assembly issue or product fault.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

Q What should I do if my parcel arrives damaged?

Photograph the parcel before opening it, where possible.

Take clear photographs of:

- The complete parcel.
- Every damaged side of the box.
- Any holes, crushing, tears or opened seams.
- The shipping label.
- The internal packaging.
- The item as it was positioned inside the box.
- The damaged area of the product.
- The complete product for identification.

Keep the parcel, packaging and all contents until we confirm the next step.

Q Should I accept a damaged parcel?

If you can see damage at delivery, photograph it and ask the driver to record that the parcel was received damaged where possible.

Accepting the parcel does not prevent you from reporting concealed damage found after opening it. However, do not discard the packaging or begin using a damaged item.

Q Can I open a damaged parcel?

Yes, but open it carefully and preserve the packaging.

Photograph the external damage first. Then photograph each packaging layer and the position of the product as it is uncovered. This helps establish how the damage occurred.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q Can I use equipment that arrived damaged?

Do not use it if the damage may affect:

- Plate retention.
- Weight selection.
- A handle or selector.
- A base.
- A bench frame or adjustment mechanism.
- A stand, wheel or foot.
- A weld, fixing or load-bearing component.
- The stability of the equipment.

If the damage is purely cosmetic, send photographs so we can assess it before use.

Q Why do you need photographs of the packaging?

The courier may require evidence showing:

- How the goods were packed.
- Where the parcel was damaged.
- Whether the outer packaging was compromised.
- Whether the internal protection moved or failed.
- Which shipping label and consignment were involved.

A photograph of the damaged product alone may not be enough for a transit claim.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q Which photographs should I send for a damage report?

Please send:

1. The complete outer box.
2. All sides of the outer box.
3. A clear image of the parcel label.
4. The internal packaging.
5. The item inside the packaging.
6. A close-up of the damage.
7. A wider photograph identifying the complete item.
8. Photographs of any loose or missing components.

Avoid cropping out the surrounding packaging or product.

Q Should I keep the original packaging?

Yes. Keep the box, internal protection and parcel label until the issue has been resolved.

The item may need to be inspected, collected or repacked. Discarding the packaging may also limit the evidence available for a courier investigation.

Q What if I have already disposed of the packaging?

Contact us and send any photographs you still have.

We will assess the available evidence, but the courier may be unable to investigate fully without photographs of the outer and internal packaging.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q What information should I include when reporting transit damage?

Please provide:

- Your order number.
 - Your full name and delivery postcode.
 - The affected product.
 - The number of damaged items.
 - The delivery date.
 - The consignment or tracking number.
 - A description of the damage.
 - The required photographs.
 - Confirmation of whether the product has been used.
-

Q My order arrived in several boxes. Is that normal?

Yes. Heavy equipment is often divided across several parcels so each box can be handled safely.

The boxes may be scanned, transported and delivered separately. One parcel can occasionally arrive before the others, even when they share the same order.

Check the tracking information for every parcel before reporting the order as incomplete.

Q How do I know how many parcels I should receive?

Check:

- The dispatch email.
- The number of tracking links or parcel references.
- The parcel count shown by the courier.
- The items and quantities on your order confirmation.

If the expected parcel count is unclear, contact us with your order number.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q One box has arrived, but the rest are missing. What should I do?

Check whether the remaining parcels have separate tracking events or are still moving through the courier network.

Couriers sometimes split a multi-box order across more than one van, so the remaining boxes may arrive later the same day. If they have not arrived by the end of the day, contact us.

Send us:

- Your order number.
- The tracking number for every parcel received.
- The number of boxes delivered.
- A description of what was inside each box.
- Details of the items still missing.

Do not dispose of the packaging from the delivered boxes until the complete order has been checked.

Q My tracking says part of the consignment is still at the depot. Is the order lost?

Not necessarily. Parcels within the same consignment may be separated temporarily.

Continue checking the individual parcel tracking. Contact us if a parcel stops receiving scans, misses the expected delivery or the courier confirms that searches are required.

Q What should I do if the tracking has not updated?

Send us the order number and tracking reference.

We can review the last scan and raise the issue with the courier where necessary. A parcel with no movement may require depot searches before it can be declared missing.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q What happens when a parcel cannot be located?

We will provide the courier with the required parcel and goods information and request an investigation or claim.

The courier may ask for:

- A description of the goods.
- Brand, model, colour and quantity.
- A description of the packaging.
- The goods value.
- The delivery address and postcode.
- The parcel weight.
- Photographs or purchase documentation.

If the parcel cannot be found, we will send you a replacement straight away, or a full refund if you prefer. The courier may then ask you to sign a short declaration that the parcel did not arrive.

Q A complete box is missing from my adjustable dumbbell set. Can I use the rest?

Only use the equipment if you have a complete, correctly matched and securely operating dumbbell.

Do not improvise a plate arrangement or mix incomplete components. A missing handle, plate box or base may prevent the remaining equipment from operating as intended.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q A component is missing from inside the box. What should I do?

Lay out all received components and compare them with the assembly instructions or contents list.

Then send:

- A photograph of everything received.
- A photograph of the opened box.
- A photograph of the internal packaging.
- The parcel label.
- The name and quantity of the missing component.
- Your order number.

Check inside every packaging layer before reporting small fittings as missing.

Q I am missing bolts, washers or small fittings. Could they be hidden in the packaging?

Small parts may be packed inside a separate bag, attached to a larger component or placed within folded cardboard protection.

Check:

- Every internal carton.
- Packaging beneath larger components.
- Bags attached to the frame.
- Recesses within foam or cardboard inserts.
- Both ends of long packaging sections.

Do not discard any packaging until all parts have been identified.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q What if the parcel contains the wrong component?

Do not attempt to modify or fit it.

Send photographs of:

- The part received.
- The product it was intended for.
- Any labels, markings or SKU stickers.
- The complete contents of the parcel.
- The parcel label.

We will confirm whether the item is incorrect or belongs elsewhere in the assembly.

Q My parcel is marked as delivered, but I do not have it. What should I check?

Check:

- The delivery photograph.
- The location shown in the tracking.
- The front, side and rear of the property.
- Any designated safe place.
- Reception, concierge or communal entrance.
- Immediate neighbours.
- Anyone else at the address who may have accepted it.

If the photograph or location is not recognised, tell us clearly.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q The proof-of-delivery photograph is not my property. What should I send?

Send us:

- Your order number.
- The tracking number.
- Your complete delivery address and postcode.
- Confirmation that the image does not show your property.
- Confirmation that it does not show a neighbour's property.
- A photograph of your actual front door or entrance, where helpful.
- Any identifiable name, house sign or landmark visible in the courier image.

If it was not left at your address, we will send a replacement or refund you, then ask the courier to review the driver's GPS data.

Q Can you ask the courier for the delivery coordinates?

Where a delivery location is disputed, we can ask the courier to review the driver's GPS information and delivery scan.

The courier may provide a conclusion rather than releasing precise coordinates directly, but the location data can still form part of the investigation.

Q The courier says the correct address was supplied. Does that prove it was delivered correctly?

No. It confirms the address transmitted to the driver, not necessarily the physical location where the parcel was left.

If the proof-of-delivery image or GPS information indicates another property, explain this clearly and provide photographs or location details that show the difference.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q What if the parcel was left in an unsafe place?

Send us the proof-of-delivery image and explain:

- Where the parcel was left.
- Whether that location was designated by you.
- Whether it was visible from a public road or path.
- Whether the parcel was unattended.
- Whether it was present when you checked.

Do not remove or alter any tracking evidence while the delivery is being reviewed.

Q What if I did not select “leave in a safe place”?

Tell us that the safe place was not authorised or designated.

We can include this in the delivery dispute and ask the courier to confirm why the parcel was left without a successful handover.

Q The delivery photograph shows a different house name. What should I do?

Tell us the name visible in the photograph and confirm that it is not your address.

If possible, provide:

- Your correct address.
- A photograph of your property.
- Any known distance between the photographed location and your address.
- A map reference or nearby landmark.

This can help demonstrate that the driver attended the wrong location.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q My address or postcode is wrong on the order. Can it be changed?

Contact us immediately.

A correction may be possible before delivery, but couriers do not always allow address changes after a parcel has entered their network. We will need the complete correct address, including the postcode, flat number and any access information.

Q The courier could not deliver because my flat number was missing. What should I do?

Send us the complete address exactly as it should appear, including:

- Flat or apartment number.
- Building name or number.
- Street.
- Town or city.
- Postcode.
- Contact telephone number.

We can then check whether the delivery can be updated or must be rebooked.

Q I received a cancellation notification after my delivery was rebooked. Should I be concerned?

A courier notification may relate to the original booking rather than the replacement booking.

Check whether a new tracking reference or delivery service has been issued. Contact us if you are unsure, and we will confirm which booking remains active.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q Will damaged goods be replaced immediately?

We will first review the damage, the safety of the product and the evidence required by the courier.

Depending on the circumstances, the next step may involve:

- A replacement component.
- A replacement parcel.
- Collection for workshop inspection.
- A return.
- A refund.
- A courier investigation.

Do not dispose of or return anything until instructed.

Q Will I have to return the damaged item?

Possibly. The item may need to be inspected, repaired or retained as part of the claim.

We will confirm whether collection is required and provide the return instructions. Do not send the item back independently.

Q How should a damaged item be packed for collection?

Use a strong box and sufficient internal protection so the item cannot move during transport.

Heavy plates and metal components must be separated or secured to prevent them from damaging each other or breaking through the box.

We may ask for the package dimensions and weight before arranging the collection.

Q Can a replacement plate be returned or transported without a box?

No. Heavy plates must be boxed and protected so they can travel safely through the courier network.

Do not hand an unboxed plate or component to the driver.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q What if I cannot safely package the item?

Tell us before collection is booked.

Provide photographs of the item and any packaging still available. We can then determine what is required for safe transport.

Q How long does a courier investigation take?

Timescales vary depending on the courier, depot searches, driver interviews and the evidence required.

We will continue to follow the case and update you when there is a meaningful response. Please keep all packaging and correspondence until the investigation is closed.

Q Should I contact the courier myself?

You may receive tracking updates directly, but send the full issue to us as the sender of the parcel.

We can raise the formal investigation and provide the goods value, packaging details and booking information required by the courier.

SECTION 07

TRANSIT DAMAGE & MISSING COMPONENTS

[CONT.]

Q What should I include in my first message to avoid delays?

Include:

- Your order number.
- Full delivery address and postcode.
- Tracking or consignment number.
- The number of parcels expected and received.
- A list of damaged or missing items.
- Photographs of the parcel, label, packaging and product.
- Confirmation of whether the proof-of-delivery image is recognised.
- Confirmation of whether the item has been used.
- Your preferred contact telephone number.

Complete information allows us to raise the correct courier case without repeatedly requesting further evidence.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT

Q What is the difference between a product fault and normal wear?

A product fault is generally a problem caused by the way a component was manufactured, assembled or supplied.

Normal wear is the gradual change that occurs through regular use. This may include cosmetic marking, compression, surface wear or the eventual deterioration of replaceable contact parts.

Each case is assessed using the product's age, condition, usage and the nature of the reported problem.

Q What is considered normal wear?

Examples may include:

- Cosmetic scratches and scuffs.
- Marking where metal or plastic components contact each other.
- Gradual wear to rubber feet, wheels or grips.
- Compression or creasing of upholstery.
- Surface wear to coatings and printed markings.
- Minor movement developing in regularly adjusted components.
- Wear to removable inserts or other replaceable contact parts.

Normal wear does not automatically indicate a manufacturing fault.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What is accidental damage?

Accidental damage is damage caused by an identifiable event rather than a defect developing during normal use.

Examples may include:

- Dropping equipment.
- A dumbbell falling outside its base.
- Impact against a wall, floor or another item.
- Equipment being knocked over.
- Damage during moving or storage.
- Liquid exposure.
- A trapped or crushed component.
- Using incorrect tools during assembly.
- Overtightening or stripping a fixing.

Q Are adjustable dumbbells designed to be dropped?

No. Adjustable dumbbells contain a selection and plate-retention mechanism and should be placed down under control.

Dropping them may damage:

- The handle.
- Selector components.
- Weight plates.
- Plate-retention points.
- Inserts.
- End plates.
- The selection base.

Damage caused by impact may not be treated as a manufacturing fault.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What if I dropped the dumbbell accidentally?

Stop using it and inspect the handle, selectors and plates.

Do not continue training if:

- A plate is cracked or bent.
- A selector will not move correctly.
- A plate is loose or partially retained.
- The handle no longer sits correctly in the base.
- The displayed setting does not match the selected plates.
- The dumbbell makes a new grinding or scraping sound.

Send us photographs and a short video so we can identify the affected components.

Q Is cosmetic damage covered by the warranty?

Yes, cosmetic damage present when the product arrives is covered. This does not apply to Outlet products or other items sold without a warranty.

Cosmetic marking caused by normal use does not usually affect the operation of the equipment and is not covered.

We will still assess any concern where the finish is lifting unexpectedly or the material appears defective.

Send photographs showing both the affected area and the complete product.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What if the product arrived scratched or damaged?

That should be reported as a delivery or arrival-condition issue rather than ordinary wear.

Keep the packaging and send photographs of:

- The outer box.
- The parcel label.
- The internal packaging.
- The affected product.
- The damaged area.

Do not begin using a product if the damage may affect its safety or operation.

Q Are worn wheels or rubber feet covered?

Wheels and rubber feet are contact parts that can wear through use, movement and floor conditions.

We will assess whether the issue appears to be premature failure, a manufacturing fault or ordinary wear. Replacements may be chargeable where the component has been damaged or worn through use.

Q What can cause stand wheels to wear or break?

Common causes include:

- Moving the stand while it is fully loaded.
- Pulling it across thresholds or uneven flooring.
- Side-loading the wheels.
- Leaving wheel locks engaged while moving the stand.
- Impact against walls or equipment.
- Debris becoming trapped around the wheel.
- Repeated use on unsuitable flooring.

Remove the dumbbells before moving the stand.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What causes rubber feet to wear?

Rubber feet may wear through:

- Repeated movement across the floor.
- Use on rough concrete.
- Uneven loading.
- Exposure to moisture or cleaning chemicals.
- A frame that has not been assembled squarely.
- Dragging rather than lifting the equipment.

Check feet regularly and replace damaged parts before the equipment becomes unstable.

Q Is upholstery wear covered?

Upholstery will be assessed according to the type and location of the damage.

Damage caused by a seam or material failure may require further assessment. Cuts, punctures, abrasion, contact with sharp objects, inappropriate cleaning products or dropped equipment may be treated as accidental damage.

Stop using the bench if the damage exposes a hard edge or supporting structure.

Q Is surface rust covered?

The cause and location must be assessed.

Rust can develop when equipment is stored in damp conditions, used outdoors, exposed to sweat without being cleaned or left wet after cleaning. Store equipment indoors and keep exposed metalwork clean and dry.

Send photographs before attempting to remove or cover the affected area.

Q Does improper storage affect the assessment?

It can. Equipment should be stored indoors in a dry, stable environment.

Damage associated with rain, condensation, standing water, extreme humidity, uncontrolled temperatures or unsuitable outdoor storage may not indicate a manufacturing fault.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What is considered misuse?

Examples may include:

- Dropping adjustable dumbbells.
- Exceeding a stated load limit.
- Standing on a bench.
- Using a stand as a step or exercise platform.
- Adjusting a bench while it is loaded.
- Forcing a jammed selector.
- Using an unsupported plate arrangement.
- Combining incompatible generations.
- Moving a loaded wheeled stand.
- Using equipment for a purpose it was not designed for.
- Continuing to use equipment after a clear fault develops.

Q Can forcing a selector cause damage?

Yes. If the selector does not move freely, the handle may not be fully seated or the plates may be misaligned.

Forcing it can damage the selector or internal mechanism. Return the handle fully to the base, check the plate arrangement and contact us if the problem continues.

Q Can incorrect assembly affect a warranty assessment?

Yes. A fault caused by missing parts, incorrectly positioned components, overtightened fixings or assembly that does not follow the instructions may not be a manufacturing defect.

If you are uncertain during assembly, stop and send us photographs before proceeding.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q Can modifications affect warranty support?

Unauthorised drilling, cutting, welding, gluing, rewiring, machining or internal disassembly can make the original cause of a fault difficult to assess.

Contact us before modifying or repairing the equipment. We may be able to provide the correct component or instructions.

Q Can I dismantle the handle or selector myself?

Do not dismantle an internal selection mechanism unless we have specifically instructed you to do so.

Incorrect disassembly can damage components, change the selector alignment or create an unsafe condition.

Q Should I repair the product before submitting a claim?

No. Photograph and report the fault first.

Attempting a repair before assessment can remove evidence of the original issue and may cause further damage. Keep any loose or broken parts.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What evidence is required for an assessment?

Please provide:

- Your order number.
- The product model and generation.
- The approximate date the issue began.
- A clear description of the fault.
- A photograph of the complete product.
- Close-up photographs of the affected area.
- A short video showing the problem.
- Confirmation of whether the product has been dropped, moved or modified.
- Details of how and where it has been used and stored.

Accurate information helps us reach the correct outcome more quickly.

Q Why do you need to know how the damage happened?

The same visible damage can have several possible causes.

For example, a cracked component may result from a material fault, an impact, incorrect assembly or continued use after another part failed. The circumstances help us distinguish between these possibilities.

Q What if I do not know how the damage happened?

Explain when you first noticed it and what the equipment was doing at the time.

Do not guess. Provide photographs and a video, and we will assess the available evidence.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What happens during a remote assessment?

We review:

- The product and component involved.
- Its age and order history.
- The reported usage.
- Photographs and video.
- The location and pattern of the damage.
- Whether the fault is known or recurring.
- Whether the product can be repaired safely with a replacement part.

We may ask for additional angles or a specific operating video.

Q Why might the product need to return to the workshop?

Some faults cannot be confirmed from photographs alone, especially when they involve:

- A recurring selector problem.
- An internal mechanism.
- Intermittent plate retention.
- Movement that occurs only under controlled testing.
- Damage with several possible causes.
- A previous replacement that did not resolve the issue.

A workshop inspection allows the product to be examined in person before a final decision is made.

Q Does being asked to return the product mean the claim has been accepted?

No. A return for inspection allows us to determine the cause and the appropriate resolution.

The outcome is confirmed after the product has been examined.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q How should equipment be packaged for inspection?

Use a strong box and sufficient internal protection to prevent movement.

Heavy plates and metal components must be separated or secured so they cannot damage each other or break through the packaging.

We may ask for:

- The parcel dimensions.
- The complete packed weight.
- Photographs of the packed item.
- Your collection availability.

Do not send an unboxed heavy component.

Q What happens if the issue is confirmed as a manufacturing fault?

The appropriate resolution will depend on the product, fault and circumstances.

This may involve:

- A replacement component.
- A repair.
- Replacement equipment.
- Another remedy appropriate to the assessment.

We will confirm the next step after reviewing the evidence or completing the inspection.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What happens if the issue is normal wear or accidental damage?

Where possible, we will explain the repair or replacement options available.

This may include:

- Purchasing a replacement part.
- A paid repair.
- A custom order.
- Returning the equipment for inspection or repair.
- Replacing the affected component rather than the complete product.

Availability and cost depend on the model and the parts required.

Q Can you supply a discounted replacement part?

We may consider a goodwill discount depending on the circumstances, product age and component required.

A discount is not automatic and does not mean the issue has been classified as a manufacturing fault.

Q Will I be charged for collection or return shipping?

This depends on the assessment and the reason for return.

We will confirm any collection, delivery or inspection charges before arranging the return where possible.

Q What if the equipment was damaged by a courier?

Damage during delivery is handled as transit damage rather than use-related wear.

Keep the packaging and send photographs of the box, label, internal protection and product.

We may need this evidence to raise a courier claim.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q What if the equipment was damaged while I returned it?

The sender is responsible for packing returned equipment safely and using an appropriate delivery service.

Keep evidence of:

- The condition before dispatch.
- The packaging used.
- The parcel label.
- Tracking.
- Any courier protection or claim.
- The condition on arrival.

We cannot treat transit damage to a customer-arranged return as an original manufacturing fault.

Q When should I stop using the equipment?

Stop immediately if the issue affects:

- Structural stability.
- Weight selection.
- Plate retention.
- A handle or selector.
- A bench support or locking position.
- A stand wheel, foot or frame.
- Any load-bearing component.
- A cracked, bent or partially engaged part.

Do not continue testing a fault with additional weight.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q Will continued use affect the assessment?

It can. Continuing to use equipment after noticing a fault may worsen the damage or obscure its original cause.

Report the issue promptly and stop using the affected equipment where safety or further damage is a concern.

Q Does the warranty replace my statutory rights?

No. Any product warranty operates alongside the customer's applicable statutory rights.

This guide explains how we assess faults and damage. It does not limit those rights.

Q What should I include in my first message?

Send:

- Your order number.
- Product and model.
- Date the issue began.
- Description of the problem.
- Clear photographs.
- A short video.
- Details of any impact, drop, move or modification.
- Confirmation that use has stopped where safety is affected.

This gives us the clearest basis for a fair assessment.

SECTION 09

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