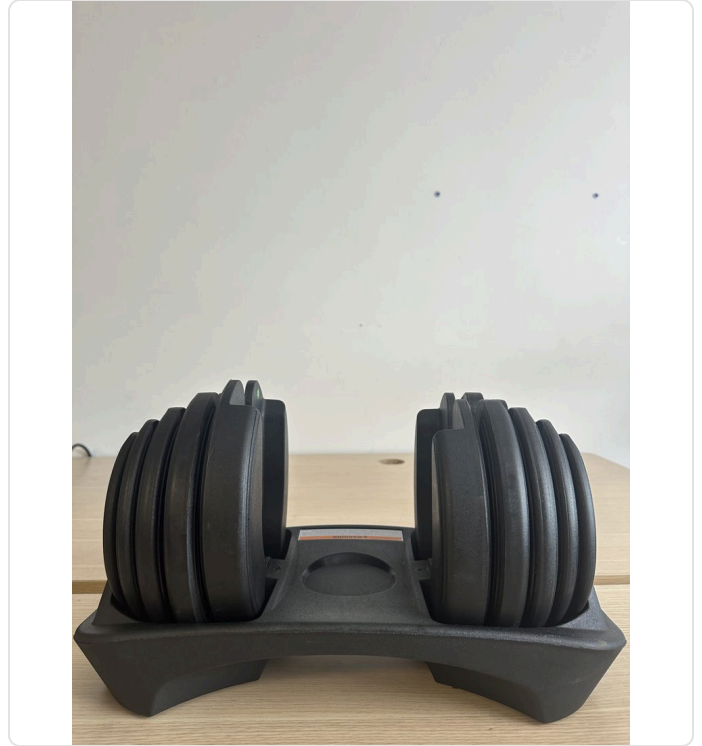


Adjustable Dumbbell Troubleshooting Guide



Dumbbell seated correctly in its base (top view)



Side view: heaviest plates on the inside, lighter plates stepping down toward the outside

How it works

1 SEAT

Set the handle down into the loaded base.

2 UNLOCK

Two metal clips on the base press in the white buttons under the handle. This unlocks the dials.

3 SELECT

Turn the dials. The metal teeth near the grip rotate to your chosen weight.

4 LIFT

As you lift, the buttons release and the teeth latch onto the plate hooks you selected.

If any link in that chain is broken, the dumbbell won't adjust or won't pick up the right plates. Check them in order: **Plates → Base → Handle.**

1 The Plates

The plates are the weight. Each one has a metal hook that the handle grabs onto.

Are all plates seated correctly?

- ☐ **5 plates per side, 10 in total.**
- ☐ **Heaviest on the inside, lightest on the outside.**
The plates should get smaller and lighter, sloping down toward the dials.
- ☐ Each plate sits fully down in its slot in the base.

Are the metal hooks intact and facing out?

- ☐ Every plate has its metal hook in place.
- ☐ Hooks face **outward**, toward the dials at the ends of the dumbbell.
- ☐ No hook is bent, cracked, loose or missing.

REPLACE

If a hook is **bent, broken or missing**, that plate needs to be replaced. It won't latch onto the handle properly.

Quick fix

A plate facing the wrong way or sitting in the wrong slot is the most common issue, and the easiest fix. Lift the handle out, put the plates back in size order with hooks facing the dials, and try again.



The 5 plates for one side, smallest to largest. The metal hook sits at the base of each U-shaped slot.



Correct order: plates step down in size from the centre outward.

2 The Base

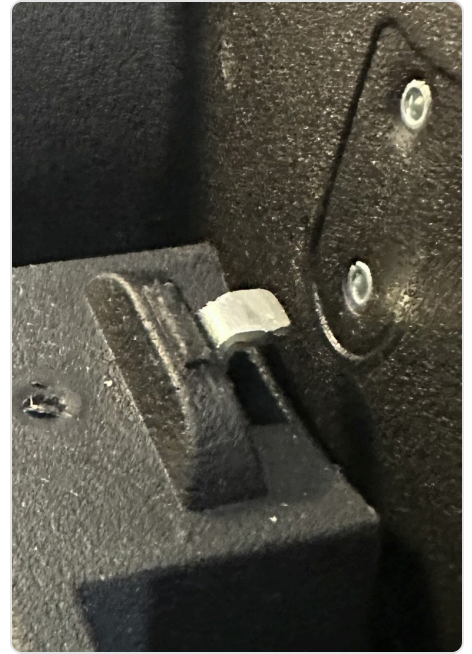
The base does two jobs: it holds the plates in position, and it unlocks the handle so the dials can turn.



Empty base: 4 dividers on each side hold the plates upright.



The two metal clips (circled) press the white buttons on the handle.



Close-up of a clip in good shape. This is the shape it needs to press the white button properly.

Dividers

- ☐ There are **4 dividers on each side** of the base.
- ☐ None are cracked, snapped or missing.

REPLACE

If any divider is broken, the **full base** must be replaced.

Metal clips (most important)

- ☐ Both clips in the middle of the base are present and stand upright.
- ☐ Each clip matches the shape in the close-up photo: not flattened, twisted or bent out of line.
- ☐ With the handle seated, each clip clearly touches and presses in its white button.

REPLACE

If a clip is bent, broken, missing or can't press the button in, the **entire base** must be replaced, unless the clip can be gently bent back into position.

3 The Handle

The handle is what selects and grabs the plates. It has a white button and a ring of metal teeth on each side.

⚠ **SAFETY:** Never turn the dial while pressing the white button with your finger. Your fingers can get caught between the metal teeth. Only turn the dials while the handle is seated in the base.



Handle, top side up. The dials are at each end.



Underside: one white button on each side, just inside the plates.



Close-up: the white button and the ring of metal teeth just above it.

White buttons

- ☐ There are **two white buttons** on the underside of the handle, one per side.
- ☐ Each button **pushes in with a firm press of your thumb**, then springs back.
- ☐ A pressed button is what lets the dial on that side turn.

Metal teeth

- ☐ The ring of metal teeth just above the white button (closest to the grip) has every tooth in place.
- ☐ No tooth is bent, chipped or missing.

REPLACE

If a white button won't press in or spring back, or any teeth are **damaged or missing**, the **handle** must be replaced.

Symptom finder

Start with what you're seeing, then check the likely cause.

What's happening	Most likely cause	What to do
Dials won't turn	Handle not fully seated, so the base clips aren't pressing the white buttons. Or a clip is bent/missing, or a button is stuck.	Re-seat the handle firmly. Check both base clips (Check 2) and both white buttons (Check 3).
Handle won't sit down into the base	A plate is out of order, facing the wrong way, or not fully down in its slot.	Remove the handle and re-seat the plates in size order, hooks facing the dials (Check 1).
A plate stays behind when you lift, or the weight feels lighter than the dial shows	That plate's hook is bent, broken or missing, or the plate is facing the wrong way. Damaged handle teeth can cause the same thing.	Inspect the plate hooks (Check 1) and the handle teeth (Check 3).
Plates are loose, tilted or rattling in the base	A divider in the base is broken.	Inspect all 8 dividers (Check 2). A broken divider means replacing the base.
Plates shift or feel loose on the handle during a lift	Handle teeth or a plate hook isn't latching.	Stop using the dumbbell and contact support with photos.

Everything working? It should look like this

- ☐ 5 plates per side, largest inside, all hooks intact and facing the dials
- ☐ 4 dividers per side, none broken
- ☐ Both base clips upright and pressing the white buttons
- ☐ Both white buttons press in firmly and spring back
- ☐ All metal teeth in place and straight

Damaged part	Replacement needed
Plate hook bent / broken / missing	That plate
Base divider broken	Full base
Base clip bent / broken / missing	Full base (unless it can be bent back)
White button not working	Handle
Metal teeth damaged / missing	Handle

Still stuck? Contact MotionGrey support

Reach us through motiongrey.com. To get you sorted fastest, please include your **order number** and **clear photos** of: the plates in the base (top view), the empty base showing both metal clips, and the underside of the handle showing both white buttons and the metal teeth.