

SERVICE

Beyond your expectations



LIFEFITNESS.COM.AU

Life Fitness
WHAT WE LIVE FOR

**"THE BITTERNESS OF POOR SERVICE REMAINS LONG
AFTER THE SWEETNESS OF LOW PRICE IS FORGOTTEN"**

Aldo Gucci 1938

PROMISES, PROMISES...

It is too easy for any fitness company to give long warranties and make claims of reliable, efficient response to breakdowns. I have been in our industry for 18 years and have seen many equipment suppliers come and go leaving customers high and dry. More often than not, it's as a direct result of over promising on service and warranty and under delivering. Providing reliable efficient service takes money and infrastructure.

When you purchase equipment from a company you are entering into a minimum four year relationship/partnership. With that in mind ask yourself these four questions:

- 1.** Have I seen the company's showroom/warehouse in my state?
- 2.** Have I seen the stock of parts kept locally for fast efficient response to breakdown?
- 3.** Have I seen or met the service technicians and the service infrastructure required to achieve what has been promised?
- 4.** Have I spoken to existing clients and are they happy with the service and company generally?

If the answer is **NO** to these questions, are you making an informed decision?

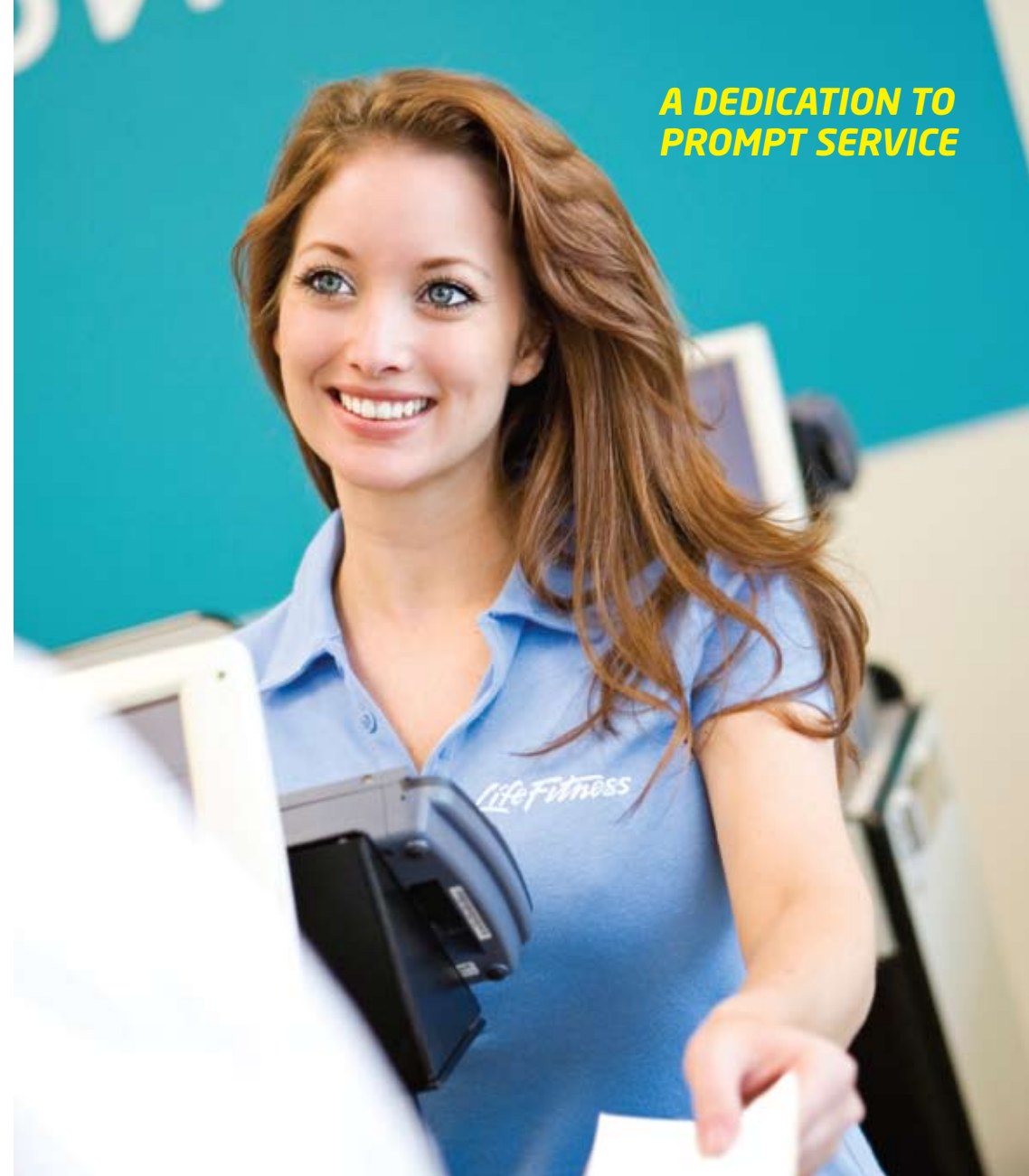
Strengthen your investment with service at its best. Freecall Life Fitness: 1800 689 622



Paul McClure | Managing Director | Life Fitness Australia

A QUESTION OF QUALITY

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**A DEDICATION TO
PROMPT SERVICE**

Life Fitness Product Support Division endeavours to respond to all service calls within 24 hours.

Internal monitoring has established a 93% success rate on this objective.



Our emphasis on quality gives you lasting benefits

When you invest in us, we invest in you. Our worldwide network of professionals are dedicated to delivering prompt service and expertise to minimise equipment downtime.

We know how costly and frustrating equipment downtime can be to a fitness facility.

Life Fitness has earned a reputation as the most reliable fitness equipment supplier in the world. Our products are built to work 24 hours a day, 7 days a week.

However, in the event of a fault, you have the comfort of knowing that one of our technicians is just a phone call away.

The commitment Life Fitness makes toward providing the highest quality service parallels our commitment and reputation as the manufacturer of the finest equipment in the industry.

Our Product Support Team Features:

>> Certified Field Service Technicians:

Employed by Life Fitness, our Full-Time Service Technicians are highly qualified, fully trained, and completely knowledgeable on every piece of equipment and are therefore able to carry out your service as efficiently as possible.

>> Customer Support Specialists available by phone, Freecall: 1800 689 622

Trained telephone advisors will provide the first point of contact and trouble shooting advice where possible. Where issues cannot be resolved over the telephone, advisors will arrange for a field service technician to be despatched.

>> Global Diagnostics Service Centre

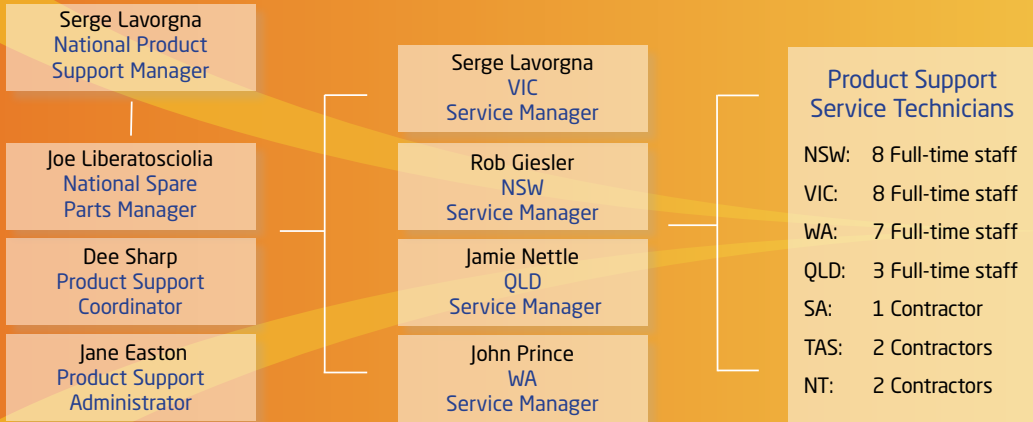
>> Efficiency and expertise:

Product installations, preventative maintenance visits and timely repairs

>> Availability of genuine Life Fitness replacement parts:

At any one time, Life Fitness stocks over \$1,500,000 worth of spare parts ensuring minimal downtime should a product require repair.

The Life Fitness Product Support Service Fleet comprising of 4 trucks and 20 vans are on their way Australia-wide within 24 hours.



SUPPORT TEAM STRUCTURE

LASTING BENEFITS

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Service Contracts

We understand that every facility has its own unique needs. As a result, we offer flexible service programs to meet your specific requirements and give you peace of mind from knowing your equipment will perform at peak levels for years to come. All packages are designed to ensure the equipment supplied by Life Fitness Australia is serviced and maintained in accordance with factory guidelines. LifeGuard also ensures your staff spends less time maintaining the equipment and more time with your members.

You can choose from either of the following packages:

- >> LifeGuard Service Agreement
- >> Premier LifeGuard Service Agreement
- >> Or a customised agreement to meet your needs and budget

LifeGuard Service Agreement

Our certified factory trained service technician will come to your facility and carry out a complete service and inspection of all equipment supplied by Life Fitness Australia. Cleaning, adjustment, lubrication and a full operational check up will be carried out. A written report detailing equipment condition, possible problems and future service requirements will be handed to you upon completion.

- >> Regular service visits customised to your needs
- >> Guaranteed response on breakdowns within two working days

Premier LifeGuard Service Agreement

Our certified factory trained service technician will come to your facility and carry out a complete service and inspection of all equipment supplied by Life Fitness Australia. Cleaning, adjustment, lubrication and a full operational check up will be carried out as well as any part replacement required. A written report detailing what service requirements were carried out will be handed to you upon completion.

- >> 12 service visits per year
- >> Guaranteed response on breakdowns within two working days
- >> No labour charges for breakdown call - outs
- >> No charge for replacement parts * Excludes machine shrouds, upholstered pads, cycle seats and pedal straps.

Product Support Manuals

Together with your equipment purchase, Life Fitness will provide a Product Support Manual. These information booklets enable you to maintain your equipment at its best. The manuals give you the practical information you need and are ideal for preventative maintenance.

Testimonials

"Our after sales service has been fantastic. If we need a technician we simply fax a form off and we always have a technician arrive within a day or two. Being a ladies only health club, it makes such a difference when the technicians arrive in clean uniforms, excuse themselves to the ladies, work quickly and always explain the issue to me before they leave. We are extremely happy with Life Fitness and will be using them in our next club."
Tanya Hibbard, Owner | Fernwood Women's Health Club, Capalaba, QLD

"The quality of Life Fitness equipment and professionalism of its staff has exceeded our expectations. Equipment rarely falters, but when a service call is placed, a technician is here within 24 hours or sooner as promised!"
Carlos Garcia, Assistant Manager | C2K Fitness & Aquatic Centre, Castle Hill, NSW

"The equipment has been faultless. If there are ever any problems support staff attend to the equipment that day, and if not, at the very latest the next morning. Their maintenance staff show the utmost respect to our members when servicing the equipment and keep you updated with their progress. I am a continued supporter of Life Fitness, their staff, their equipment and their quality of customer service as they always put their customers first."
Alan Myers, Regional Manager | Beach House Health & Fitness Centre, Noosa, QLD

"With equipment quality and durability being our foremost priority, Life Fitness provides not only these essential elements, combined with their after sales support and service that I rate second to none."
Jarrod Stacey, Operations Manager | Millenium Fitness & Lifestyle, Waitara, NSW

"My experience with Life Fitness equipment has always been a positive one. The equipment is reliable, easy to maintain, durable and very functional. Life Fitness responds very quickly to any maintenance request. The machines are never out of service for long, the repair crew are courteous and professional at all times."
Jenny Sargeant, Club Manager | Fernwood Women's Health Club, Carlton, VIC

"The Life Fitness team have always been exceptional in providing quality service and support. I would highly recommend their services to any new or existing facility."
Ross Andrews, Managing Director | Re-Creation Health Clubs, Essendon, VIC

PEACE OF MIND

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STRONG SUPPORT

Monthly Agreement Checklist

The following is a breakdown of elements that will be serviced by our full-time Life Fitness Service Technician under a LifeGuard Service Agreement:

LIFE FITNESS Treadmill



- >> Plug and power cord
- >> Anti-static cord
- >> Striding belt
- >> Adjust striding belt (if necessary)
- >> Front drive belt for wear

- >> Deck
- >> Front roller
- >> Rear roller
- >> Wax (where applicable)
- >> Wax pump (where applicable)

- >> Wax spray pattern (where applicable)
- >> Wax nozzle (where applicable)
- >> Speed controller
- >> Stop switch
- >> Lift motor

- >> Console display
- >> Heart rate sensors (if applicable)
- >> Tracking sensor clean (as required)
- >> Remove motor cover & clean area
- >> Inspect general condition

LIFE FITNESS Stairclimber



- >> Plug & line cord (if applicable)
- >> Life springs for wear
- >> Oil level (if applicable)
- >> Heart rate sensors (if applicable)

- >> Clutch & crossover sprockets
- >> Belts for wear
- >> Console display
- >> Clean power board heat sink

- >> Clean power board connectors
- >> Re-assemble & test machine
- >> Grips
- >> Inspect general condition

LIFE FITNESS Cross-trainer Summit Trainer



- >> All linkage & fixings
- >> Foot pedals
- >> Belts (adjusting as required)
- >> Roller assembly

- >> Console display
- >> Heart rate sensors (if applicable)
- >> Re-assemble & test machine
- >> Inspect general condition

LIFE FITNESS Lifecycle® Exercise Bike



- >> Pulley & free wheel gear
- >> Seat
- >> Crank bearings
- >> Pedal straps

- >> Lubricate seat post
- >> Heart rate sensors (if applicable)
- >> Battery
- >> Console display

- >> Check & lubricate drive belt
- >> Re-assemble & test machine
- >> Grips
- >> Inspect general condition

Strength Equipment



- >> Bearings
- >> Pulleys
- >> Weight stack pins
- >> Cables & belts

- >> Lubricate head plate bearings
- >> Clean & lube guide rods
- >> Grease bearings
- >> Test machine

- >> Grips

KEISER Indoor Cycle



- >> Resistance & calibrate
- >> Pedals & pedal straps
- >> Lube & adjust chain
- >> Friction belt

- >> Seat & position
- >> Console & calibrate
- >> Grips
- >> Inspect general condition

LIFEGUARD Service Agreement

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PRODUCT SUPPORT DIVISION

Freecall: 1800 689 622 | Fax: (03) 9574 7366 | Email: service@lifefitness.com.au

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