



Fitness Things Preventative Maintenance Contract

A well-maintained facility can hold the key to its success. Equipment that is down does not benefit anyone. Establishing a preventive maintenance (PM) schedule based on the use and age of the equipment is required to keep equipment in great shape and reduce your down time.

In an effort to keep our service prices down, we ask that you fill out a simple questionnaire that will enable us to gage the amount of maintenance your equipment will require. This will save both us, and ultimately you, the cost of having a service tech review the facility.

If you agree to the contract, a formal schedule will be established. We will itemize the pieces at the facility with serial numbers and a column for the service tech to comment on the condition of the equipment before and after the PM visit. You will receive a copy of the report upon completion of each scheduled call for your records.

A PM agreement does not include emergency service calls, and the replacement of parts, although our service tech will make every effort to inform you of impending repairs. The intent of the agreement is to reduce repairs and keep your equipment, like your members, in top condition.

Preventive Maintenance and Equipment Service Provisions:

Statement: We at Fitness Things believe that good business relationships start with good service. We intend to prove to the individual facilities that we can provide quality, dependable service at fair and reasonable rates. In effort to establish the validity of this statement, we would like to extend to any facility interested, an opportunity to receive 2 hours free of charge towards your preventative maintenance. This offer is good for first time customers that would like to set up a regular maintenance schedule.

Service Area: Southeastern Michigan, West Michigan and lower lakeshore, Mid Michigan, Northern Ohio.



PM visits

- All treadmill decks and belts inspected for wear, cleaned, and re-lubricated if necessary
- Vacuum under all motor hoods, around boards, and under units
- Clean off all rollers
- Re-lubricate all Bikes, Steppers, Ellipticals, and rowers
- Inspect all cables for wear
- Clean and Lubricate all guide rods and moving parts on strength equipment
- Serial numbers and tech's comments are left at facility-typed invoice will be mailed with comments

We recommend this service be done at least 3 to 4 times annually, depending on the amount of use the equipment receives. Cleaning solvents and lubricants can be left on-site upon request to ensure that the same products are used consistently. Mixing of Chemicals can result in wear and damage to the machine. Fitness Things only uses the products recommended by the manufacturer, and are available for purchase through us.

Additional Services:

Fitness Things actively pursues the purchase of previously owned Fitness equipment.

Service Call:

Service Calls are scheduled at time of call, Monday through Friday. Most calls are scheduled within 48 hours, if possible. Replacement parts carry a 90-day warranty. Older units may require additional service in that time frame, but all repairs will be documented for billing justification. All warranty work will be recognized and billed to manufacturer, where applicable.

<u>Costs:</u>	1 man	2 men
Preventative Maintenance Call	\$95.00	\$125.00
Preventative Maintenance Labor	\$95.00	\$125.00/hr
Service Call	\$85.00	\$110.00
Labor	\$85.00	\$110.00/hr

Parts are additional cost to customer – discounts will apply on individual basis.



This Preventative Maintenance schedule will be in effect for 1 year from the date signed.

Customer Signature

Date

Service Manager

Date