





## SERVICE AND MAINTENANCE GUIDE

At Gym Gear we believe that keeping your new equipment clean, and regularly checking for signs of wear and tear will prolong the equipments life and reduce your maintenance bills.

It is good practice to check your equipment daily, and have it serviced at least once a year.

The following guide should be used in conjunction with the user manuals you have received for each piece of equipment. If you are unsure please contact our service team on 01772 428434. We recommend you keep a log of your maintenance on your machines, and any repairs carried out on any piece of equipment.

Equipment under warranty must be serviced and repaired by Gym Gear otherwise the warranty will be null and void.

#### Reporting a fault with your equipment

In order to enable an effective and timely response to your service request please try to ensure the following information is available before logging the call out:

- Club Name
- Club Address and contact details
- Equipment Serial Number
- Machine type i.e. Treadmill, Cross Trainer
- Model number
- Full description of the fault (inc photos if possible)

# To report a breakdown the service request form must be completed and emailed to Gym Gear. Or our online request form can be filled out.

#### It is critical that this is how faults are reported

- It allows our service team to evaluate the fault and determine the best course of action
- It provides us with a track of the fault and repair time
- It reduces the need for an engineer to visit site and diagnose a fault
- It speeds up repair times as the engineer arrives with the parts required

#### Service Level

Response Times – Monday / Friday we aim to be out within 48 hours from receipt of a completed request form.

Repairs – where possible machines will be fixed on the first visit Where a machine cannot be fixed on the first visit, we will notify the designated contact of the day when the engineer will return to complete the repair. Please note that sometimes we may have to order parts from our suppliers if we don't have them in stock, and they can take up to 7 - 10 working days to arrive from order.

NB The customer is responsible for general daily maintenance, checking and replacing fuses and lubricating the deck and belt on all treadmill models.

Our engineer will arrive on site and endeavour to identify and correct the fault. Having completed the work the engineer will explain to a member of staff the work performed. You will also get a copy of the engineer's worksheet.



## **CONTACT INFORMATION**

## The Gym Gear Team

<u>Service</u>

Liam Chouhan - service@gymgear.co.uk

Tel:- 01772 428434

## Support

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## TREADMILL MAINTENANCE CHECKLIST

### **Treadmill Maintenance Checklist**

### **Daily tasks**

1. Check the product, including the safety key, for safe operation. Secure any loose screws, nuts and bolts. If you have questions about the operation or safety of a product, unplug it and place an Outof-Service note on the product until the issue is resolved.

2. Use a clean, lint-free towel, dampened with a water to wipe the product clean. Include the display, grips, handrails and landing strips. (Do NOT use cleaners with alcohol, ammonia or other damaging chemicals. Never spray or pour any liquid directly on the product.)

3. Touch screens should be cleaned using a foam cleaner together with a lint free cloth (for example micro-fiber cloths).

### Monthly tasks

1. Inspect the power cord for damage. Replace if necessary.

2. Make sure handles, pedestals, and other parts are secure, and that all nuts / bolts and screws are tight.

3. Check running belt tension and alignment. Adjust if necessary. Do not over tighten.

### **Quarterly tasks**

1. Inspect the walk belt and deck for wear. Note: When replacing the running belt, flip or replace the running deck; always provide a fresh contact surface for a new walk belt.

### **Biannual Tasks**

1. Lubricate the walk deck with lubricant (silicone oil) every 6-8 months.

### **General Notes on Maintenance**

Note that product maintenance requirements depend on usage and environment. This schedule is based on average use. Some products may require maintenance more often than is suggested here. Please call our service department at 01772 653206 if you have questions.

## Adjusting The Belt Tension

If the running belt feel as though it is "slipping" or hesitating when you plant your foot during a run, the tension on the running belt may have to be increased.

### To Increase The Running Belt Tension

A). Place 6mm wrench on the left belt tension bolt. Turn the wrench clockwise 1/4 turn to draw the rear roller and increase the belt tension.

B). Repeat STEP "A" for the right belt tension bolt. You must be sure to run both bolts the same number of turns, so the rear roller will stay square relative to the frame.

C). Repeat STEP "A" and STEP "B" until the slipping is eliminated.

D). Be careful not to tighten the running belt tension too much as you can create excessively pressure on the front and rear roller bearings. An excessively tightened running belt may damage the roller bearings that would result in bearing noise from the front and rear rollers.

The decrease the tension of the running belt, turn both bolts anti clockwise the same number of turns.

## TREADMILL MAINTENANCE CHECKLIST

### **Centering The Running Belt**

When you run, you may push off harder with one foot than with another. The severity of the deflection depends on the amount of force that one foot exerts in the relation to the other. This deflection can cause the belt to move off-centre. This deflection is normal and the running belt will balance or no body is on the running belt. If the running belt remains consistently off-centre, you will need to centre the running belt manually.

A). Start the treadmill without anyone on the running belt, press (SPEED UP) button until speed reaches 6 kph.B). Observe whether the running belt is toward the right or left side of the deck.

a. If toward the left side of the deck: turn the left adjustment bolt clockwise 1/4 turn and the right adjustment bolt anti clockwise 1/4.

b. If toward the right side of the deck: turn the right adjustment bolt clockwise 1/4 turn and the left adjustment bolt anti clockwise 1/4.

c. If the belt is still not centred, repeats the above steps until the running belt is on centre.

C). After the belt is centred, increase the speed to 16kph and verify that it is running smoothly.

Repeat the above steps if it is necessary.

If the above procedure is unsuccessful in resolving the off-centre, you may need to increase the belt tension.

### LUBRICATING THE TREADMILL -

#### CARE & MAINTENANCE

Always remove the key and unplug the power cord before cleaning, lubricating, or performing any maintenance.

### RUNNING BELT AND RUNNING DECK LUBRICATION (DO NOT FOLLOW IF THE BELT IS PRE LUBRICATED)

Regular maintenance is necessary for best performance and longer treadmill life. The maintenance procedure will prevent premature wear of the running belt, running deck and drive motor system.

### HOW TO PUT SILICONE ONTO THE DECK

- 1). Find the silicone bottle.
- 2). Find a straw and put on silicone bottle as the drawing shows below.
- 3). Lift the running belt and apply the oil all over the running area of the deck (as shown below). Run the treadmill for 2-3 minutes with no-one on it to spread the lubrication evenly.



(ATTENTION: You must stop the treadmill belt completely before applying the silicone. Failure to do so could cause injury such as cutting your hand on the edge of the belt and crushing your fingers between the rear roller and the belt.)Only use 50cl of silicone oil per application, too much can cause the running belt to slip when in use if there is too much lubrication.

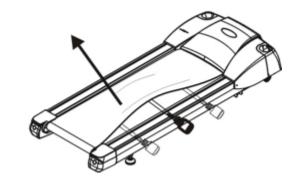
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## TREADMILL MAINTENANCE CHECKLIST

One-Year Maintenance Log for Treadmills

Gym facility \_\_\_\_\_

Maintenance supervisor \_\_\_\_\_

Model \_\_\_\_\_

Serial number \_\_\_\_\_

Start Date:

End Date:

Daily Tasks			V	Vee	k1					W	eek	2					W	eel	3					V	/ee	k 4		
Safe Operation																								Γ	Γ	Γ		$\Box$
Clean																												
Daily Tasks		Week 5							W	eek	6			Week 7							Г	Week 8						
Safe Operation					Γ										Γ							Γ		Γ	Γ	Γ		Γ
Clean																												
Daily Tasks	Week 9				Week 10						Week 11						Week 12											
Safe Operation															Γ	Γ								Γ	Γ	Γ		Π
Clean					Γ										Γ	Γ		Γ	Γ		Γ	Γ	Γ	Γ		Γ	Γ	Π
Monthly Tasks		1	Мо	nth	s 1-	-3		Months 4-6					Month 7-9						Month 10-12									
Check power cord			Т		Т					Т					F		Т					T		Τ				
Check handles & pedestal			t		T					T					Γ		t		1			Γ		Ť		٦		
Check belt alignment			Ι							Ι							Ι							Ι				
Quarterly Tasks		Quarter 1				(	Que	arte	er 2	2			(	Qu	art	er	3		Quarter 4									
Lubricate deck & belt																			Γ									
Inspect belt & deck																												

Notes:



## CARDIO MAINTENANCE CHECKLIST

#### Gym Gear Cardio maintenance checklist

Like cars, fitness products require maintenance. Regular maintenance extends the life of your fitness product, and failure to provide regular maintenance will void your warranty.

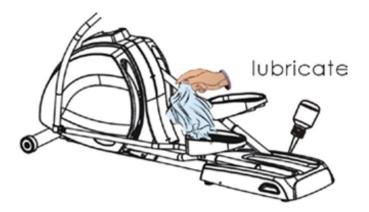
#### **Daily tasks**

1. Check the product for proper operation and user safety. Make sure that pedal straps, pedals, cranks and other parts are secure and safe for operation. If you have questions about the operation or safety of a product, unplug it and place an Out-of-Service note on the product until the issue is resolved.

2. Use a clean, lint-free towel (for example micro-fiber cloths) dampened with water to wipe the product clean. Include the display, grips, handrails, and covers. (Do NOT use cleaners with alcohol, ammonia or other damaging chemicals. Never spray or pour any liquid directly on the product.)

#### **Bimonthly**

1. Clean and Lubricate the Aluminium tracks on the cross trainer. This is to prevent the damage and noise on tracks when you are exercising.



#### Monthly tasks

- 1. Inspect the power cord (if applicable) and grips for damage.
- 2. Make sure the pedestal and other parts are secure, and that screws, nuts / bolts are tight.
- 3. Check and tighten pedals. Inspect seat carriage and seat back operation.
- 4. Use a clean, lint-free towel to wipe the product clean. Take special care to clean the console and framework.

# This schedule is based on average use. Some products may require maintenance more often than is suggested here. Please call our service department on 01772 653206 if you have any questions.

#### Caution:

Use standard safety procedures when accessing electrical parts. For products with power cords, turn off unit power. Allow capacitors to discharge by waiting five minutes before disconnecting the power cord from the power socket. After waiting five minutes, remove covers to access the drive board and other components. For products without power cords, let the unit sit without use for five minutes before accessing drive boards and other components.



## **CYCLES & X-TRAINERS**

One-Year Maintenance Record Sheet for Cycles & Cross trainers

Gym facility –

Maintenance supervisor -

Model –

Serial number -

Start Date:

End Date:

Daily Tasks	Week 1	Week 2	Week 3	Week 4
Safe operation				
Clean				

Daily Tasks	Week 1	Week 2	Week 3	Week 4
Safe operation				
Clean				

Daily Tasks	Week 1	Week 2	Week 3	Week 4
Safe operation				
Clean				

Monthly Tasks	Months 1-3	Months 4-6	Months 7-9	Months 10-12
Check power cord				
Check handlebars & pedestal				
Tighten pedals & straps				
Inspect seat and seat back				
Clean & lube cross trainer tracks				

Notes -



## PREVENTATIVE STUDIO BIKE MAINTENANCE

Performing regularly scheduled preventative maintenance is essential to keeping your Gym Gear Sport bikes in top operating condition. Without preventative maintenance, normal wear and tear may cause cumulative effects, such as misalignment or early replacement of parts.

#### **Maintenance Checklist**

The life of the bike will be determined by how consistent maintenance is performed.

• Wiping down the bike at the end of each class, or at least by the end of each day, will prevent rust and other forms of corrosion to build up.

• Never use abrasive or oil based cleaning liquids when wiping down the bike. Consider using GT85 other WD40 products for your maintenance purposes.

• At the end of each class, students should be encouraged by instructors to release all the tension from the bike to allow perspiration to evaporate.

• If your facility allows members to interchange pedals, it is critical that the pedals are checked after each class to prevent damage and possible injury.

• Water bottle cages are easily damaged during class when over-sized bottles are forced to fit within them. Checking and tightening the screws will help prevent damage.

#### What to Wipe Down

Using an absorbent cloth, focus on all areas where perspiration can settle. Raise all posts to the highest setting to expose this moisture.

- Handlebar
- Flywheel
- · Front leg assembly
- Back leg assembly
- Chain guard
- Brake knob and bolt assembly
- Pop pins
- Levelling feet

#### Inspection

Inspect major moving parts that require constant proper torque and which, if ignored, can cause injury or result in damage to the bike.

- Crank arms: Use a foot pound torque wrench 30 to 35 pounds.
- Pedals: Use a pedal wrench. Verify that the pedal is not cross-threaded.
- Water bottle: Tighten assembly screws.



## MAINTENANCE CHART

No.	Description	Daily	Weekly	Monthly	Quarterly	Annually
1	Wipe machine down	x				
2	Spray with WD40 or similar	х				
3	Visual check	х				
4	Check security of handle bar post & seat post	х				
5	Check Security	х				
6	Remove handlebar post and clean tube		х			
7	Remove seat and clean tube		х			
8	Check brake pads for wear-align		х			
9	Check brake adjustment		х			
10	Check security of all knobs & release lever		Х			
11	Check toe straps for signs of wear		х			
12	Check crank bolts and re-tighten		х			
13	Make sure pedals are screwed in		х			
14	Check the magnetic holder in correct position		х			
15	Check belt tension			x		
16	Wipe the anti-rust oil on the middle range of flywheel			Х		
17	Check bottom bracket				х	
18	Check flywheel bearings					Х

**19** Full service-frame inspection

**Adjusting the belt tension -** the belt belongs to the flexible material. It will relax with frequency of utilization and time. It's normal situation.

1) Loosen th bolt (48) (49) , and take off the outer chain guard (19).

2) Loosen the nut (36).

3) Rotating the adjuster bolt (41) by clockwise and anti-clockwise to adjusting the belt tension. Suggest Rotating 1/4 of the circles each time. Don't rotations too much to causing tension too tight then damage the axle and bearing.

4) Make sure flywheel keeps parallel with frame. And two sides distance between flywheel and magnet must be the same.5) After finished the above steps, screw the nut by both sides. Make sure the nut is tighten and fixedly.

#### How to replace magnetic holder:

1) Screw the brake pad set on the magnetic holder but don't be tighten.

2) Screw the magnetic holder on the frame but don't be tighten.

3) Press down the brake system (24). Make sure brake pad touch flywheel completely. Then re-tighten the screw and nut (60). Make sure the two sides of magnetic holder are symmetrical and in the center of flywheel. Prevent the magnet touch the surface of flywheel. Then tighten the screw and washer (27).

## STRENGTH PRODUCT MAINTENANCE CHECKLIST

#### Strength Product Maintenance Checklist

Like cars, fitness products require maintenance. Regular maintenance extends the life of your fitness product, and failure to provide regular maintenance will void your warranty.

#### Daily tasks

1. Check the product for proper operation and user safety. Make sure that selectors, weight plates, and other parts are secure and safe for operation. Secure any loose screws. If you have questions about the operation or safety of a product, place an Out-of-Service note on the product until the issue is resolved. 2. Use a clean, lint-free towel, dampened with water, to wipe the product clean. Include the handle grips, cushions, selector, and covers. (Do NOT use cleaners with alcohol, ammonia or other damaging chemicals. Never spray or pour any liquid directly on the product.)

3. Check cables for any breaks in the plastic, especially around the cable ends.

#### Monthly tasks

1. Inspect the handles and other items for security. Tighten screws, nuts / bolts if necessary.

- 2. Apply lubricant (silicone spray), and wipe the guide rods, cables, belts, and rollers clean.
- 3. Inspect cushions for security. Tighten screws if necessary.

#### **Quarterly tasks**

Inspect belt and cable tracking and tightness. Adjust if necessary. See owner manuals for instructions.
 Carefully clean weight plates and other moving parts.

Note that product maintenance requirements depend on usage and environment. This schedule is based on average use. Some products may require maintenance more often than is suggested here. Please call the our Service department if you have any questions.



One-Year Maintenance Log for Strength Products

Gym facility –

Maintenance supervisor -

Model –

Serial number -

Start Date:

End Date:

Daily Tasks	Week 1						Week 2									W	eek	3					W	eek	4 (			
Safe operation																												
Clean																												
Inspect Cables																												
Daily Tasks		Week 5						Week 6						Week 7							Week 8							
Safe operation																												
Clean																												Γ
Inspect Cables																												
Daily Tasks	Week 9					Week 10						Week 11						Week 12										
Safe operation																												
Clean																												
Inspect Cables																												
Monthly Tasks		1	Мо	nth	s 1-	-3		Months 4-6					Month 7-9						Month 10-12									
Check handles & grips			Γ							Τ									Τ									
Tighten cushions			Г		Τ					Т							Г		Τ					Т		Τ		
Lubricate guide rods & rollers																												
Quarterly Tasks		Quarter 1			Quarter 2						(	Que	arte	er 3	3		Quarter 4											
Inspect cables / belting																												
Clean weight plates																												

Notes:



## SIGN SHEET

On behalf of Gym Gear UK I would like to thank you for your business, it means a great deal to us and we look forward to many years of working together.

In order that we make sure that you receive the best performance from your new equipment we have devised a maintenance guide that covers pretty much all of the equipment with in the gym.

By following the guide you will help to maintain your equipment, reduce maintenance problems, prolong the life of your equipment and keep it looking good.

Our install team will have given you a brief overview of your new equipment, if you have any further questions please check through the guide first if the answer isn't there please call the office on 01772 65206 and we will do our best to answer.

Before our install team leave please check that your equipment matches your order and you are satisfied with the install.

Received :- Gym Gear Warranty & Maintenance Guide

Site	
Date	
Signed	
Print Name	
Install Engineer	
Signed	

Comments



## STRENGTH PRODUCT MAINTENANCE CHECKLIST

#### Gym Gear Cardio

- 2 Years Labour Warranty. All parts will be fitted free of charge within the first 2 years.

- Standard 2 Years Parts Warranty. This covers all mechanical and electrical parts.

- Standard 5 Years Frame Warranty. This covers the integrity of the steel sections of the frame. A replacement frame part is provided if required.

- Standard 2 Years Treadmill Motor Warranty. A replacement motor is provided within the first 2 Years if required.

- 12 Months Wear Items: Wear items include moving belts (running or drive belts), pedal straps, hand grips & saddles.

- Parts required due to malicious damage or misuse will be chargeable together with the required labour costs to fit the parts.

- Excludes rust on frames + components.

#### Gym Gear Sport, M.Sport & M.Sport Plus Indoor Cycles

- Standard 2 Year Parts Warranty. This covers mechanical parts including: crank shaft, cranks, drive belt system, bearings, flywheel, magnetic resistance mechanism. It also covers all welds and the integrity of the cycle frame. Anything on the bike other than specified in the wear items is covered.

- 6 Months Labour Warranty: All parts will be fitted free of charge within the first 6 months.

- 6 Months Wear Items: Wear items include pedals, handle bar grips, computer, and saddle. These are replaced free of charge within the first 6 months.

- Parts required due to malicious damage or misuse of the bikes will be chargeable together with the required labour costs to fit the parts.

- Excludes rust on frames + components.

#### Tornado Airbike

- Main Frame: 5 Years - covers all welds and the integrity of the cycle frame.

– Parts: 1 year – All parts other than wear items are supplied free of charge in the first 12 months.

- Labour Warranty: 6 Months - All parts will be fitted free of charge within the first 6 months where required.

- Wear Items: 6 Months - includes pedals, handle bar grips, computer, and saddle. These are replaced free of charge within the first 6 months.

- Excludes rust on frames + components.

## Gym Gear Strength Machines

- Standard 1 Year Parts. This covers all parts.

- Standard 5 Years Frame Warranty. This covers the integrity of the steel sections of the frame. A replacement frame part is provided if required.

- 1 Year Labour Warranty. This covers all parts which require replacement in the first 12 months.

- Parts required due to malicious damage or misuse will be chargeable together with the required labour costs to fit the parts.

- Excludes rust on frames + components.



#### **Spartan Rigs**

Standard 1 Year Parts. This covers all parts except wear items.

- Standard 5 Years Frame Warranty. This covers the integrity of the steel

sections of the frame. A replacement frame part is provided if required.

6 Months Wear Items – This covers the Rebounder and any accessories/attachments.

- 1 Year Labour Warranty. This covers all parts which require replacement in

the first 12 months, except wear items.

- Parts required due to malicious damage or misuse will be chargeable

together with the required labour costs to fit the parts. - Excludes rust on frames + components.

#### Gym Gear Free Weights

All GymGear Free Weights are covered by GymGear's standard limited 12 month warranty from the original date of purchase unless otherwise stated. This warranty covers products against manufacturing defects for the original purchaser, wear and tear is not covered under warranty.

All Urethane Coated Products are covered for 3 years against manufacturing defects (i.e. Urethane Dumbells and Olympic Discs).

The warranty does not cover:

- Damage resulting from misuse or neglect.
- Anything deemed to be normal wear and tear.

- Damage resulting from items being used on inappropriate flooring, i.e. concrete, wood or especially hard surfaces. Suitable Rubber or EVA flooring is recommended to prolong the life of your free weight and

Damage resulting from Olympic Bumper Plates not being used on a suitable good quality Olympic Lifting

Platform.
Any issues with superficial stickers, badges or end caps.

- Damage resulting from throwing or dropping products that are not designed for this purpose, including but not limited to Dumbells, Barbells and Kettlebells. Bent handles on Dumbells is a clear sign of abuse and may exclude the product from the warranty.

- Any issues with flooring resulting from regular exposure to direct sunlight or heat sources.

- Any damage resulting from use with racks and storage solutions not sourced from Gym Gear. For example Rubber dumbells should be stored on GymGear Dumbell racks which feature saddles to increase the lifetime of the product. Refer to main website.

#### **Gym Gear Accessories**

All GymGear Accessories are covered by GymGear's standard limited 6 month warranty from the original date of purchase unless otherwise stated.

This warranty covers products against manufacturing defects for the original purchaser, wear and tear is not covered under warranty.

