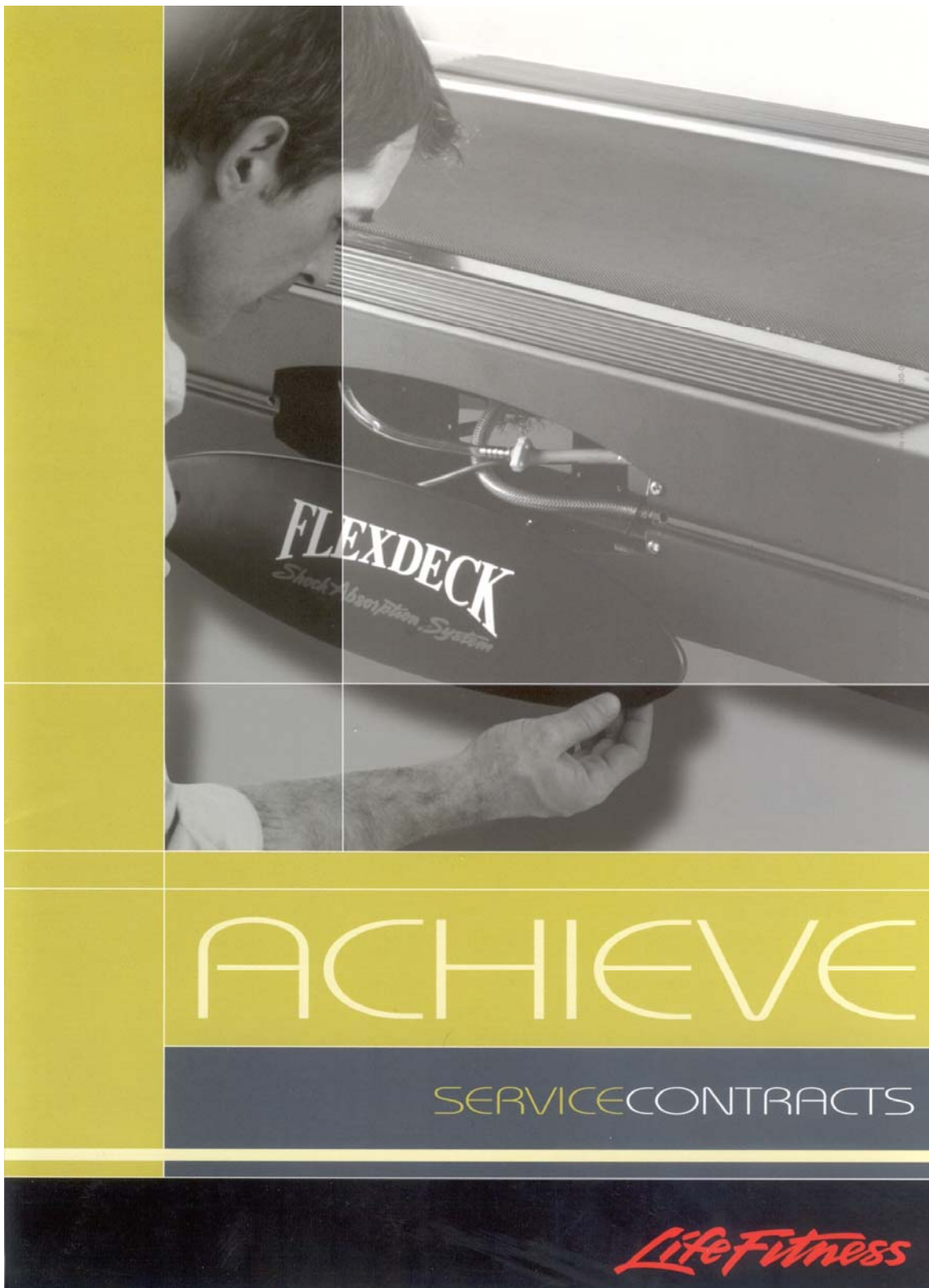


Quotation Folder (Front)

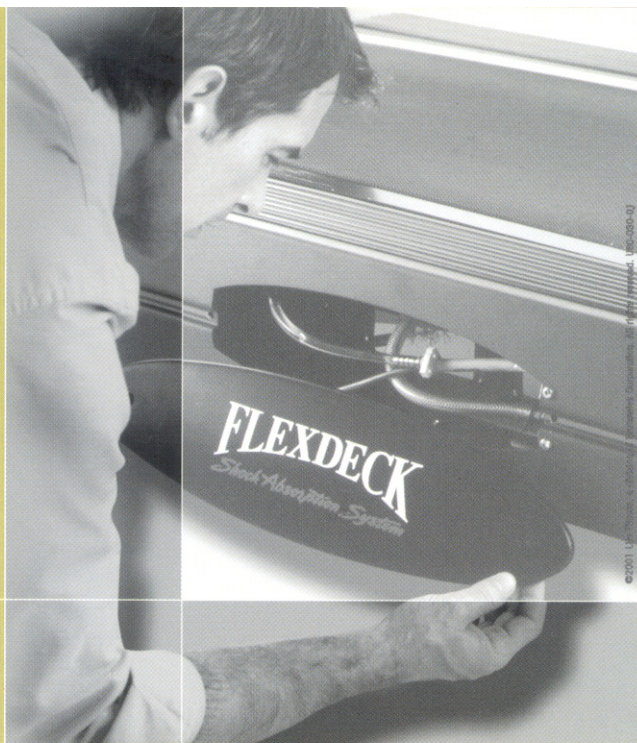


Quotation Folder (Back)

LIFE FITNESS (UK) LTD
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Tel: 01353 666017
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email: life@lifefitness.com
Web: www.lifefitness.com

Achieve Peace of Mind

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ACHIEVE

SERVICE CONTRACTS

Life Fitness supports the best products with the UK's most reliable and cost effective customer support service.

Two customised Service Contracts are available - **PREMIER** and **CLASSIC**.

Alternatively Life Fitness can help you customise the type of agreement to meet your needs and budget.

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SERVICECONTRACTS

Rapid Response

We have designed our services around your needs and you can rely on our Service Technicians and our Customer Support team to:

- Keep your Life Fitness kit at the highest operating standard
- Minimise expensive "downtime"
- Give you the confidence to plan your operating costs more accurately
- Schedule preventative maintenance of your equipment
- Provide guaranteed response times

Our technicians use Life Fitness diagnostic systems and procedures to inspect and analyse your equipment. They then clean, lubricate and adjust the equipment to keep it working at Life Fitness quality assured operating standards.

Customised Solutions

You can choose either our **Premier** and **Classic** Contracts, or a customised agreement to meet your needs and budget.

Please contact our Customer Contracts Advisor on
01353 666017 for further information.

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SERVICE CONTRACTS

Life Service Premier

- Two service visits per year
- Guaranteed response within two working days
- No labour charges for breakdown call-outs
- Free replacement parts*

Life Service Classic

- One service visit per year
- Guaranteed response within two working days
- No labour charges for breakdown call-outs
- 20% discount on replacement parts

*excluding machine covers, upholstered pads, cycle seats and pedal straps.

Fault finding

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, 52 weeks a year - year after year.

However, in the event of a fault, you have the comfort of knowing that one of our regionally based technicians is just a phone call away. Please call us on **01353 665507**.

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SERVICECONTRACTS



Check List

The following is a breakdown of elements that will be serviced by a Life Fitness Service Technician covered with a Life Fitness Service Contract.

Life Fitness® Treadmill

- | | | |
|---|-----------------------|------------------------------------|
| 1. Plug and power cord | 10. Rear roller | 19. Heart rate sensors |
| 2. Tracking spring (TR 9500) | 11. Wax | 20. Tracking sensor (TR 9500) |
| 3. Anti static cord | 12. Wax pump | clean as required |
| 4. Striding belt | 13. Wax spray pattern | 21. Remove motor cover and clean |
| 5. Adjust striding belt (if necessary) | 14. Wax nozzle | area (TR9100) |
| 6. Front drive belt for wear (TR 9100) | 15. Speed controller | 22. Wire connectors from CPU board |
| 7. Tension on rear drive belt (TR 9500) | 16. Stop switch | 23. CPU board |
| 8. Deck | 17. Lift motor | 24. Area under treadmill |
| 9. Front roller | 18. Console display | 25. Debris brush |
| | | 26. Re-assemble machine |

Life Fitness® Circuit

- | | | |
|-------------------------------------|---------------------------------|--------------------------|
| 1. Plug and line cord | 5. Tighten pad mounting screws | YEARLY INSPECTION |
| 2. Inspect and remove rear housings | 6. Console display | 9. CPU board |
| 3. Seat plunger / post | 7. Inspect and test speaker | 10. Inspect and test cam |
| 4. Pads | 8. Re-assemble and test machine | 11. Remove brush dust |

Life Fitness® Cross-Trainer

- | | | |
|-----------------------------|----------------------------------|---------------------------------|
| 1. Plug and power cord | 4. Foot pedals | 7. Console display |
| 2. Check and remove housing | 5. Belts (adjusting as required) | 8. Heart rate sensors |
| 3. All linkage and fixings | 6. Rear roller assembly | 9. Re-assemble and test machine |

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SERVICE CONTRACTS



Check List

The following is a breakdown of elements that will be serviced by a Life Fitness Service Technician covered with a Life Fitness Service Contract.

Life Fitness® Stairclimber

- | | | |
|--|--|----------------------------------|
| 1. Plug and line cord (where applicable) | 6. Heart rate sensors (where applicable) | 11. Console display |
| 2. Inspect and remove housing | 7. Chain for wear (where applicable) | 12. Clean power board heat sink |
| 3. Wire harness | 8. Clutch sprockets | 13. Clean power board connectors |
| 4. Life springs for wear | 9. Crossover sprockets | 14. Re-assemble and test machine |
| 5. Oil level (where applicable) | 10. Belt | |

Lifecycle®

- | | | |
|-------------------------------|--|--|
| 1. Remove and inspect housing | 6. Pedal straps | 10. Console display |
| 2. Pulley and free wheel gear | 7. Lubricate seat post | 11. Check and lubricate drive chain / belt (whichever appropriate) |
| 3. Wire harness | 8. Heart rate sensors (where applicable) | 12. Re-assemble and test machine |
| 4. Seat | 9. Battery | |
| 5. Crank bearings | | |

Life Fitness® Strength

- | | | |
|--|----------------------------------|------------------------------|
| 1. Bearings on leg press (Smith machine) | 4. Weight stack pin | 7. Clean and lube guide rods |
| 2. Bearings slide rods (Smith machine) | 5. Cables | 8. Grease bearings |
| 3. Pulleys | 6. Lubricate head plate bearings | 9. Test machine |

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**For more information & a quotation, please contact
our Customer Contracts Advisor on 01353 666017.**

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Leaflet 1: What To Expect

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What to expect from your Life Fitness Service Visit

What we will do

We will advise you in advance of the date and time of when the service of Life Fitness Equipment will take place.

The Life Fitness Technician will carry out the service as efficiently as possible and with the minimum disruption.

Our technician will complete a checklist during the service in addition to the regular worksheet and will leave a copy of this paper work with you. We request that a senior member of staff check that the service is satisfactory prior to approving the work.

If you have experienced problems with any of your machines, let the technician know as soon as they arrive; they can then decide if it is possible to fix the problem within the service or if a call-out will be required.

For the safety of your customers, staff members and the technician, it may be necessary to take several machines out of use at a time. In this event warning signs will be used and consideration given by the technician to the rate of use of the machines.

On completion of your service we will send you a Certificate which will certify that your equipment has been maintained and serviced by a fully qualified Life Fitness Technician. This certificate will demonstrate your commitment to your customers and your concern about their safety.

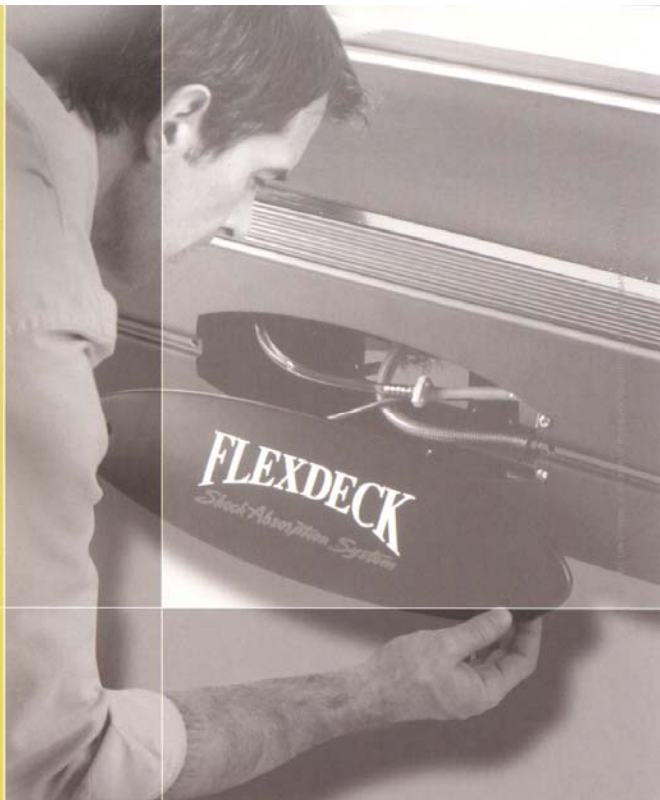
What you can do to help

Inform customers that a service of equipment is being carried out and of the need to be extra vigilant for their own and others safety, also that warning signs should be strictly observed.

Warn customers that there may be a small amount of disruption and that some machines will be out of use. Advise customers of the need to check with a member of staff if they are unsure which machines can be used.

What we all need to do

Ensure that the service is carried out in an accident free and safety aware environment.



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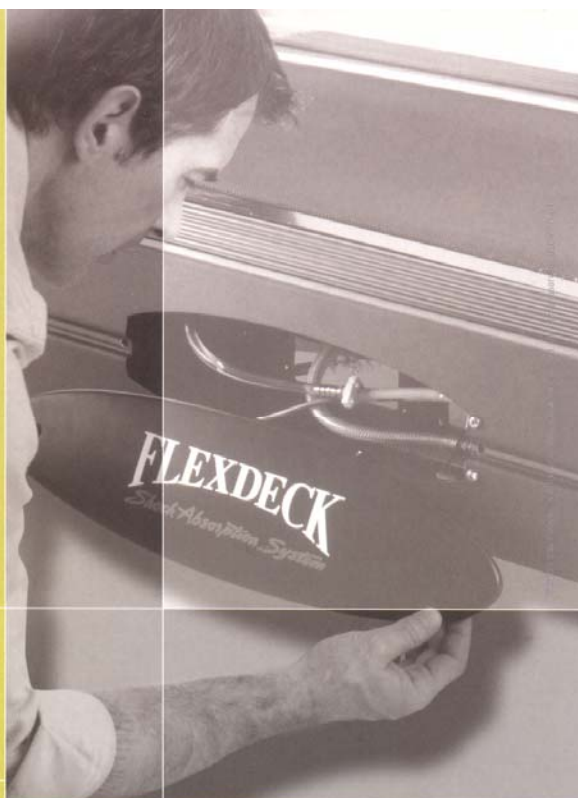
Leaflet 2: Preventative Maintenance

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Preventative Maintenance for Life Fitness Equipment

CV Equipment	Strength Equipment
Daily <ul style="list-style-type: none"> • Clean machines using a damp cloth and mild detergent • Clean HR sensors with dry cloth or paper towel (for the most accurate results HR sensors should be kept as dry as possible) • Check power cables are clear of moving parts and not damaged • Check operation of emergency stop on Treadmills 	Daily <ul style="list-style-type: none"> • Clean upholstery and frames using a damp cloth and mild detergent • Check cables for wear
Weekly <ul style="list-style-type: none"> • Vacuum under Treadmills • Vacuum striding belt on Treadmills • Check all machines for any damage • Clean all plastic shrouds • Clean and lubricate seat posts on Lifecycles • Apply vinyl protectant to upholstery • Check for any loose bolts or screws • Clean wax nozzle on Treadmills 	Weekly <ul style="list-style-type: none"> • Apply breakfree to top weight plate bearings • Clean weight stack guide rods • Apply vinyl protectant to upholstery • Check for any loose bolts or screws • Check cables for wear • Lubricate pivot rods
Monthly <ul style="list-style-type: none"> • If chain driven, check for dryness and lubricate if required • Check seat pin insertion on Lifecycle 	Monthly <ul style="list-style-type: none"> • If chain driven, check for dryness and lubricate if required • Check seat pin insertion on Lifecycle • Grease bearings on Leg Press and Smith Machine

The above is a guide only - For full Preventative Maintenance on each piece of equipment, please refer to your individual Operation Manuals.



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Leaflet 3: Top Tips

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Top Tips to get the Best out of your Life Fitness Equipment

1. Read the Operation Manual before using each machine; especially the sections on safety, programming and trouble shooting.
2. Inspect equipment on a daily basis and keep a record of inspections.
3. Do not allow use of broken or damaged equipment.
4. Ensure members are fully trained in the use of Life Fitness equipment.
5. Ensure equipment is operated according to the instructions supplied with each machine, e.g.
 - Suggested rpm on the Life Fitness Cross-Trainer is strictly adhered to, i.e. the user must slow down gradually and come to a complete stop, as directed by the machine, before making the directional change.
 - Do not attempt to use heart rate grip sensors when running on a treadmill, i.e. Use a polar belt when running.
 - When performing strength repetitions do so in a slow and controlled manner.

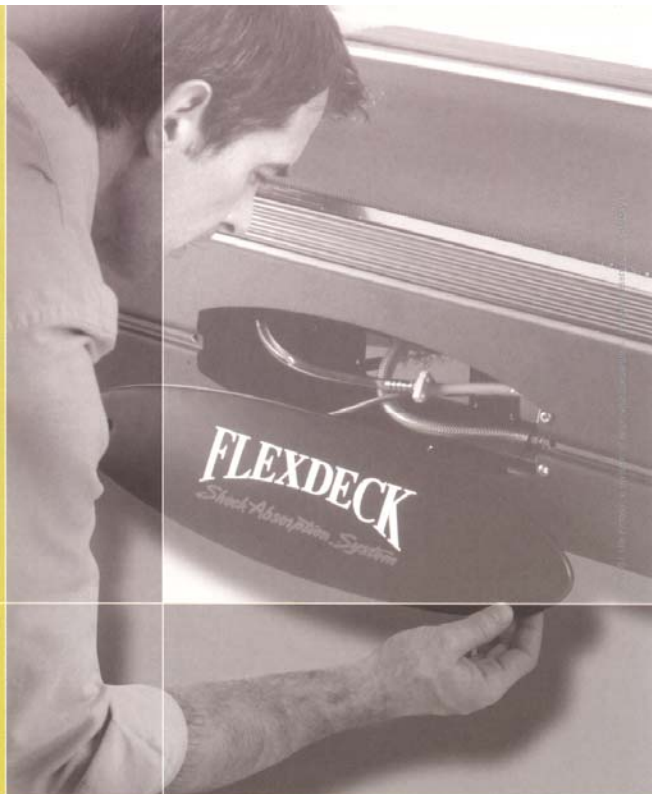
If you experience any faults with your Life Fitness equipment or require general advice, please contact our
Customer Support Team on 01353 665507.

When calling, we will require the following information from you:

1. Machine model and type.
2. Machine serial number.
3. A full description of the fault reported on the machine.

Our office hours are **Monday to Friday 08.30 to 17.00.**

Outside these hours a voice mail messaging service is available to take your message and one of our Customer Support Advisors will return your call.



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LifeFitness

Contracts & Pricing

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	Treadmill Exertainment Circuit	CrossTrainer Stepper Rower	Cycle Upright Cycle Rec	Strength Hammer
Premier Service Contract PM2-U-100 2 Service visits per annum Guaranteed response within 2 working days Free replacement parts* No labour charges for breakdown call-outs				
Customised Service Contract PM1-U-100 1 Service visits per annum Guaranteed response within 2 working days Free replacement parts* No labour charges for breakdown call-outs				
Customised Service Contract PM2-U-20 2 Service visits per annum Guaranteed response within 2 working days 20% discount on replacement parts No labour charges for breakdown call-outs				
Classic Service Contract PM1-U-20 1 Service visits per annum Guaranteed response within 2 working days 20% discount on replacement parts No labour charges for breakdown call-outs				
Customised Service Contract PM2-N-20 2 Service visits per annum Guaranteed response within 2 working days 20% discount on replacement parts				
Customised Service Contract PM1-N-20 1 Service visits per annum Guaranteed response within 2 working days 20% discount on replacement parts				
Customised Service Contract PM2-N-00 2 Service visits per annum Guaranteed response within 2 working days (Minimum 10 Machines)				
Customised Service Contract PM1-N-00 1 Service visits per annum Guaranteed response within 2 working days (Minimum 10 Machines)				

Internal code	Service Visits	Call-out Labour	Parts Discount
PM2-U-100	2	Unlimited	100%
PM1-U-100	1	Unlimited	100%
PM2-U-20	2	Unlimited	20%
PM1-U-20	1	Unlimited	20%
PM2-N-20	2	None	20%
PM1-N-20	1	None	20%
PM2-N-00	2	None	None
PM1-N-00	1	None	None

* Excluding Machine covers, upholstered pads, cycle seats and pedal straps.

Certificate

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Life Fitness certifies that

on

a Customer Support Technician

successfully completed a

full preventative maintenance

service at

Gail Foxcroft

Gail Foxcroft

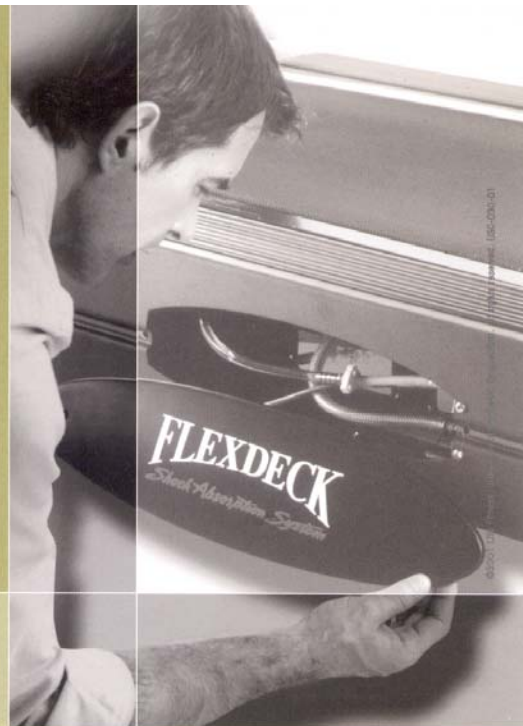
Senior Operations Manager

Kerrie Pleasants

Kerrie Pleasants

Customer Contracts Advisor

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CERTIFICATE OF SERVICE

Life Fitness