



EQUIPMENT MANAGEMENT

Frequently Asked Questions

May 2020

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SHUTDOWN Q&A

Q1: Should we unplug all our powered cardio units before shutting down the gym?

A1: Yes, for all Life Fitness units that plug into an outlet, please turn those units' power switches off, and then unplug them from the outlet.

Q2: What do we do with the self-powered cardio units before shutting down the gym?

A2: Please verify that all units are operational, and then simply leave the units alone until they power down by themselves.

Q3: Is there a possibility of permanent battery damage on self-powered units during an extended shutdown period?

A3: A small possibility exists that permanent battery damage may occur if a self-powered unit is not turned on for an extended period. To ensure that no battery damage occurs, an external power supply compatible with your units may be purchased from Life Fitness, or the unit's battery can be disconnected. Please refer to the *Life Fitness Extended Inactivity Procedures* for more details on both options. As an alternative to those options, it's possible to periodically use the units for 30 minutes each during the shutdown period. After each use, it is highly recommended to clean and disinfect the unit, following the recommendations from the Centers for Disease Control and Prevention (CDC) or the World Health Organization (WHO).

Q4: Do we have to do anything with our Life Fitness strength units before shutting down the gym?

A4: Yes, Life Fitness recommends performing basic preventive maintenance steps before shutting down. Please refer to the *Life Fitness Recommended Shutdown Procedures* for more details.

Q5: Should we verify the latest version of software is installed on our cardio units?

A5: Life Fitness recommends ensuring all consoles are on the latest version of software posted on the Life Fitness software [site](#). While this step is not mandatory prior to shutting down, Life Fitness recommends it to minimize the chance of errors when starting the units up again. Please refer to the *Life Fitness Recommended Shutdown Procedures* for more details.

Q6: During the shutdown, do we need to do anything periodically to ensure our Life Fitness units are operating correctly?

A6: No, if the recommendations above are followed, there should be no further action required. Please note that the Life Fitness powered cardio units with the LED console may reboot periodically to clear their cache memory. This is an intentional function, and no action needed if that behavior is noted during the shutdown period.

Q7: What should I do if I want to re-arrange my gym floor layout and move equipment?

A7: We highly recommended using qualified personal to move equipment to prevent any injury to people or damage to the products. Any damage caused to products due to relocation is not covered by warranty.

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START UP Q&A

Q1: Do our powered cardio units need to be plugged into dedicated, isolated outlets?

A1: Yes, Life Fitness recommends that most cardio units are plugged into a dedicated, isolated outlet. Please refer to your [owner manual](#) to confirm.

Q2: Does Life Fitness recommend testing all functionality on our cardio units once they are turned back on?

A2: Yes, please verify that all functions on your cardio units are operational. This includes operating the unit at different speeds and inclines, checking all TV functions and verifying the heart rate readings. Please use the attached checklist as a guide for verifying each unit's functionalities:



Site Survey Checklist
- Customer.pdf

Q3: When I turned on the console, there is an error code displayed. What do I do?

A3: The first step is to reboot the unit and verify if the error code is cleared. If the error code remains after rebooting, please contact the Life Fitness Contact Center at 800-351-3737 for assistance within the U.S. If outside the U.S., please contact your local Life Fitness Contact Center (See Appendix A).

Q4: If we disconnected the battery on self-powered units, does the battery have to be re-connected?

A4: Yes, if the battery of a unit was disconnected when shutting down, please reconnect the battery and re-install any shrouds that were removed.

Q5: If we installed an optional power supply on a self-powered unit, should we leave it installed before we test the unit?

A5: No, please disconnect the optional power supply before testing the unit for the first time.

Q6: After I booted up my console, a low battery indicator is displayed. Do I need to replace my battery?

A6: Not necessarily. It is highly recommended you try charging the battery first. This can be accomplished by temporarily plugging the unit into an external power supply. Another alternative is to ensure the equipment is heavily used throughout a day. Once charging activities are completed, the battery should be checked 24 hours after. If the battery voltage is still below 5.8 volts, then it should be replaced as it can no longer hold a charge.

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CLEANING & DISINFECTING UNITS

Q1: Does Life Fitness have a list of approved cleaning agents?

A1: Yes, Life Fitness recommends three (3) cleaning solutions to clean and disinfect your units:

1. Pure Green 24
2. Gym Wipes
3. Mild soap and water

Q2: Does Life Fitness guarantee that these approved cleaning agents will kill the 2019 COVID-19 virus?

A2: No, Life Fitness recommends visiting the CDC website or your local governing body on the prevention of diseases to verify the details and capabilities of the above approved cleaning agents. Pure Green 24 is included on the U.S. Environmental Protection Agency's registered list of products proven effective against human coronavirus, and Gym Wipes has demonstrated effectiveness against viruses similar to 2019 *novel coronavirus* (2019-nCov). Please visit the CDC website or your local governing body on the prevention of diseases for more information.

Q3: Is it OK to use ammonia or acid-based abrasive cleaners on the Life Fitness units?

A3: No, Life Fitness does not recommend using any abrasive cleaner on your equipment.

Q4: Is it OK to use alcohol or ethanol-based cleaners with on the Life Fitness units?

A4: No, Life Fitness does not recommend using any alcohol or ethanol-based cleaners on your equipment.

Q5: When applying a cleaning agent, do I spray it directly on the Life Fitness unit, or onto a towel first?

A5: To avoid potential damage to your unit, please spray any cleaning fluid onto a towel first before applying. Please refer to the [Life Fitness Cleaning & Disinfecting](#) video training for more details.

Q6: Does Life Fitness recommend gloves being worn when applying any cleaning agent?

A6: Yes, Life Fitness recommends that basic safety precautions are used when applying any cleaning agent to the units. These precautions include both wearing gloves and eye protection, if possible.

Q7: Does Life Fitness recommend any certain techniques to apply cleaning agents on their units?

A7: Yes, Life Fitness recommends wiping off to one side only with a microfiber towel vs. rubbing or scrubbing. This will ensure that the units are not scratched.

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Q8: What happens if I use a wrong cleaning product?

A8: The use of cleaning products not recommended by Life Fitness can lead to premature wear or damage to consoles, upholstery, paint surfaces, rubber grips. This type of damage will not be covered by Life Fitness warranty.

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LIFE FITNESS SERVICE AFTER SHELTER-IN-PLACE ORDERS ARE LIFTED

Q1: Will Life Fitness Field Technicians be allowed inside our buildings to repair units again?

A1: Yes, Life Fitness field technicians will be back on the road as soon as their states' shelter-in-place/stay-at-home orders are lifted.

Q2: Is Life Fitness doing anything to ensure their employees' safety when normal work resumes?

A2: Yes, Life Fitness has enacted an aggressive health and safety plan to ensure both you and our employees are safe when returning to work. We will be providing the necessary personal protective equipment and cleaning solutions to the field service teams, as well as adhering to social distancing protocols at work moving forward. Life Fitness will also rely on our customers to provide a safe working environment for our employees and vendors.

Q3: Does Life Fitness offer training on safety and shutting down/re-opening protocols?

A3: Yes, the Life Fitness Technical Training team offers a wide range of training classes, from full certification on our products to recommended safety and cleaning procedures. Please visit the Life Fitness training store on lftechsupport.com for more information (United States only). Outside the US, please contact your local service department (see contact details at end of this document).

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APPENDIX A: CUSTOMER SERVICE AND SUPPORT CALL CENTER

When calling or emailing support, please have the following information available. Based on the troubleshooting steps, our call center will order parts and dispatch the service request to the first available technician in your area. If sending email, please copy your local sales rep on the message.

Issue details:

- Serial number* for base and/or console
- Equipment problem or error code (if applicable)
- Ship to address
- Contact name & phone number

All e-mails to direct offices are responded to within 24 to 48 business hours. For part orders not covered under warranty you may be required to provide credit card information (if available) to process your request, unless you have credit details saved with us.

*Without the serial number, we will not be able to dispatch a tech.

LOCATIONS AND SERVICE CONTACT INFORMATION

Country	Phone	email
US	1-800-351-3737	customersupport@lifefitness.com
United Kingdom	(+44) 1353.665507 option 1	uk.support@lifefitness.com
Germany	(+49) (0) 89 / 31775166	kundendienst@lifefitness.com
Austria	(+43) (0) 1 / 6157198	kundendienst@lifefitness.com
Switzerland	(+41) (0) 848 / 000901	kundendienst@lifefitness.com
Spain & Portugal	(+34) 936724660	servicio.tecnico@lifefitness.com
Netherlands & Luxemburg	(+31) 180 646 666	service.benelux@lifefitness.com
Belgium	(+32) 87 300 942	service.benelux@lifefitness.com
Brazil	(+55) (11) 3095 5200 option 2 or 0800 773 8282 option 2	suportebr@lifefitness.com
Japan	(+81) 0120.114.482	service.lfj@lifefitness.com
Hong Kong	(+852) 2159.9530	Service.HK@lifefitness.com

For all other countries please look for the contact details on our website www.lifefitness.com

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