

LIFE FITNESS EQUIPMENT

Extended Inactivity And
Start-Up Procedures



LIFEFITNESS
FAMILY OF BRANDS



Life Fitness Customers,

We have all been impacted by the COVID-19 global pandemic, and we know the health and safety of your members and staff remains your number one priority. As you begin to consider when and how to safely reopen your facilities, we are here to support you.

In conjunction with our Environmental Health & Safety team and our COVID-19 task force, the Life Fitness Customer Service team has developed a toolkit with detailed guidelines and resources available to all of our customers. The following slides include information on how to properly start up your Life Fitness units after an extended shutdown, as well as recommended cleaning and disinfecting guidelines. We have also prepared an in-depth Q&A list that will help answer most questions regarding the safety and support of your equipment.

The complete toolkit can be accessed and downloaded [here](#).

As your complete fitness solution provider, we hope this information is helpful to you as you prepare to reopen your doors to members. Our team remains available to assist you however we can during this time.

Please do not hesitate to reach out to your local Life Fitness Contact Center with any additional questions.

In Health,
Tom Zentefis
Vice President, Global Customer Service



1. **EXTENDED SHUT DOWN PREPARATION**
 - a) Treadmills & PowerMills
 - b) Bikes & Ellipticals
 - c) Row GX
 - d) Arc Trainer
 - e) ICG Indoor Cycle Bikes
 - f) Strength Equipment
2. **START UP PROCESS**
 - a) Treadmills & PowerMills
 - b) Bikes & Ellipticals
 - c) Row GX
 - d) Arc Trainer
 - e) ICG Indoor Cycle Bikes
 - f) Strength Equipment
3. CLEANING PROCEDURES
4. PREVENTIVE MAINTENANCE
5. TECHNICIAN VISITS
6. TRAINING
7. GLOBAL SERVICE CONTACT INFORMATION

EXTENDED SHUT DOWN PREPARATION

**What to do when your equipment
is or will become inactive**

TREADMILLS & POWERMILLS

1. Verify unit is operating as normal and document
 - a) Optional Step: Verify and document the console's current software version
 - b) If console software is not updated to the latest version, please update software before continuing
 - c) Software download site:
<https://www.halo.fitness/web/softwareDownload.html>
 - d) Video on how to download software from site here: <https://youtu.be/bfcd1mi342l>
 - e) If you have any further questions about software, your local Life Fitness Contact Center
2. Turn off the On/Off Switch on the base of the unit
3. Unplug the unit from the receptacle (outlet)



BIKES & ELLIPTICAL CROSS-TRAINERS

1. Pedal the unit and wait for console to start up
2. Verify unit is operating as normal and document
 - a) Optional Step: Verify and document the console's current software version
 - b) If console software is not updated to the latest version, please update software before continuing
 - c) Software download site:
<https://www.halo.fitness/web/softwareDownload.html>
 - d) Video on how to download software from site here:
<https://youtu.be/bfcd1mi342l>
 - e) If you have any further questions about software, your local Life Fitness Contact Center
3. Stop pedaling and let the unit power down by itself



There is an optional power supply that may be compatible with your units. The power supply can be used to maintain the unit's battery life. Prolonged inactivity may permanently damage the unit's battery and affect the ability of the unit to start-up. Please contact the your local Life Fitness Contact Center if interested in ordering the optional power supply.

ROW GX

1. Move the unit out of direct sunlight
2. There are two options on how to address the water in the tank
3. Drain the water from the tank completely
OR
Add an additional sanitizer water treatment tablet to the water tank
4. Remove the 2 AA batteries from the rower's console



Water Treatment information: Do not use any water treatment other than the tablets supplied with this rower. For replacement tablets, contact the Life Fitness Contact Center. Water treatment schedules for the Row GX will vary according to the fluid tanks exposure to sunlight, but expect 8-12 months near a bright, sunlit window and 2 years or more for a darker location. At the point of finding the water slightly cloudy, add a chlorine Tablet. Remember to wait 72 hours following the chlorine tablet before adding the blue dye as the chlorine tablet is extremely concentrated

ARC TRAINERS (STEP 1)

1. Pedal the unit and wait for console to start up
2. Verify unit is operating as normal and document
 - a) Optional Step: Verify and document the console's current software version
 - b) If console software is not updated to the latest version, please update software before continuing
 - c) Software download site:
<https://www.halo.fitness/web/softwareDownload.html>
 - d) Video on how to download software from site here: <https://youtu.be/bfcd1mi342l>
 - e) If you have any further questions about software, your local Life Fitness Contact Center
3. Stop pedaling and let the unit power down by itself



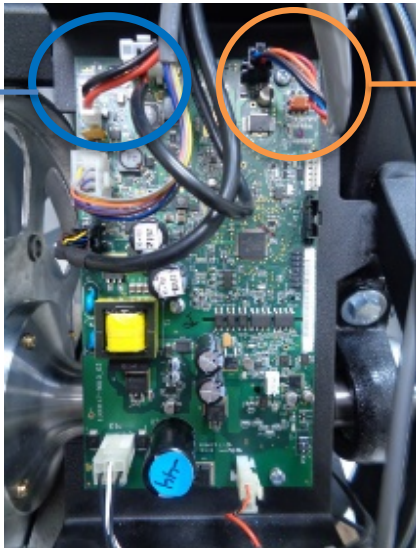
ARC TRAINERS (STEP 2)

There are 2 options for the Arc Trainers to prevent battery damage during extended shut down

1. Remove the front access cover
2. Disconnect the connector for the 12VDC Battery from the RCB or Lower Board
3. Disconnect the connector for the Incline Motor from the RCB or Lower Board

1. Units with Integrity C or Cybex 50L consoles can be powered with the optional power supply during extended shut down to prevent permanent battery damage
2. Optional Power Supply Part Number: 1001517-0001

Battery



Incline Motor



ICG Indoor Cycle Bikes

1. Thoroughly clean and sanitize each bike
2. All bikes should be lubricated per the recommendation in the ICG bike owner manual

[IC4 Operations Manual >](#)

[IC5 Operations Manual >](#)

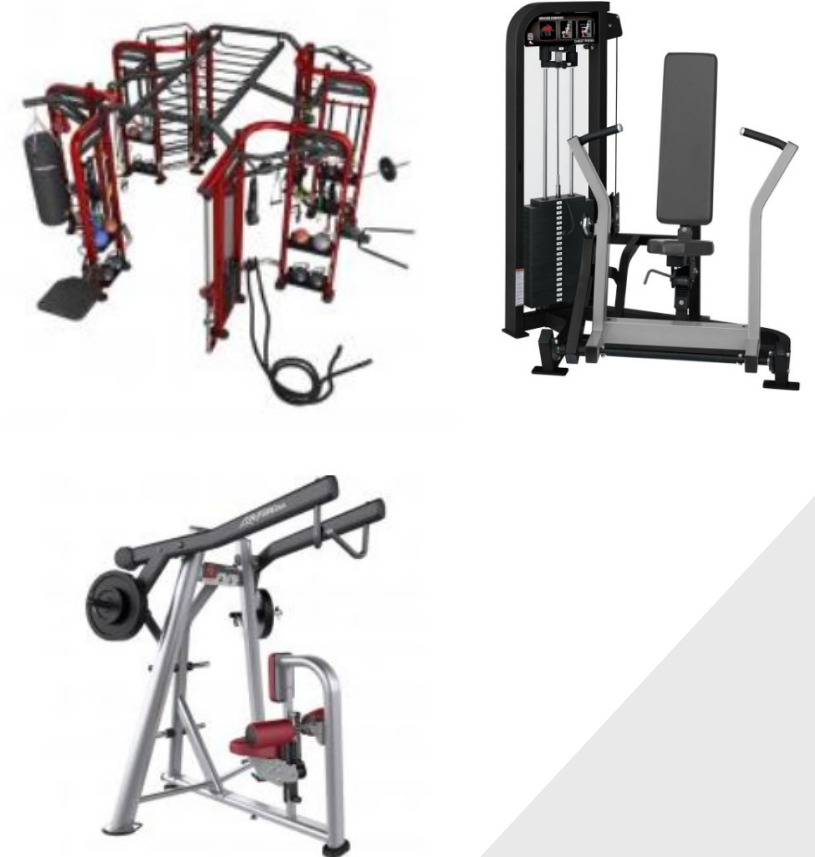
[IC6 Operations Manual >](#)

[IC7 Operations Manual >](#)



STRENGTH EQUIPMENT

1. Liberally apply lubricant to a clean, dry cloth with liquid Break-free CLP or 3-in-1 Oil and apply it on the guide rods, cables and belts
2. Visually inspect all hardware and test movement and operation
3. Tighten or replace any loose or missing hardware following the applicable Assembly and Operations manuals
4. Inspect all pads for cracks or tears. If any damage is noted, replacement pads can be ordered via the Life Fitness parts store website [here](#)



START-UP PROCESS

**How to properly start up equipment
when you are getting ready to reopen
your facility**

TREADMILLS & POWERMILLS

1. Visually inspect the product to ensure it is free of moisture, dust or debris
2. If deficiencies or damages are observed, correct the damage PRIOR to proceeding to the next step
3. Visually inspect the plug and power cord to ensure that all pins are intact and undamaged
 - a) Look for any signs of open or exposed wires. If noted - replace power cord immediately
 - b) Ensure that the output connection on the power brick is plugged in and secure
4. Insert the plug into a dedicated, isolated receptacle
5. Verify the emergency stop switch and lanyard are engaged
6. Turn the On/Off switch to the On position and allow the unit to "boot up"
7. Once the unit is at the "attract screen" select Quick Start and test the product to ensure proper operation



Test all these functions at a minimum

- TV functions
- MYE (if equipped)
- Operate the unit at multiple speeds and resistances
- Heart Rate
- Incline

If any issues are found with the units, contact your local Life Fitness Contact Center.



BIKES & ELLIPTICAL CROSS-TRAINERS

1. Visually inspect the product to ensure it is free of moisture, dust or debris
2. If deficiencies or damages are observed, correct the damage PRIOR to proceeding to the next step.
3. Pedal the unit until it "boots up" and displays the "attract screen."
4. Once the unit is at the attract screen select Quick Start and utilize the product to insure proper operation



Test all these functions at a minimum

- TV functions
- MYE (if equipped)
- Operate the unit at multiple speeds and resistances
- Heart Rate

If any issues are found with the units, contact your local Life Fitness Contact Center.

ROW GX

1. If the unit was moved prior to shut-down, move the unit back to its permanent location
2. Reinstall the 2 AA batteries in the rower's console
3. If water was drained from the unit - refill water in the tank to at least the minimum level marker
4. If water was not removed from the unit - verify that the water is clear. If the water is not clear, please reference the units service manual for next steps



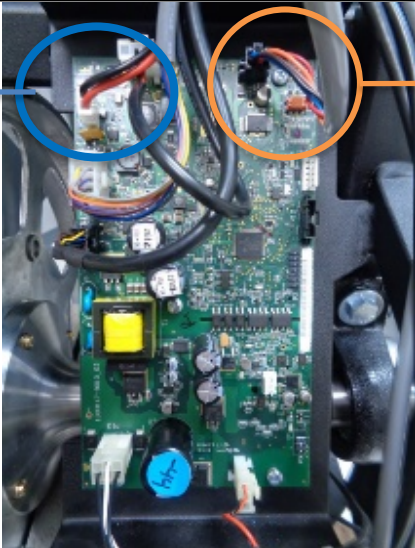
ARC TRAINERS (STEP 1)

Follow the below steps depending on which options you took for extended shut down

1. Reconnect the 12VDC Battery to the RCB or Lower Board
2. Reconnect the Incline Motor to the RCB or Lower Board
3. Reinstall the Front Access Cover

1. If you installed the optional power supply, skip to the next slide

Battery



Incline Motor



ARC TRAINERS (STEP 2)

1. Visually inspect the product to ensure it is free of moisture, dust or debris.
2. If deficiencies or damages are observed, correct the damage PRIOR to proceeding to the next step
3. Pedal the unit until it "boots up" and displays the "attract screen"
4. Once the unit is at the attract screen select Quick Start and utilize the product to insure proper operation



Test ALL functions

- TV functions
- MYE (if equipped)
- Operate the unit at multiple speeds and resistances
- Heart Rate
- Incline

If any issues are found with the units, contact your local Life Fitness Contact Center.

ICG Indoor Cycle Bikes (Step 1)

1. Visually inspect the product to ensure it is free of moisture, dust or debris
2. Get on each of the ICG bikes and pedal them until the console turns on

If there is a low battery indicator in the upper-right hand corner of the console, the console will recharge itself during use. The first or second spin class should fully recharge the battery, and make the low battery indicator disappear.

3. Note: For IC5 bikes, the low battery indicator indicates that the two D-cell batteries need to be replaced
4. Verify that each of the units are fully operational, and carry out the steps listed in the next slide



ICG Indoor Cycle Bikes (Step 2)

IC1, IC2, IC3

- Clean all exposed parts.
- Lubricate the brake pad.
- Check emergency brakes.
- Lubricate sliders and stems (HB & Seat post) - remove stems and spray lubricant inside frame sleeves.
- Lubricate adjustment knobs.
- Lubricate resistance systems, screw threads etc.
- Check all exposed nuts, bolts, screws are tight.
- Check pedals and straps are correctly tightened - replace any worn or damaged pedals and straps.
- Check saddle is tight.
- Check feet are levelled.
- Wipe down exposed parts i.e. flywheel, plastic with maintenance spray.
- Disinfect

IC4, IC5, IC6, IC7, IC8

- Clean all exposed parts.
- Check emergency brakes.
- Lubricate sliders & stems (HB & Seat post).
- Lubricate adjustment knobs - IC4,5,6.
- Lubricate adjustment levers - IC7, IC8.
- Check all exposed nuts, bolts, screws are tight.
- Check pedals and straps are correctly tightened - replace any worn or damaged pedals and straps.
- Check saddle is tight.
- Check feet are levelled.
- Wipe down exposed parts i.e. flywheel, shrouds with maintenance spray.
- Disinfect.
- IC8: Lubricate chain using motorcycle chain lubricant

STRENGTH EQUIPMENT

1. Inspect cables for signs or wear / damage
2. Lubricate guide rods, following preventative maintenance guidelines
3. Check frame bolts are tight / secure
4. If product is bolted to the floor check bolts are secure
5. Check grips (if left in sunlight) do not show signs or deterioration and are secure; do not rotate
6. Inspect all pads for cracks or tears. If any damage is noted, replacement pads can be ordered via the Life Fitness parts store website [here](#)



CLEANING PROCEDURES

**Recommended cleaning products and
tips for proper cleaning**

CLEANING CHECKLIST AND RECOMMENDATIONS

6 Step Cleaning Checklist

- ☐ Use the appropriate Personal Protection Equipment (PPE) when cleaning and disinfecting your equipment
- ☐ Reference the cleaning product manufacturer's label instructions prior to cleaning and disinfectant your equipment
- ☐ Apply the cleaner to a microfiber cloth first and then use this cloth to wipe down your equipment.
- ☐ Avoid spraying any cleaner directly on the equipment, this could cause corrosion or damage to electronic components
- ☐ Give special attention to all equipment touchpoints, pads & accessories
- ☐ Wipe the unit from one side to the other vs in a circle

Recommendations

- *Life Fitness recommends cleaning and disinfecting your equipment before and after each use.*
- *All Life Fitness customers are recommended to establishing a comprehensive preventative maintenance and cleaning schedule dependent upon facility traffic.*
- *Life Fitness recommends a non-corrosive product for use on Life Fitness Equipment. We encourage our customers not to use bleach, acid-based or abrasive products on the surfaces of their equipment.*
- *Follow the guidelines offered by the [Centers for Disease Control and Prevention \(CDC\)](#) or the [World Health Organization \(WHO\)](#) to ensure that you're doing what you can to eliminate coronavirus and other harmful germs in common areas.*

Download our [Approved Cleaners document](#) for more detail on recommended cleaning products.

RECOMMENDED CLEANING TOUCHPOINTS

- Pay special attention to the areas with red arrows below when cleaning and disinfecting equipment
- These touchpoint should be cleaned and disinfected after each and every workout to reduce the transfer of germs and viruses

Touchpoint Examples = Knobs, Handles and Pads



Touchpoint Examples = Keypads, Handrails & Heartrate Sensors



Touchpoint = A point of contact or interaction. Areas that are frequently “touched” during usage of the unit.

Life Fitness Preventive Maintenance Services

Life Fitness recommends your facility be set up on a recurring Preventive Maintenance (PM) program

Benefits of a Comprehensive
Life Fitness PM Program

Extends the life of your equipment

Minimizes the chance of units being down

Ensures customer satisfaction

Comprehensive, documented service performed

Life Fitness has local factory trained technicians to perform PMs at your facility for a nominal fee

Please reach out to the Life Fitness Contact Center for more details and pricing.

For our US customers please contact the Life Fitness Contact Center at 1-800-351-3737.

For customers outside of the US, please contact your local Life Fitness Customer Service team.

Updates to Life Fitness Field Service Technician visits

ENSURING A SAFE VISIT

Life Fitness Field Service Technician visits have changed in the following ways to ensure a safe visit for you and the technician.

PPE

Based on local regulations and policies our technicians will be wearing full PPE:

- ✓Masks
- ✓Gloves
- ✓Safety Glasses

Social Distancing

Life Fitness has trained Field Service Technicians to maintain the local social distancing protocols at all times. This may include:

- ✓Placing "Tech Working" signs on adjacent units to the one being repaired
- ✓Placing safety cones as visual reminder of social distance

Cleaning & Disinfecting

Life Fitness has trained Field Service Technicians to adhere to cleaning & disinfecting guidelines which may include:

- ✓Technician disinfecting unit being worked on before and after repair
- ✓Disposing of cleaning supplies/gloves at customer site

Training

ONLINE TRAINING

We recognize this is an uncertain time and want you to know that Life Fitness is dedicated to supporting our customers throughout their journey and most importantly as you re-open your fitness centers.

Our Global Training Specialists will be available *by appointment* to provide you and your staff with an web-based training reviewing:

- Proper Cleaning procedures
- What to expect when powering up your products
- In depth Q&A



Please reach out to the Life Fitness Contact Center for more details or to schedule an appointment.

For our US customers please contact the Life Fitness Contact Center at 1-800-351-3737.

For customers outside of the US, please contact your local Life Fitness Customer Service team.

Service Contact Information

LIFE FITNESS GLOBAL CONTACT CENTER 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 visit www.lifefitness.com