



HEARTBEAT FITNESS REPAIR

SERVICE • REPAIR • PREVENTIVE MAINTENANCE

Factory-trained service for residential and commercial fitness equipment

(727) 512-5120 | service@theequipmentfixer.com | theequipmentfixer.com

Before You Call: What to Have Ready

CUSTOMER GUIDE | GET FASTER, MORE ACCURATE SERVICE

The more we know before we arrive, the better prepared we are — the right tools, the right parts, and fewer return trips. Take five minutes to gather the information on this sheet. You can fill it in right here, or just have the answers ready when you call or email.

YOUR CONTACT & LOCATION

NAME	PHONE
SERVICE ADDRESS (AND ROOM / UNIT NUMBER)	GATE CODE / ACCESS NOTES

ABOUT THE EQUIPMENT

TYPE (TREADMILL, BIKE, ELLIPTICAL, ETC.)	BRAND	HOME / COMMERCIAL
MODEL NUMBER	SERIAL NUMBER	YEAR PURCHASED

WHERE TO FIND THE MODEL & SERIAL NUMBER

EQUIPMENT DATA LABEL (EXAMPLE)

MODEL:

SERIAL:

VOLTS / AMPS / DATE

← WE NEED THIS

← AND THIS

Look for a sticker or metal plate like this. A clear photo of it is the fastest way to give us the information.

EQUIPMENT	WHERE THE LABEL IS USUALLY FOUND
Treadmills	Look on accessible frame surfaces near the power inlet or switch. Do not remove the motor cover to find a label.
Ellipticals and steppers	Look on accessible frame surfaces near the front base or console mast. Leave covers in place.
Exercise bikes	On the frame near the seat post, the bottom bracket, or the base.

EQUIPMENT	WHERE THE LABEL IS USUALLY FOUND
Rowers	On the rail near the front or the monitor bracket, or on the base frame.
Strength machines	On the main frame or base, often at the bottom of the weight stack or near the seat.

Labels vary by brand and model. If you cannot find it, tell us the brand and what the machine looks like and send a photo — we will help you find it.

WHAT IS HAPPENING

DESCRIBE THE PROBLEM (WHAT HAPPENS, WHAT YOU SEE, HEAR, OR SMELL)

WHEN DID IT START?

EVERY TIME OR ONLY SOMETIMES?

ERROR CODE / MESSAGE

WHAT HAVE YOU ALREADY TRIED?

PHOTOS THAT HELP US MOST

- ☐ The **whole machine**, so we can see the model and condition.
- ☐ The **data label** with the model and serial number.
- ☐ The **console**, if there is an error code or message showing.
- ☐ A **close-up of the problem** — a frayed cable, a cracked part, a leak, a noisy area.
- ☐ An existing video can help; do not run unsafe equipment just to record one.

STOP AND CALL IF YOU NOTICE

Smoke, burning smells, sparks, a hot plug, a shock, or a damaged cable or cord: stop use. Switch off and unplug only if safe; do not touch hot, sparking, or wet electrical parts. Keep others away and call for help.

Ready? Send us what you have.

Email your photos and the details above to service@theequipmentfixer.com or call us. We will tell you what to expect and get you on the schedule.

PHONE

(727) 512-5120

EMAIL

service@theequipmentfixer.com

WEB

theequipmentfixer.com