HEARTBEAT FITNESS REPAIR

SERVICE • REPAIR • PREVENTIVE MAINTENANCE

Factory-trained service for residential and commercial fitness equipment

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

What to Expect From a Heartbeat Service Call

CUSTOMER GUIDE | HOW OUR SERVICE, PRICING & PAYMENT WORK

> Nobody likes surprises when equipment breaks. This guide explains, in plain terms, what happens from the moment you contact us until your equipment is running again — what the service call covers, how follow-up visits are billed, how to pay, and where we work. If anything here is unclear, call us and we will walk you through it.

HOW IT WORKS

Visits and completion time depend on diagnosis, parts availability, and the approved repair.

1 You contact us

Call or email with what the equipment is doing. The more detail you give us up front (see our **Before You Call** guide), the more prepared we arrive.

2 We schedule a visit

We confirm a time and the address. Please make sure someone can give us access to the equipment, whether that is a garage, a bedroom, or a locked fitness room.

3 We diagnose the problem

We work through the machine methodically — power, drive, controls, and mechanical parts — rather than guessing and swapping parts. If the problem is something simple, we often fix it on the spot.

4 We explain what we found

We explain the findings and provide a written quote for any additional parts or labor before that work begins.

5 We repair it and follow up

If a part has to be ordered, we tell you what is needed and what to expect for timing (special-order parts may require a deposit). When it arrives we schedule the return visit, install it, and test the equipment through its full range of operation before we leave.

WHAT THE SERVICE CALL COVERS

	WHAT YOU SHOULD KNOW
Service call (diagnostic)	The service call is $149.99-$169.99, depending on location, and covers travel, a full diagnostic, and the first hour of labor. Additional parts or labor are quoted before work begins.
Fixed on the spot?	A repair within the included hour with no parts needs no extra charge. Added parts or labor require a quote.
Diagnostic fee and repairs	The diagnostic fee means the service-call fee, not a separate charge. It covers travel, diagnosis, and the first labor hour; additional approved work is separate.
Return visits	Approved return visits are billed **parts and labor only**. There is no additional service call, travel, or booking fee.

PAYING FOR YOUR SERVICE

	HOW IT WORKS
ACH bank transfer	For a bank-initiated ACH transfer, follow the instructions on your invoice and initiate the payment from your bank. Check invoice payment details with us if anything looks unfamiliar.
Businesses and facilities	Payment terms are agreed per account and shown on your quote or invoice.
Parts deposits	A deposit may be requested for special-order parts.

WHERE WE WORK

COUNTIES WE SERVE	
Pinellas, **Hillsborough**, **Pasco**	**Sarasota**, **Manatee**, **Polk**

Call to confirm availability for your exact address; extended-area visits are scheduled by arrangement.

HOW TO MAKE THE VISIT GO SMOOTHLY

- [ ] Clear about three feet of space around the equipment so we can reach all sides.
- [ ] Have the make, model, and serial number handy (a photo of the label works).
- [ ] Tell us about any error codes, noises, or burning smells, and when the problem started.
- [ ] If pets or children are around, keep them away from the work area.
- [ ] Let us know about any building rules — elevators, parking, or check-in — ahead of time.

Ready to schedule?

Call or email and tell us what your equipment is doing. We will get you on the schedule and let you know exactly what to expect.

PHONE
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EMAIL
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WEB
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Pricing and policies shown reflect our standard terms and may change; your quote and invoice are the final word for any specific job.