



Performance

Peace-of-mind and peak performance

- > Preventative maintenance twice a year
- > Travel and labour for repair
- > Parts for repair
- > Wear and tear spare parts
- > Aesthetic spare parts

Service agreement Summary of included services	Year 1	Years 2	Years 3	Years 4	Years 5
Preventative maintenance <ul style="list-style-type: none"> > Two scheduled maintenance visits per year to keep the equipment in excellent working condition. > Immediate repairs during your scheduled service visit whenever possible. > Additional parts ordered for follow-up visit where necessary. > Service certificate issued following the service visit. 	■	■	■	■	■
Service level agreement <ul style="list-style-type: none"> > The service agreement extends the provision of the defined response time already included in the warranty, and offers the highest probability of an effective repair. 	■	■	■	■	■
Travel and labour <ul style="list-style-type: none"> > This covers both travel and labour for the duration of the agreement when the standard manufacturer warranty ends. 	■	■	■	■	■
Parts for repair <ul style="list-style-type: none"> > This covers parts replaced during the agreement when the standard manufacturer warranty ends. > No limit on spare parts usage (subject to agreement terms*). > Genuine Technogym spare parts used for all repairs. > Aesthetic parts are excluded. 	■	■	■	■	■
Parts subject to wear and tear <ul style="list-style-type: none"> > It covers the wear and tear on items such as treadmill belts, decks and upholstery that need to be replaced after operating in a normal working environment. Replacement is evaluated and carried out at Technogym's sole discretion (see agreement Terms and Conditions for additional details and limitations). 	■	■	■	■	■
Accidental console damage <ul style="list-style-type: none"> > Accidental damage on console incurs a unit customer contribution fee of £300 per unit. Any repairs are subject to limitations (see agreement Terms and Conditions). > One claim is allowed per agreement year for every 10 consoles covered under the agreement (see agreement Terms and Conditions for additional details and limitations). 	■	■	■	■	■
Aesthetic parts <ul style="list-style-type: none"> > It covers aesthetic items that need to be replaced (subject to Terms and Conditions and agreement limitations). > Aesthetic items include parts like guards, stickers, caps, bottle holders etc. 	■	■	■	■	■
Remote software updates	■	■	■	■	■
Sustainable repair	■	■	■	■	■
Technology evolution	□	□	□	□	□
Accountability	■	■	■	■	■

- > Service credit applied to the renewal on the service agreement in the event that service level agreements are not met.
- > Service level agreement set in our partnership agreement (see agreement Terms and Conditions for additional details and limitations).



Legend:

- Included with service agreement
- Included with the standard equipment warranty
- Billable services, not included in the agreement