

# FREQUENTLY ASKED QUESTIONS



## Q: How long has Gym Tech been in business?

**A:** Gym Tech opened in 2004. Since then we have steadily been growing and are currently one of the largest fitness equipment service providers in the Tri-State area.

## Q: Who is employed by Gym Tech?

**A: Salvatore Strazzeri** is the owner and operations manager. He has been in the industry for over 10 years. He actively manages the company and from time to time still insists on going to perform service calls. Sal is certified by many of the largest fitness equipment manufacturers in the world. He loves to work with his customers and enjoys speaking with them as much as possible.

**Steffany Ramones** is the service Manager. She has been with Gym Tech since 2012. Steffany manages the day to day operations of Gym Tech. Steffany has been trained and certified by multiple manufactures throughout the United States. She excels at ensuring a good customer experience from start to finish.

**Gym Tech Technicians:** All of the technician hired at Gym Tech have a minimum of 5 years of on the job experience working with multiple lines of equipment. Although they are both experienced and certified by the manufacturers we still send them for a minimum of 4 weeks with a lead technician to ensure that they not only are excellent technicians but get acclimated to the Gym Tech way of doing things. There are 3 major areas that a new hire is trained on and evaluated on:

- The new hire must be a highly trained and knowledgeable technician.
- They must be able to demonstrate Gym Tech's impeccable customer service experience.
- They must be able to demonstrate Gym Tech's preventative maintenance program. Only upon receiving a good recommendation from a Gym Tech lead technician are they able to be sent out on their own to any of our customers. Gym Tech's technicians are guaranteed to be the most experienced, and customer oriented service technicians you will ever work with.

## Q: What to expect during a preventative maintenance service?

**A:** Depending on the size of your facility you can expect to see between 1 and 4 technicians arrive on site to perform your main tence service. During a Preventative Maintenance service, each piece of equipment will have all of the factory recommended maintenance performed, and in addition to the factory recommended maintenance each technician will perform the Gym Tech Maintenance Service, which has been developed by Salvatore Strazzeri. We will also clean each piece of equipment inside and out to ensure there is no dust that can cause premature wear and tear on mechanical components or cause short circuits on electrical components. At the end of the maintenance service you will receive a Gym Tech work order. This will explain all of the work performed and give you an itemized summary of any parts that are needed for your equipment. A copy of the work order

is given to the service manager and if any parts are needed he will contact you with the pricing for your approval.

## Q: What to expect during a repair service call?

**A:** Once we receive notification of a problem, we respond very quickly and let you know when we will be there. We have a **24-hour guaranteed response time**, so you know we will be therewithin 1 business day. When a technician arrives on-site they will speak with you so you can point them in the right direction and give them any information about the problem you may have. They will then diagnose the issue. If the unit can be repaired without parts the technician will do so. If parts are needed and on-hand the technician will get your approval prior to installing them on the machine. If the parts are not on-hand the servicemanager will contact you with pricing to get your approval prior to ordering the parts. As soon as the parts arrive (usually within 2 business days) we will schedule a return visit to install the parts and repair the unit.

## Q: What type of insurance does Gym Tech carry?

**A:** Although we have never had any problems with any of our work, ever, we still make sure that you can rest assured knowing that Gym Tech has **THE BEST** insurance coverage in the business. We make sure our insurance companies have a credit rating of A or better. We carry General Liability and Workers Compensation so in the event that anything happens on site you are fully covered. Even our fleet of service vehicles are insured for a million dollars just in case anything should ever happen.

## Q: What brands does Gym Tech service?

**A:** Gym Tech services every major brand of equipment currently on the market.

## Q: What types of payments does Gym Tech accept?

**A:** We strive at making the entire process as easy as possible. We accept a variety of payment methods so that our customers have as many options as possible. Gym Tech accepts cash, check, credit cards, and PayPal payments.

## Q: Does Gym Tech offer any warranty on their work?

**A:** Gym Tech offers a **6 month guarantee** on all of the work performed. If a unit malfunctions with the same problem within 6 months of us performing the work, we will return at no charge. If there is a new problem, the warranty does not cover it. All parts come with a manufacturer's warranty. Depending on the maker of your equipment, it will determine how long the parts warranty is. The normal parts warranty is anywhere between 90 days to 1 year.

## Q: How fast can Gym Tech get a technician to me?

**A:** Gym Tech has a **24-hour guaranteed response time**. You can book a service call and know that we will be there within 1 business day.

