

# Typical troubleshooting process

Often, when fitness equipment is out-of-order at a facility it becomes a crisis for our clients. Follow these steps and you will go from crisis to crisis AVERTED. Your Field Tech app is designed to help you complete this service call successfully.

## **A - ASK THE CUSTOMER**

1. What was the original complaint?
2. When was it reported?
3. Has this happened before?

## **V - VERIFY THE ISSUE**

1. Actively use the unit
2. Use your senses
3. Check error codes
4. Can you repeat the issue?
5. Note the mileage/hours of use

## **E - ELIMINATE COMPONENTS**

1. Research error codes and troubleshooting guides
2. Identify the systems involved
3. Test and isolate
4. Test the system components

## **R - REPAIR THE UNIT**

1. Use service documents
2. If are unsure or unable to complete the repair, contact your supervisor

## **T - TEST THE SYSTEM**

1. Fully test the unit
2. Check all functions under load

## **E - EDUCATE THE CUSTOMER**

1. Explain parts ordered timeline for completion
2. Educate the customer on the changes you've made and why

## **D - DOCUMENT THE PROCESS**

1. Fill-in the what and why notes in work performed section of your app
2. Detail reasons for replacements
3. Verify serial numbers or add serial numbers to the equipment section of your app