



### Our services include:

Custom-built gyms, sauna and steam-bath rooms, trouble-shooting, repair, service and maintenance of equipment, Instructor certification course for Spinning, Human Sports and Multiple-Function Training (MFT).

In association with our professional partners, we also provide:

- *Audio-visual system and entertainment*
- *Flooring and indoor/outdoor courts*
- *Gym design and management consultation*

### Our Service Philosophy:

Product price, brand and design often are the three main criteria that influence buying decision most. Such considerations seem logical but not necessarily true.

Price is more than upfront cost of purchase. Ultimately, it is the total ownership cost (TOC) one pays for owning a product. TOC encompasses cost of acquisition, warranty terms, spare-parts replacements (including unnecessary or 'induced' replacements), product durability, service response time and reliability (downtime cost), floor-space usage (foot-print of machine), quality of maintenance service (improper and unprofessional service shortens lifespan of equipment), safety of use (potential arbitration cost due to injuries to users), usefulness of machine (whether it is even appropriate or needed in the first place), cost of operation (such as higher electrical bill) etc...

A product brand says nothing about the reputation and reliability of its distributor or its relationship with the manufacturer. A reference check on the service/reputation records of the distributor and how long it has been representing the brand will be more useful than just relying on a brand-name.

Product design naturally affects its appearance. However, for fitness equipment, design is not only about how appealing it looks externally. Excellence in equipment design is about bio-mechanical functionality, ergonomics, quality materials and construction that have all been properly tested to or beyond recognized safety test-standards.

Our policy is to provide quality products and back them up with professional, ethical service that ensures economical total ownership cost for every customer. Hence our **Customer-Service Statement...**

***'Customer First!'***