

Outfit Service

Our aim at **Outfit** is to provide the most comprehensive customer service, starting from the first point of contact right through to project design, site preparation, delivery, installation, commissioning, instruction, warranty, ongoing maintenance and updates.

1. Design and Layout

Most customers will already have a good idea of their requirements. At **Outfit** however, we are available to discuss each piece of equipment and its exercise values and help with the most effective choice of equipment. **Outfit** can visit your site and provide you with design layout drawings which can be discussed and modified until a final layout plan/schedule is agreed. **Outfit** will then provide a quotation outlining the equipment cost, delivery and installation schedules etc.

2. Equipment selection

Outfit customers have unlimited options to customise and design their Outdoor Fitness Facility in keeping with their fitness goals, budget and site constraints. **Outfit** currently have a very comprehensive range of machines to choose from (now including wheelchair adapted stations) with new models constantly under development. A selection of five or more machines (10 stations) will provide a good introductory layout. The equipment is equally effective whether installed grouped together in a confined exercise area or spread out along a fitness trail. All of our ranges and stations are fully compatible and interchangeable with each other, thereby giving you, the customer, the widest possible choice.

3. Site Preparation

All **Outfit** equipment is ideally suited for the widest range of locations and surfaces. **Outfit** will advise on all requirements regarding the actual site preparation, surfaces and finish. **Outfit** can also, on request, provide quotation for and carry out the whole development with the choice of surfaces to suit the customer's budget.

4. Delivery

The equipment will be delivered from **Outfit** stores directly to your desired location. Fitting will usually commence on the same day as delivery so there should be no requirement for long-term storage facilities. Where five or more machines (10 stations) of equipment are purchased from us at the same time, **Outfit** will deliver free of charge.

5. Installation

To comply with warranty and insurance Terms and Conditions, **Outfit** recommends that our authorised and approved fitters, install and commission the equipment. This will require 1 to 2 days on-site, depending on actual site requirements, number of pieces etc.

6. Instruction

All **Outfit** machines are simple to use and require minimal instruction or practice. Our qualified gym instructor can demonstrate the correct usage of each piece of equipment to the customer on completion of the installation. All machines will also carry instruction diagrams and information which can be easily followed. **Outfit** can also supply and erect on site notice-boards, warning signs etc.

7. Maintenance/Service

All **Outfit** equipment is extremely sturdy and weather resistant and requires minimal maintenance/repairs. The customer should regularly visually inspect the equipment for operator damage - wear and tear etc - and take appropriate action. **Outfit** will carry out a post-installation inspection, approximately three months after initial installation. Thereafter, annual service is highly recommended and may also be mandatory for insurance and warranty purposes. **Outfit** can arrange for annual service, at very reasonable rates, and provide appropriate documentation.

8. Complementary Equipment

Outfit can supply a very comprehensive range of complementary items and Structures, e.g. Notices, Shelters, Lighting, Seating, Litter Bins etc at competitive prices. For further details, please check out our website www.outfit.ie, or contact us on **094-9381088** or by email, info@outfit.ie.

9. Finance & Insurance

Outfit can provide information on various methods and options for funding your fitness project. This includes possible grant allocations, sponsorship, leasing arrangements etc. **Outfit** can also put you in touch with insurance companies who specialise in this area of activity and can provide documentation as requested. If required, the completed installation can also be RoSPA (Royal Society for the Prevention of Accidents) inspected and approved.

10. Future Commitments

Outfit is available at all times to assist the customer or user in every way. **Outfit** undertakes to keep you informed of any new developments in the fitness arena. **Outfit** will supply, install, upgrade and repair machines as necessary, and can also provide further instructions to both customers and users and will carry out annual service for the duration of service contracts.