

ALPHA FIT®

DELIVERY + INSTALLATION PRE-FLIGHT CHECKLIST

8 STEPS TO DELIVERY AND INSTALL SUCCESS WITH ALPHAFIT:

Managing a gym installation can be tricky. Juggling multiple suppliers and tradespeople, dealing with OH&S regs, and then there's warranty compliance to consider. Delays and mistakes can happen adding unnecessary costs to your project and business.

It doesn't have to be like that. At AlphaFit we consider your delivery and installation experience to be just as important as the quality of the gear we manufacture, which is why our crew of Aussie legends are on hand to transform your space.

Your AlphaFit install crew are certified and insured, deployed to make this vital stage of your gym fitout a breeze. You'll enjoy the benefit of having the entire job handled by a single experienced team; and because they are AlphaFit-approved, they can test and sign off your installation guaranteeing its safety and warranty compliance.

To get you started, we've got a handy 8-point checklist to ensure a smooth delivery and installation of your equipment and flooring.

1 | CONFIRM YOUR ORDER + DETAILS

- Outstanding choice! Confirming your sales order secures your gear, including any customisation items.
- Steel equipment production is usually scheduled six weeks before your requested delivery date.
- For large orders, your Customer Success Specialist (CSS) will touch base two weeks before to check everything is going to plan.

2 | SITE ACCESS + CONDITIONS

- You know your site better than anyone and to ensure a safe and successful process we ask that you assess the site conditions and identify any potential risks or challenges for delivery and installation. If there are any restraints, contact your AlphaFit CSS and other contractors as soon as possible. These include:
 - Vehicle access to curb side drop point or loading dock,
 - Pathways, fences, doorways and ceiling height dimensions,
 - Staircases, lift dimensions and weight restrictions,
 - Access to forklift, hoist, pallet jack or trolleys on-site.
- If you're planning to floor or wall mount any equipment, have the specifications of the flooring and any supporting walls handy. This includes material, thickness, and any potential utility points - e.g. electrical, water or gas. NOTE: If AlphaFit is not the primary contractor for installation, your chosen tradesperson will be required to assess and supply all floor and wall fixings.
- Ensure the site is clear and clean. Remove any obstacles or debris that could impact the installation and safety of your AlphaFit crew. Ensure that the site is free of dust, dirt, grease, or moisture.
- If it's a building site, check and advise if any contractors need to possess certain certificates or be inducted before accessing the site.



3 | FLOORING SPECIFIC CONDITIONS

- The build area is to be complete; including all high works; clean and dry before flooring can be installed.
- The ground must be level, cleared and adequately prepared for the required installation. If not, there may be additional charges and delays to your project.
- If the job is for flooring supply and installation only, you will be required to liaise with your chosen equipment provider to assess and approve our supplied flooring designs; including integrated lifting platforms, sizes and locations; before the installation day.
- Decide if the equipment is to be installed sitting on top of, or be cut into, the flooring.
- To avoid damage and voiding warranty, once the flooring is installed, no electric work platforms (EWPs), forklifts, pallet jacks or vehicles should travel over the rubber, turf, vinyl or carpet.

FEEL CONFIDENT AND READY TO RECEIVE YOUR GEAR.

4 | ADVISE OF UNEXPECTED DELAYS

- Sometimes things don't go as smoothly as we'd like—that's life. Be sure to reach out to your AlphaFit CSS with any changes or delays to your delivery or installation as soon as they occur. The sooner we know the better, as this may result in additional storage and redelivery charges or the rescheduling of contractors for installation.

5 | DELIVERY DAY CONFIRMATION

- The shipping carrier will usually contact you the day before to confirm the address, receiver, drop location and provide a time window for the delivery.
NOTE: Shipping carriers typically do not call on the day of delivery.
- The carrier will deliver the goods to the set curbside drop point or loading dock.
NOTE: They do not transport items inside the building, unpack pallets or boxes, or remove transport material. If this is something you need help with contact your AlphaFit CSS.

6 | CHECK OFF ALL ITEMS RECEIVED

- There's nothing better than the smell of new gear to get your adrenaline pumping! Take a deep breath and calmly unpack and check off all items received against what's on your sales order.
NOTE: On occasion fixings and other items may be packed inside other equipment or on separate pallets.
- If items are missing, first check your shipping notification or back order email from your AlphaFit CSS to see if any have been set to dispatch at a later date. If not, have your sales order number ready and contact your CSS straight away. You have five business days from receipt to submit a missing item enquiry.
- If there are items you are not expecting, contact your AlphaFit CSS straight away to arrange for clarification or collection.
- If there is any damage to pallets or equipment during transit on arrival it must be documented with photos and reported immediately to your AlphaFit CSS. AlphaFit has just 24 hours from the delivery time of receipt to lodge a claim with the carrier service. Queries outside of this timeframe may not be compensated.
- At the point of delivery, the receiver takes full ownership of the sales order items and is responsible for keeping them safe and secure.

7 | ON-SITE ORDER MODIFICATIONS

- Once on-site if any modifications to, or manufacture of, additional equipment components or configurations are required, alert your AlphaFit CSS immediately.
- Be aware there may be rush charges and return fees for expediting these changes.

8 | RUBBISH REMOVAL + DISPOSAL

- The AlphaFit gear comes in a variety of packaging to ensure it arrives fit for purpose. You will need to arrange for the disposal of any pallets, boxes and packing materials yourself.
- If you need a hand or prefer a dedicated rubbish removal service, no problem—this can be organised by your AlphaFit CSS before delivery at an additional cost.

ALL PREPPED + READY FOR SUCCESS.

If you have any questions covering delivery and installation preparation, contact the AlphaFit Customer Success team on 1300 257 428 or admin@alphafit.com.au.

alphafit.com.au

ALPHAFIT®

FIT FOR PURPOSE.