

## Frequently Asked Questions

**Q There is a SOLE dealer in my area, may I still purchase directly from SOLE?**

A Yes, SOLE proudly supports all our retail partners and will encourage each customer to buy wherever they feel most comfortable using any option you choose. You may purchase directly from SOLE Fitness by calling 866-780-SOLE (7653).

**Q I am needing technical assistance on my SOLE Fitness Equipment, who should I contact for service?**

A You should contact the location where you purchased your equipment or contact SOLE direct. The first step is to fill out our service request form in the technical support section and hit the “submit request button” at the bottom of the page. Your request will be submitted directly to the service department for immediate attention.

**Q What if I need replacement parts for my SOLE product?**

A If you are out of warranty and you need a part for your equipment, you may purchase replacement parts directly from the SOLE Fitness service department.

**Q What information should I be prepared to give to the SOLE Service Department?**

A In order to better assist you, please provide the model and serial number for your fitness equipment as well as your name, phone number, address and a brief description of the problem. This information is required on the SOLE service request form.

**Q Where do I locate the serial number on my SOLE equipment?**

A Your serial number is located on the front lower base of the treadmill or elliptical printed on a burgundy sticker. Please provide all numbers and or letters printed on this sticker. Example – 563886060600024REV-00.

**Q Is there any General Maintenance I need to perform on my SOLE treadmill?**

A Use a soft, damp cloth or paper towel to wipe the edge of the belt and the area between the belt edge and frame if you have a treadmill. This should be done once a month to extend belt and bed life. Use water only - No cleaners or abrasives. A mild soap and water solution along with a nylon scrub brush will clean the top of the textured belt. Allow to Dry Before Using. Also, vacuum underneath your treadmill or elliptical to prevent buildup. Once a year you should remove the black motor hood and vacuum dirt that may accumulate.

**Q What should I use to lubricate the belt and deck of my treadmill and how often?**

A Do not re-lubricate your belt and deck with anything other than a silicone based lubrication. If the treadmill is kept reasonably clean it is possible to expect over 1000 hours before re-lubing is necessary. You may purchase SOLE lubrication directly from the SOLE service department.

**Q Does SOLE offer Direct Financing?**

A We do not offer any direct financing. We do accept all major credit cards or will accept personal checks mailed to our office.

**Q Does SOLE have any retailers overseas?**

A At this time we do not have any dealings or service outside of the United States and Canada.

**Q Does SOLE match competitors prices?**

A We are glad to match any advertised price on the same model. If we cannot verify the price we will not be able to match it. Special promotions and other deals specific to a website may also not qualify. For specific details about a certain price please call in and speak to a SOLE representative.