



Equipment Setup, Faults & Repairs

Applies To: All Franchise Clubs

Departments: Operations, Coaching, Facilities Management

Purpose: To provide clear procedures for the safe setup, inspection, troubleshooting, and repair of all UAC equipment. This SOP ensures equipment is maintained to high-performance and safety standards while defining when repairs must be escalated to UAC Headquarters.

Scope:

This applies to all equipment categories in UAC facilities, including:

- Cardio machines (treadmills, rowers, bikes)
- Pin-loaded machines
- Plate-loaded machines
- Free-weights & functional gear
- Basketball rings, shooting machines
- Recovery equipment (tubs, saunas, compression systems, chillers)
- UAC-branded equipment & fixtures
- Court flooring & sport flooring (KTL)

Responsibilities

Centre Manager

- Oversees equipment inspections, repairs, and maintenance logs.
- Contacts HQ for approval of major repairs or replacement.
- Ensures toolkit availability and staff competency.

Staff / Coaches

- Inspect equipment before sessions.
- Report faults immediately in the Equipment Fault Log.
- Prevent use of unsafe equipment.

HQ / Franchise Support

- Approves major repairs, warranty claims, or vendor replacements.
- Coordinates specialist service providers if required.

Equipment Setup Procedure

New Equipment Setup

1. Confirm all items match the delivery list.
2. Inspect for visible damage.
3. Assemble following manufacturer instructions.
4. Tighten bolts, screws, pins, and anchor points.
5. Test function before member use.
6. Add equipment to the UAC Asset Register (Google Drive).

Daily/Weekly Equipment Inspections

Daily (Staff / Coaches)

- Check for loose bolts & pins (especially plate-loaded machines).
- Inspect cables, pulleys, weight stacks for smooth function.
- Ensure cardio machines turn on and belt/chain runs smoothly.
- Confirm basketball rings are secure & padding intact.
- Confirm recovery devices are safe (chillers, tubs, chambers).
- Remove unsafe items immediately and tag as OUT OF ORDER.

Weekly (Centre Manager)

- Full walk-through with inspection checklist.
- Test every machine under load.
- Clean and lubricate where required.
- Update maintenance log.

Fault Identification Procedure

Minor Faults (Handled in-club)

Examples:

- Loose bolts
- Missing pins
- Worn grips
- Squeaking or lubrication issues
- Batteries for remotes or small devices

Action:

- Staff complete on-site minor repair using UAC toolkit.
- If parts needed → purchase from local hardware store.
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Moderate Faults (Local contractor allowed)

Examples:

- Machine cables requiring replacement
- Basketball hoop height adjuster issue
- Light mechanical failures
- Basic electrical issues NOT involving water
- Broken wheels on equipment
- Faulty shooting machine sensors

Action:

- Centre Manager books a local technician.
- Log repair in Maintenance Log.
- Notify HQ for visibility (not approval).

Major Faults (Require HQ approval)

Examples:

- Motor failures (treadmills, bikes)
- Hydraulics, weight stack structural issues
- Chiller, sauna, or recovery machine malfunction
- Electrical faults involving water or risk
- Structural damage to basketball rings/hoops
- KTL flooring damage
- Warranty-related parts

Action:

1. Complete Major Fault Report.
2. Email HQ (support@uac.com) with photos/videos.
3. Wait for HQ approval before booking repairs.
4. HQ liaises with manufacturer/vendor.

Out-of-Order Protocol

1. Tag equipment with a clear OUT OF ORDER sign.
2. Remove from service area if possible.
3. Log fault in the Equipment Fault Register.
4. Provide expected repair time to Centre Manager.
5. Communicate to members if key items (e.g., treadmills) will be unavailable.

Maintenance Toolkit Requirements

Every UAC facility must maintain a standard toolkit, including:

- Socket set & wrenches
- Allen key set
- Adjustable spanner
- Screwdrivers (flat & Phillips)
- Lubrication spray (machine safe)
- Spare pins, bolts & washers
- Electrical tape
- Air pump (for exercise balls)
- Cleaning & disinfectant products
- Rubber mallet
- Basic cable tool kit (for tightening/adjusting weight stack cables)


The toolkit should be accessible to staff but stored securely.

Record Keeping & Compliance

Maintenance Logs Must Include:

- Date of inspection
- Equipment name / asset code
- Fault identified
- Action taken
- Staff responsible
- Service provider details (if applicable)
- Completion date

Logs are stored in:

 Google Drive → Operations → Equipment Maintenance Log

HQ will check logs during audits.

Vendor & Supplier Contact Procedure

For major repairs:

- Email HQ → support@uac.com
- Include photos, serial number, asset code, description

For minor repairs:

- Use local hardware store
- Notify CM and update log

For specialist equipment (e.g., Dr. Dish, chiller, sauna):

- Contact approved vendor list from HQ
- DO NOT use unapproved technicians for electrical/wet recovery equipment

Warranty & Replacement Process

- Report equipment faults to HQ within 24–48 hours of failure.
- HQ reviews warranty eligibility.
- HQ coordinates replacement, freight, insurance claims, or technician visits.