

Queenax was officially acquired by Precor on July 29, 2015, expanding the Precor portfolio to now include Functional Strength Training. We're excited to be able to offer existing and new customers a single, global source for a complete line of premium strength and cardio fitness equipment backed by world class service and support.

1) WHY DID PRECOR CHOOSE QUEENAX?

As a pioneer in the functional strength training space, Queenax has earned the reputation as the most flexible, modular, expandable and visually unique functional training system offered on the market. The ability to offer customers flexible use of their functional training space sets Queenax systems apart and is consistent with Precor's aim to deliver true value to customers.

2) DO I HAVE A DIFFERENT SALES PERSON NOW?

For now, your Queenax points of contact will remain the same. As we progress on integrating the Queenax business with Precor, you can expect to receive regular communication from Precor should changes occur. In the meantime, the Queenax Technical Department and other Sales and Marketing teams remain fully available to answer your questions, propose solutions and produce quotations for you.

3) WILL THERE BE CHANGES TO PRODUCT LEAD TIMES AND THE LOCATION FROM WHERE THE PRODUCTS SHIP?

Lead times remain unchanged at this time. It is the desire of Precor to introduce more local warehouses and distribution, increasing availability and decreasing lead times globally in the future. Additional information will be forthcoming.

4) DOES THE ACQUISITION AFFECT MY WARRANTY AND WHO HANDLES THE WARRANTY ISSUES?

No, your warranty remains the same. During the warranty period, the Queenax dealer is responsible for handling warranty-related issues. If you purchased directly from Queenax, all warranty and service will be handled by either your local Precor Service Team or your local dealer.

5) IF I NEED SERVICE AFTER THE WARRANTY PERIOD, WHO DO I CONTACT?

If you have a Queenax dealer, contact them. If not and you're unsure please contact your the Precor Service Team at precor.com/service.

6) I STILL HAVE QUESTIONS ABOUT HOW TO USE MY QUEENAX SYSTEM. WHO DO I CONTACT NOW?

If you currently have a contact for Queenax product education, please contact them. If you do not have a point of contact or are unsure, please contact the Precor Education Department at education@precor.com.

7) I'D LOVE TO BUY MORE QUEENAX PRODUCTS. DOES THE PRECOR ACQUISITION CHANGE THE FINANCING OPTIONS AVAILABLE TO ME?

Yes, you will now have options to finance your Queenax purchases through Precor.

8) WHO SHOULD YOU CONTACT IF YOU WOULD LIKE TO KNOW MORE ABOUT PRECOR FITNESS EQUIPMENT?

If you know your Precor rep, contact them. They'd be happy to hear from you. If not, please contact us at precor.com/queenax. This URL supports languages for 36 countries and will direct your inquiry to the appropriate sales person in your region. Additionally, consider visiting precor.com.