

1) WHAT IS THE QUOTING PROCESS AND EXPECTED TURNAROUND TIME?

Step 1: Use the [Four Key Selling Questions](#) with your customer to ensure you obtain all the proper information for the quote. These questions are meant to guide the conversation and should not be given to the customer to answer themselves.

Step 2: Send this information to precor.com/en-gb/queenax-sales and allow a minimum of a five-business day turnaround time. Meeting this turnaround time will depend on providing accurate information of the Four Key Selling Questions, as well as an architectural drawing (CAD or .dwg file) of the space where the Queenax product will be installed. Also remember to include the Ship To address for accurate freight quotes.

Step 3: Quote will be sent directly to you along with 3D renderings of the product.

2) WHAT COLOURS ARE AVAILABLE?

All units are available in white. The Corner Unit is available in silver, to accommodate Anytime Fitness. We are exploring other options and will provide updates if other colours become available.

3) WHAT ARE THE INSTALLATION COSTS?

Installation will vary based upon the region and unit ordered. Installation costs will be provided in your quote.

4) WHO WILL DO THE INSTALLATION?

Installation will be carried out by the internal Queenax installation team and by additional installation partners.

5) DO ALL UNITS NEED TO BE BOLTED TO THE FLOOR?

Yes, absolutely. This is a non-negotiable safety requirement and is consistent with all competitive functional units.

6) WHAT IS THE MAXIMUM WEIGHT A STRUCTURE CAN HANDLE?

Each training station on any structure has a maximum user weight load capacity of 120 kg. A structure refers to the Bridge, the Format, Format Cage, etc. A training station refers to any spot at which a user can attach a functional training accessory and perform corresponding exercises. *See image on right.*



7) WHAT ARE THE PRODUCT DIMENSIONS?

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|--|---|--|
| <p>a. The Bridge</p> <ul style="list-style-type: none"> - Minimum (150cm W x 288cm H x 399cm L) - Maximum (625cm W x 328cm H x 1603cm L) <p>b. The Format (Fixed)</p> <ul style="list-style-type: none"> - Minimum (173cm W x 288cm H x 470cm L) - Maximum (475cm W x 328cm H x 773cm L) | <p>c. The Format (Cage)</p> <ul style="list-style-type: none"> - Minimum (66cm W x 272cm H x 300cm L) - Maximum (666cm W x 267cm H x 666cm L) <p>d. Wall-mounted</p> <ul style="list-style-type: none"> - Minimum (39cm W x 244cm H x 305cm L) - Maximum (39cm W x 272cm H x 166cm L) | <p>e. Self-standing</p> <ul style="list-style-type: none"> - Minimum (84cm W x 260cm H x 92cm L) - Maximum (depends on attachments) |
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8) WHAT ARE THE FLOORING OPTIONS? IS IT TILE OR ROLL?

There are three flooring options - Rubber, wood and synthetic. The rubber comes in both tiles and rolls, the synthetic comes in tiles and the wood in sections.

9) WHAT IS THE TOTAL NUMBER OF SQUARE METRES REQUIRED FOR THE DIFFERENT PRODUCTS: THE BRIDGE, THE FORMAT (FIXED AND CAGE), THE CORNER AND THE ONE?

Required square meterage depends on the configuration a customer selects. However, customers will need to account for an additional two metres of training space needed on all functional sides.

a. Example: On The Bridge, they will need two metres on two sides since users can only train on two sides. On a fixed Format, they would have two metres on all four sides since there are stations all the way around.

10) HOW DO MY CUSTOMERS ORDER OPTIONAL EQUIPMENT AND APPS?

All Options, Apps and other accessory items can be found in the Queenax catalogues in [ShareFile](#) or [Queenax.com](#). Customers can order all these items through Precor.

11) WHAT IS THE SHIPPING LEAD TIME?

For orders in North America, please allow 10-12 weeks from when the order is received for delivery to Whitsett, New Carolina. The order will then ship from North Carolina based on the customer's desired installation date, with normal transit times. We are currently determining transit times for orders outside North America.

12) WHAT ARE THE WARRANTY TERMS AND WHO HANDLES WARRANTY ISSUES?

During the warranty period, the Queenax dealer is responsible for handling warranty-related issues. (Precor was the North American dealer prior to its acquisition of Queenax). Standard warranty terms are:

- **Structural warranty:** 2 years
- **Mobile parts warranty:** 1 year (boxing line, pulley, cables, etc.)

- **Paint and superficial finishes:** 1 year (excludes mechanical damage to painted surfaces)
- **Wear and tear:** 6 months (straps, hand grips, hand caps, rubber and elastic parts, etc.)
- **Labour:** 1 year

13) IS THIS APPROVED BY ANYTIME FITNESS?

Yes, the Corner Unit is available in silver to accommodate Anytime Fitness.

14) WHAT ARE THE EQUIVALENT COMPETITIVE PRODUCTS?

Queenax competitors mainly build units similar in concept to the Fixed Format and Fixed Format Cage. The Bridge, Wall Mounts and Storage Units are unique to Queenax. Queenax Format competitors are listed on the right.

- a. Life Fitness Synergy**
- b. Matrix Connex**
- c. Technogym Omnia**
- d. Hoist MotionCage**
- e. Torque Fitness X-Lab, Edge**

15) DO WE HAVE A REFERENCE LIST OF CURRENT UK INSTALLATIONS?

Yes, it is included in the Queenax folder on [Sharefile](#). For references outside the US, please visit the [Showcases tab](#) on queenax.com.

16) WHERE CAN WE FIND MARKETING MATERIALS?

All collateral is in [Sharefile – Marketing Tools-Public – Queenax](#). Web pages will be available by late July.

17) WHO IS OUR POINT OF CONTACT FOR RESOURCES?

Pete Borchert will be your main point of contact for all things Queenax until further notice.

18) DO WE HAVE ANY PLAN TO RE-LABEL QUEENAX PRODUCTS AS PRECOR?

No, not at this time.

19) WHAT ARE THE PLANS TO PROVIDE EDUCATION AND TRAINING AROUND QUEENAX PRODUCTS?

We will soon announce comprehensive plans for Queenax Coaching Centre. We are rapidly developing our curriculum and support materials to be able to best align this product for a global audience. Our support materials will include self-service support and onsite education, including foundation and speciality courses.