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To whom it may concern,

Having owned and managed a number of health clubs in New Zealand and Australia over the last 15 years, I have had the opportunity to purchase many brands of equipment and to deal with a number of regional suppliers, for both choice of product and after-sales service. Experience has taught me, many times over, that every equipment supplier promises but very few deliver.

There are several aspects to the "correct choice" of equipment for a busy, commercial facility. The first includes the visual impact, price, warranty and user interface of the product chosen. This narrows the choice down to just two or three of the world's leading brands.

The second relates to the ability of the equipment supplier to efficiently and accurately quote products, prices and delivery schedules - then to meet those promises. It is astounding how many "official suppliers" are incapable of providing accurate information and find it impossible to meet delivery timelines and professionally install equipment, using trained and experienced staff.

The third and most significant aspect is the after-sales service of your equipment supplier, once you have their product and they have your money. This starts with somebody making certain your products have been installed to your complete satisfaction. It then relies on that supplier to have a Service Department that can actually fix the problems that occasionally occur, particularly as machines age in a busy facility. Trained staff, a good Service Manager on whom you can rely, rapid response and access to the parts required, all are essential to the smooth running of your facility but are, in fact, remarkably rare.

After all these years, I have reached a point where only one company will get my business. GymCare and their team of sales, administrative and service personnel have consistently met and exceeded my expectations in all of the areas above. In the past I have fallen "victim" to a number of the other companies out there, who promise the entire package but never fully deliver. The future is more comfortable knowing this will not again be the case.

For all those health club owners, managers and purchasing officers who find themselves in a similar position, there is only one intelligent course of action in Western Australia; only one team you can rely on completely. Shop around all you like but make certain your equipment is purchased from the GymCare team. You will never regret the decision.

Regards,

A handwritten signature in blue ink, appearing to be "CR", written over a large, stylized blue scribble.

Chris Ruck  
GENERAL MANAGER  
Inspired Life Total Health Club