

FACILITY REOPENING GUIDE

As extended club closures are nearing their end, your facility is approaching a unique reopening period that is highly dependent on your members' readiness to rejoin the public space. Their comfort level and trust in your leadership will be a high priority, as their first impression of your new operations is more crucial than ever. In order to maintain your desired perception within your community, don't rush this — take extra precautions to prepare your facility and staff to serve with care and confidence.

CONSIDERATIONS

We listened to you and your questions and collaborated with experts inside and outside the industry to develop the following resources. Together, we can come back stronger, fitter and more connected.

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LOCAL ORDINANCES

To ease members' worries, ensure you follow the guidelines and regulations put forth by your local authorities.

- Research and adhere to local policies on capacity, limitations per square foot and other operational standards
- Inquire with your local government for a breakdown of your state and local guidelines regarding fitness facilities
- Follow CDC guidelines and share these initiatives with members

CLEANING PROCEDURES

These uncertain times have brought more attention to the cleanliness of public spaces. Your commitment to cleaning and disinfecting your club will be a key driver in improving acquisition and retention efforts.

- Perform a deep clean prior to opening, including equipment
 - To avoid risking warranty coverage when cleaning and disinfecting Matrix equipment, review our [Approved Cleaners, Disinfectants and Lubricants](#) document for procedural guidance
- Establish your cleaning procedures and tools
 - Research industry insight to plan for optimal cleaning tools, procedures and schedules, and clearly communicate these new methods to staff and members to guarantee acceptance and trust
 - Strengthen cleaning processes and frequency of disinfecting procedures
 - Prepare staff to become cleaning experts on standby to wipe down equipment, toilets and lockers throughout the day

- Promote visible adherence to safety recommendations (e.g., hand sanitizer stations throughout facility)
- Consider upgrades to HVAC or air purification systems to improve air flow
- Set standards for handling shared amenities
 - With regards to shared resources that are difficult to sanitize like hand towels, hand weights, yoga blocks, mats and some types of foam rollers, establish a clear cleaning schedule or encourage members to bring their own

OPERATING PROTOCOLS

According to industry professionals, clubs will not return to “normal” operational standards right away. Reopening will likely be phased in terms of what you can offer members, such as appointment-only visits with a limit on the number of people who can be in the club at the same time.

- Consider options to provide touch-free check-in
- Leverage your digital capabilities to control the flow of members into your facility
- Space equipment in accordance with state and local mandates to maintain social distancing
- Organize a structured appointment schedule with “intermissions” for cleaning periods
- Prepare your staff to enforce mask mandates (if applicable)
- Adapt group offerings to maintain some level of group camaraderie
 - Consider moving to outdoor spaces or reducing numbers to meet distancing guidelines
- Offer a blend of virtual and in-person support to all members
- Practice customer service scenarios to speed employee problem-solving

ALLEVIATE MEMBER FEARS

- Communicate constantly and offer full transparency
 - Take as many unknowns out of the equation for members by clearly communicating all you are doing to ensure their safety
 - Communicate via social media, email, in-person conversations and signage throughout your facility
- Hold your staff and members accountable and set clear expectations for maintaining strict cleaning standards

- Consider implementing temperature checks with your staff and members
 - Be sure to discuss protocols in the scenario where tests result in fever (i.e., how to respond without causing fear or embarrassment to individuals or other members)

EQUIPMENT MAINTENANCE

Prep your equipment to perform at its best

MOVING FORWARD

You’ve prepped your team for the ultimate reopening test.

Moving forward, what steps can you take to maintain and increase loyalty with your members?

- Instill new staff responsibilities
 - Today, more than ever, staff members are the “face” of your club to your members
 - Prepare them accordingly to keep perception positive with an emphasis on care, support and safety
 - ▶ Who “owns” each of the areas in the club?
 - ▶ Who is responsible for making sure things get done right to present a safe environment?
 - ▶ Is there a written checklist for each staff member to perform their daily to-dos?
 - ▶ How should staff greet and encounter members?
 - ▶ How should staff welcome everyone back?
- Create visibility of procedures to boost member confidence
 - Post the cleaning schedule for members to see
 - Show the investment you have made in cleaning products, procedures and facility upgrades
 - Have information related to your cleaning products and their composition on hand, as members may inquire
 - Obtain third-party certifications or showcase government guidelines to support your cleaning procedures

EQUIPMENT START-UP CHECKLIST

If you have any questions about this checklist, you can contact Matrix Customer Technical Support:

Email: service@johnsonfit.com

Phone: 866.693.4863

Text to Chat: 608.208.6926

1. FACILITY TEMPERATURE AND HUMIDITY

Turn on HVAC system and allow fitness equipment 48 hours to reach the normal temperature and humidity levels.

2. CLEANING AND DISINFECTING SUPPLIES

Ensure you have proper cleaning/disinfecting supplies for your staff and patrons.

Matrix suggests for member use:

- cleaning wipes
- mild dish soap-and-water mixture in a spray bottle (10:1 water to soap)
- or a vinegar-and-water mixture in spray bottle (20:1 water to vinegar)

For console screens, a screen cleaner and micro-fiber cloth are recommended. Be sure to read, understand and follow the directions of each solution manufacturer. Refer to our [Approved Cleaners, Disinfectants and Lubricants](#) document for more details.

3. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Ensure you have the proper personal protective equipment (PPE) on hand for your staff as specified by the cleaning product's manufacturer. This typically includes gloves, safety glasses, masks and arm/leg coverings.

4. CLEANING AND DISINFECTING PROCEDURES

Clean and disinfect all equipment in your facility. Be sure to apply the cleaner to a clean cloth, then use the cloth to wipe down the equipment. Avoid spraying a solution directly on equipment, as it may penetrate openings and cause corrosion or damage to electronic components.

5. EQUIPMENT POWER

Assuming you had previously powered down your equipment, go through the following steps to power restart the equipment:

- If the machine has a power switch, ensure the switch is in the OFF position
- Turn circuit breakers back on
- Plug each machine back in. If the machine has a power switch, flip it to the ON position
- Once powered on, check all machines for error codes. If any errors are shown, power the unit down and wait one minute before powering back up. This will restart the machine and likely eliminate the error codes. If error codes persist, contact Matrix Customer Technical Support.

6. EQUIPMENT CHECKS

Perform the following equipment checks and lubrication tasks for each unit type:

WIRELESS AUDIO (900MZ)

Change input source to Remote TV

Plug in wireless audio receivers to C-safe port on back of console

Test to verify they are working

If they are not working, you may need to program the receivers (MYE programmer is needed)

TREADMILLS

Inspect power cord and ensure power cord is plugged into outlet and machine

Ensure unit turns on and console is on

Check unit for stability and use leveling shims if necessary

Run unit and listen for noise

Check tension of running belt for slipping and alignment of the running belt for centering

Test emergency stop and tether

Make sure tether is not wrapped around handlebar (should be clipped to or placed in the cup holder)

Test handgrip controls and keypads

CLIMBMILLS

Check unit for stability and adjust leveling feet if necessary

Inspect the power cord and ensure power cord is plugged into outlet and unit

Ensure unit turns on and console is on

Walk on unit and listen for noise

Test handgrips and console for proper function

Test safety features (control zone, frame IR sensor and e-stops)

ELLIPTICALS (INCLUDING ASCENT MODELS)

Check unit for stability and adjust leveling feet if necessary

If unit is powered, inspect the power cord and ensure power cord is plugged into outlet and machine

Pedal unit to ensure console powers up

Use unit and listen for noise

Test handgrips and console for proper function

Make sure elevation motor runs correctly (Ascent only)

BIKE (HYBRID, RECUMBENT, UPRIGHT, CXM/CXP)

Check unit for stability and adjust leveling feet if necessary

If unit is powered, inspect power cord and ensure power cord is plugged into outlet and unit.

Pedal unit to ensure console powers up

Use unit and listen for noise

Test handgrips and console for proper function

During shutdown, the battery will lose charge. If the battery voltage drops below 11.2V, error 0201 will show on the console or low RPMs will cause the console to go dark. Either operate the cardio equipment for 20 minutes or contact customer technical service to order a power cord. Once the battery voltage is over 11.2V, the equipment will operate as normal.

The only option for CXM and CXP training cycles is to ride the bike or externally charge the batteries. A four-port external charger is available for purchase. The part number is ZMS4009235.

STRENGTH

Check unit for stability and level if needed

Visually inspect all hardware to make sure everything is tight

Check any adjustable seat pad or back pad mechanisms for proper locking/operation

Lubricate guide rods with Super Lube with PTFE or Tri-flow with PTFE

Perform a few reps with at least 50 lbs. on the weight stack; listen for noise and feel for smoothness

Ensure rep counters are functioning properly

Inspect belts/cables for damage

Check belts/cables for proper tension

Inspect pulleys for damage

Check rep counter/console for proper operation (Ultra only)

Calibrate Intelligent Training Consoles on Ultra machines

Test push/pull pins for proper operation, then clean and grease as needed

Clean and grease all tie rod ends

7. MAINTENANCE REQUESTS

Prepare a list of equipment maintenance requests and submit to Matrix via contact info provided above.

8. COMMUNICATION PLAN

Communicate your cleaning and disinfecting protocols to your staff and review the cleaning instructions that should be communicated to your patrons. For patrons, Matrix recommends cleaning each piece of equipment before and after use.