

GINTELL (M) SDN BHD

Pre-CS Product Service and Customer Complaint Checklist

Customer Name: _____

Contacted Date : _____

Within Warranty : Yes / No _____

(1) ALL MODELS - MESSAGE CHAIR/TREAMMILL	(Y / N)
a) To reconfirm service address, product model & colour and warranty period (Check Xilinx or request SO from customer)	
No Power/ Multifunction	
b) Test with other power plug/ extension	
c) Use another electric item to ensure the main plug is working	
d) To ensure wire cable is well connected. To unplug & re-plug again the cable & to ensure do not under loose condition.	
f) Switch on the red/black button (I), at the back/side of your treadmill/massage chair	
(2) TREADMILL ONLY	(Y / N)
a) Remove & insert the safety key properly. If code ER07 no safety key.	
b) For display panel, please state ERORR code _____	
c) Running mat misalign (provide video)	
(3) BIKE ONLY	(Y / N)
Meter not function / blank screen	
a) Have you exchanged new battery for meter?	
b) Bike Noisy for FT8601H & FT8601 (provide video)	
(4) MISCELLANEOUS	(Y / N)
a) No warranty	
> To inform door to door service charge at RM80 (WM) & RM100 (EM) excluding spare parts	
> PIC at HQ will collect advance payment RM80 DTD for KV area before appointment scheduling.	
> Spare part availability & price	
(5) Others (Non Product related)	
a) Customer Complaint Feedback	

R/CS/ 02

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