

Service Period ✓ Checked	NOTE: THIS SERVICE CHECK IS BEST TO BE PERFORMED BY A TRADESPERSON Eg: Mechanic, engineer, builder, etc	Document Date: 1/7/19. Every year, check for new service document updates at www.pilatesequip.com/instructions
	If you don't understand an instruction, please contact Pilatesequip™ for a clarification	Document number: REF 01072019
	REFORMER - Studio or Rehab (use for Pilatesequip™ equipment only)	Daily
	List below: starts from the front/Foot Bar end of the Reformer, and moves through to the back.	Weekly Monthly Quarterly
	Stationary Foot Bar Version - Height Adjustment Bar adjusts up and down, using slots located on Leg's inside edge Date: 2001 to September 2011	How to fix
1	Q Check Foot Bar adjusts smoothly and sits evenly in height adjustment slots. Press forward on each side of the Main Foot Bar (from user's position), to check there's minimal movement. Check both "main foot bar" and "Height Adjustment Bar" aren't bent/twisted	Bend/twist Foot Bar and/or Height Adjustment Bar, back into shape
2	Q Check Catches for the Foot Bar Locking Mechanism, are not bent	Replace catch. Loctite screw then fit it to the bar with washer in place. Turn until it's just tight. Then loosen 1/4 of a turn. Allow Loctite to dry.
3	Q Catches for Foot Bar Locking Mechanism are freely dropping to lock position	Tighten screw, then loosen screw 1/4 turn. Apply Loctite if screw has lost Loctite hold. Allow Loctite to dry.
4	Q Check that all 4 or 6 bolts, that fastens the Foot Bar and Height Adjustment Bar together, and to the Reformer, are still tight	Tighten bolts, re-apply Loctite
5	Q Foot Bar Rubber doesn't rotate	Use Sikaflex 291
6	Q Check the bolts that secure the Foot Bar's Height Adjustment Slot Bracket to the legs, are tight and that no timber is broken around the bolts	Tighten bolts if loose. Relocate bolt above the next slot if timber is broken
	Moving Foot Bar Version - Date: October 2011 to May 2017	
7	Q Check that Foot Bar adjust smoothly up and down the track.	Clean any dirt from track. Use silicone spray to lubricate and slide Foot Bar back and forwards to spread the lubricate
8	Q On each side of Track Adjustment Castings, check that all 4 dome nuts, on each side, are tight	Tighten bolts, re-apply Loctite
9	M Check that the black Foot Bar Indexing Knobs are springing back into place	Replace
10	M Check that the Foot Bar Levers works and the Foot Bar rotates freely when adjusting the angle/height.	Lubricate ball bearings seen in-between Foot Bar Casting and Track Adjustment Casting with Inox MX3, not WD40
11	Q Check Foot Bar Rubber doesn't rotate	Use Sikaflex 291
	Stationary Foot Bar Version - Height Adjustment Bar adjusts up and down, with slots in a oval metal plate Date: June 2017 to present date	
12	Q Foot Bar adjusts smoothly and sits evenly in height adjustment slots. Press forward on each side of the Main Foot Bar (from user's position), to check there's minimal movement. Check both "main foot bar" and "Height Adjustment Bar" aren't bent/twisted	Bend/twist Foot Bar and/or Height Adjustment Bar, back into shape
13	Q Check that all 6 bolts, that fastens the Foot Bar and Height Adjustment Bar together, and to the Reformer, are still tight	Tighten bolts, re-apply Loctite
14	Q Foot Bar Rubber doesn't rotate	Use Sikaflex 291
	Front/Spring Area	
15	Q Check Foot Strap Clips pivot point. Check that the swivel/pivot head isn't worn, where the clip's body attaches itself to the ring.	Replace Reformer Foot Strap
16	Q Check Foot Strap Clips hook. Check that the hook area isn't worn, where the clip attaches itself to the reformer.	Replace Reformer Foot Strap
17	Q Check Foot Strap Clips gate. Check that the gate isn't broken where it clips.	Replace Reformer Foot Strap
18	Q Foot Strap sewing isn't coming undone	Replace Reformer Foot Strap
19	Q Foot Strap Eyebolts are secure	Tighten bolts, re-apply Loctite
20	Q Check Foot Platform Rubber is secured	Glue with contact adhesive
21	Q Check that the Jump Board Bracket bends are not damage or cracking	Replace
22	Q Jump Board Knobs turn and lock easy	Replace knobs and bolts
23	M Check Spring Bar Hooks and Top Spring Bar Attachments are secure	Tighten hooks or replace Spring Bar
24	Q Check Spring Bar is secured to U Brackets	Tighten
25	W Check Stopper Pin isn't coming out of rubber	Replace or push pin back in
26	Q Check Stopper holes aren't too loose	Install new bracket
27	Q Stopper rubber isn't cracked	Replace
28	Q If the Reformer uses a Stopper with a horizontal plate screwed to the underside of the running track, check that the Guide Wheel isn't bent on said Stopper side.	Contact Pilatesequip™. Replace bolt and fit disc kit. Use spring washer as a spacer between wheel and disc. When fitted, check that the guide wheel sits flat against the track.
	Carriage	
29	D Clean all vinyl upholstery daily, as a minimum. Make sure you clean Shoulder Pads, Head Rest and Bed. Use a mixture of water and some ordinary mild "Sunlight Pure Soap", cut into little flakes and placed in a spray bottle. Clean with a towel, cloth or paper towel. NOTE: Don't use other products such as chemicals, bleach, tea tree or eucalyptus oils, alcohol wipes or methylated spirits, or detergents- as they deteriorate vinyl. Human sweat also causes vinyl deterioration. The vinyl has an antibacterial coating and doesn't need harsh cleaners.	See equipment instructions
30	Q Check Bed upholstery for damage	Recover - Call local upholsterer
31	Q Shoulder Pad upholstery for damage	Replace through Pilatesequip™ or recover by calling local upholsterer
32	Q Headrest upholstery for damage	Replace through Pilatesequip™ or recover by calling local upholsterer
33	Q Check Cleats are returning to the close position	Replace
34	Q Cleats are secured to Base	Tighten bolts, re-apply Loctite
35	Q Head Rest is secure and hinge isn't damaged	Tighten bolts, re-apply Loctite. Replace hinge
36	Q Chassis is secured to ply base - you should see 3 screw heads in each Chassis tube	Tighten bolts, re-apply Loctite
37	Q Spring Bar under Carriage is secured to Base.	Tighten bolts, re-apply Loctite
38	Q The Axles to each Running Wheel aren't bent	Replace axles
39	Q Check that the Wheel Bearings aren't noisy. Lift up the Carriage and spin each Running Wheel with your finger and compare them to the noise that the Guide Wheels makes. They shouldn't sound gritty.	Replace bearings
	Springs	
40	W Check all springs by slightly stretching the spring from the spring's loop at the end of the spring, until the coils just start to open. If a small section of the spring barrel separates while the rest of the coils remain close, the spring is faulty. Also look for obvious bends/kinks in the spring's barrel. Make sure that spring's loops haven't travelled up the spring's coned coils	If any springs show these issues, replace spring
41	Q Springs are secure- nyloc nut are engaged/thread should be coming through the nyloc nut	Tighten
42	Q Check age of springs. It's recommended to replace Reformer Springs that are older than 8 years	Replace springs
	Back of Reformer	
43	Q Check the outer layer of the rope isn't worn to the core	Replace
44	Q Rope clips. Check the Rope Clips pivot point. Check that the swivel/pivot head isn't worn, where the clip's body attaches itself to the ring.	Replace
45	Q Hand strap sewing isn't coming undone	Replace
46	Q Check Pulleys not noisy. Pull either side of the rope to make the Pulley run and listen for a rough noise	Replace Pulley
47	Q Pulleys screws on the Slides are tight	Tighten
48	Q Pulley tracks screws are secured to upright	Tighten
49	Q Uprights secured to timber frame	Tighten
	Frame and Tracks	
49	W Clean wheels to reduce dirt build up.	Clean Wheels by wiping with damp rag. Place rag on Wheel and move the Carriage back and forth. If there's built-up dirt, lightly rub with a fine green Scotch-Brite pad
50	W Clean tracks to reduce dirt build up.	Clean Tracks by wiping with damp rag. Wipe the front and the back of the Tracks, by moving the Carriage back and forth. If there's built-up dirt balls, lightly rub with a fine green Scotch-Brite pad
51	M Lubricate running surface of the Tracks after cleaning	Use dry silicone spray only
52	Q Check timber frame structure has no cracks	Contact Pilatesequip™ with photos