



FILLING UP
THE TECHNICAL
SERVICE FORM



BODYTONE

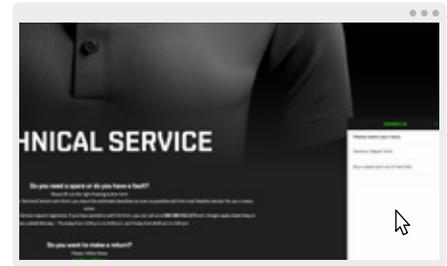
1. WEB SITE

Go to www.bodytone.eu/en/technical-service/.

bodytone.eu/technical-service

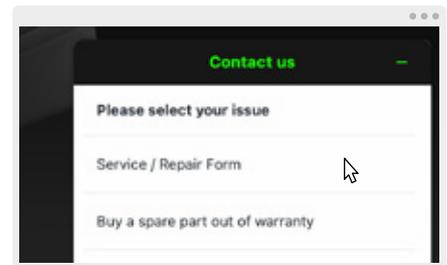
2. FORM WINDOW

The 'Contact Us' window will automatically pop up to your right. If it does not appear or if you accidentally minimize it, you can reopen it by clicking on 'Support' at the bottom right.



3. SERVICE / REPAIR FORM

Click on 'Service/Repair form'.



4. FILL IN ALL THE FIELDS

1

EMAIL

Indicate the email through which you want to be contacted for any news about your incident.

2

SUBJECT

Briefly describe your issue (Example: the console does not turn on).

3

DESCRIPTION

Comment any details about the issue that may be relevant. Any information can greatly help our technicians to find the right solution in the shortest possible time.

4

TYPE OF USER

Please indicate if you are an individual, gym, dealer or retailer.

5

WHERE DID YOU PURCHASE THE PRODUCT?

Write through which media or store you purchased the product (Example: Web, Amazon, Distributor, etc.)



6

MACHINE MODEL

Report the machine model affected by the issue (Example: EX2, DT12, SMB1v3, etc.)

7

TYPE OF ISSUE

Select if it is a shipping problem, a breakdown or any other reason.

8

SERIAL NUMBER

Provide the serial number of the machine (Example: BT12JY160TU10021 or (01)084365555115862621101320109). In case of doubt you can send us a photo in the "Attachments" section.

9

INVOICE NUMBER

It is necessary that you provide us with the invoice number of the product in order to check if the solution of your problem can be covered by the warranty.

10

DATE OF PURCHASE

Indicate the date of purchase of the product.

11

CONTACT PERSON (WITH LAST NAME)

Let us know your name so that we can contact you to resolve the incident.

12

ADDRESS

Write the address where the affected product is located.

13

TOWN

Write the town where the affected product is located.

14

PROVINCE

Enter the province where the affected product is located.

15

TELEPHONE

Provide your telephone number in case it is necessary to contact you through this means to find the solution to your incident.

16

NIF / DNI / CIF

Provide your identification number.

17

ATTACHMENTS

It is essential that you provide **two documents** so that our technical service can begin to manage your incident:

- **Audiovisual material:** provide photo(s) and/or video(s) that will allow our technicians to identify and solve the problem.
- **Invoice of purchase:** you must provide the original invoice.

