

Frequently Asked Questions (FAQs)

1. Are you a manufacturer or a distributor/dealer?

➔ We are the largest manufacturer in the country with over three decades of experience.

2. Do you offer Indian or international equipment?

➔ We provide equipment made in India.

3. Do you work with local dealers or distributors?

➔ No, we do not operate through dealerships or distributorships.

4. Why is your equipment more expensive than Chinese brands, even though they are imported?

➔ Our products adhere to international standards, feature top-notch biomechanics, and are built to last. Each component is tested and certified, ensuring durability, and our range is one of the most extensive in the world. While Chinese brands may be cheaper, they often compromise on quality and longevity.

5. Where is your manufacturing facility located?

➔ Our plant is in Wada, Dist. Palghar, Maharashtra.

6. How do you handle maintenance without local engineering teams?

➔ We have service centers in every state, allowing us to respond to service requests within 12-48 hours. We also follow a preventive maintenance policy.

7. How many local installations have you completed?

➔ We install at least 3-4 full gyms per week and export around 5-8 forty-foot containers regularly.

Frequently Asked Questions (FAQs)

8. Where do you source your cardio equipment from?

→ Our cardio equipment is manufactured with international counterparts from Taiwan and Korea.

9. What is your lead time for order Delivery?

→ The standard lead time for delivery is approximately 45 days, depending on the size of the order and the customization required.

10. Can you assist with the Layout and Design for a new gym space?

→ While we don't provide direct design services, we can offer.

11. What gauge of pipes do you use in your equipment?

→ We use 10 gauge pipes with a thickness of 3 mm.

12. What brands do you compare yourselves to?

→ People often compare us to brands like Precor, Life Fitness, Cybex, Technogym, and Nautilus. We are the only Indian brand that competes on a global scale.

13. Top brands offer three-year comprehensive warranties. What about you?

→ Our warranty structure is unique and competitive.

Cardio Series:

- (a) 5-year warranty for treadmill frame and motor.
- (b) 2-year warranty for display, PCB, and suspension.
- (c) 1-year warranty for running belt, deck, inverter, and rubber parts.
- (d) 1-year warranty for elliptical trainers and bikes.

Strength Series:

- (a) 10-year warranty for structural frames, guide rods, and weight stacks.
- (b) 5-year warranty for bushings, bearings, and pulleys.
- © 1-year labor warranty for cables and upholstery.

Frequently Asked Questions (FAQs)

14. Are you open to dealer or distributor options in India?

➔ No, we haven't decided on that yet.

15. What is the difference between Xtend, Clubline plus, Clubline, and Reform series?



Series	X-Tend	Clubline Plus	Falcon	New Clubline
Origin	Being Strong	Jerai	Jerai	Jerai
Weight Stack	220 lbs (165 lbs in some)	220 lbs (165 lbs in some)	220 lbs (165 lbs in some)	220 lbs (165 lbs in some)
Shroud	Full metal shroud both sides	Full metal shroud both sides	Half metal shroud one side	Full metal shroud one side
Tube	Oblong	Rectangular	Rectangular	Rectangular
Foam	High Density PU foam	High Density PU foam	High Density PU foam	High Density PU foam
Rack and adjustment	Rack & pinion mechanism for seat adjustment	Rack & pinion mechanism for seat adjustment	Rack & pinion mechanism for seat adjustment	Rack & pinion mechanism for seat adjustment

16. Why don't you promote stair climbers?

➔ There is no market demand for stair climbers; step machines are more effective.

17. Why aren't you present in leading gym chains like Gold's or Anytime Fitness?

➔ Gold's and Anytime Fitness are franchise businesses based in the USA that comply with the standards established by their parent companies. Nevertheless, in recent times, several Gold's gym franchises have shut down, and Jerai Fitness has effectively infiltrated these gym locations.

Frequently Asked Questions (FAQs)

18. Why are your dumbbells and plates more expensive?

➔ We use high-quality rubber and solid mild steel, avoiding cast iron. Our rubber thickness is 5-8 mm, and the 32 mm MS bright steel knurled grip ensures durability. We provide excellent value for the materials used.

19. What discounts do you offer?

➔ We believe in fair pricing for all. We've minimized our margins to offer a unified factory price, ensuring value for every customer.

20. How can I save on GST?

➔ The GST amount is refundable. Please consult with your chartered accountant for details.

21. Why are your transportation costs higher than local suppliers?

➔ We use trusted transporters and ensure safe delivery by sending a technician or engineer with the equipment. Due to the size and weight of our products, specialized carriers are required, which increases costs.

22. What if the equipment is damaged during transport?

➔ We take measures to ensure damage-free transit by using protective packaging. In case of unforeseen damage, our equipment is insured, and we provide repair or replacement under our transit insurance policy.

23. Do you offer buyback options?

➔ Currently, no.

24. Do you provide financing options?

➔ No, but you can approach financial institutions based on your project report made by your CA and your CIBIL.

Frequently Asked Questions (FAQs)

25. Local vendors hold a 25% balance upon successful installation. How can we trust your service after paying 100% upfront?

→ The policy terms differ from company to company.

26. What is biomechanics?

→ Our equipment is designed using load-variable technology, ensuring that natural movements are not hindered.

27. Can you provide references from other Clients?

→ - Yes, we can provide references and testimonials from satisfied clients upon request to showcase our track record and customer satisfaction.

28. How does Jerai Fitness support local Communities?

→ - Jerai Fitness actively supports local communities through sponsorships, partnerships, and initiatives aimed at promoting health and wellness.

29. What color options do you offer?

→ We offer 9 frame colors and 10 upholstery colors for customization.

30. How strong is your after-sales service?

→ We offer a 1-year labor warranty. Beyond that, our technicians will provide services within 7 working days, with charges applied based on your.

31. Do you provide training for gym staff on using your equipment?

→ No, we don't offer training for gym staff.

Frequently Asked Questions (FAQs)

32. How long has Jerai Fitness been in the fitness equipment industry?

➔ Jerai Fitness has been a pioneer in the fitness equipment industry for over 30 years, delivering high-quality fitness solutions to clients worldwide.

33. What sets Jerai Fitness apart from other fitness equipment manufacturers in India?

➔ Our commitment to Make in India, unmatched product durability, international quality standards, advanced biomechanics, and excellent after-sales service set us apart from other manufacturers. We focus on delivering long-lasting, innovative fitness solutions.

34. How many employees work at the Jerai Fitness manufacturing plant?

➔ Our state-of-the-art manufacturing plant employs hundreds of skilled workers, engineers, and technicians to ensure the production of top-quality fitness equipment.

35. What sustainability practices do you follow in your manufacturing process?

➔ We use energy-efficient machinery, recycle materials where possible, and follow eco-friendly production methods. We are committed to reducing our carbon footprint.

36. How do you ensure your products are eco-friendly?

➔ We carefully select raw materials that are recyclable and minimize waste during production. Our production methods are designed to be energy-efficient and environmentally friendly.

37. Do you offer installation services?

➔ Yes, we offer professional installation services to ensure that all equipment is set up correctly and safely in your facility.

Frequently Asked Questions (FAQs)

38. Are there any future expansion plans for Jerai Fitness manufacturing facilities?

➔ Yes, we plan to expand our manufacturing capabilities and establish experience centers across India by 2025 to enhance customer access and experience.

39. Do you have collaborations with any international brands or organizations?

➔ Yes, we collaborate with international partners such as Drax from Korea and other global leaders to bring advanced cardio equipment and innovative fitness solutions to the market.

40. What certifications or awards has Jerai Fitness received for its products?

➔ We have received numerous certifications for quality and safety, and we are recognized for our excellence in design and manufacturing standards within the fitness industry.

41. Do you offer custom fitness equipment solutions for specialized needs?

➔ Yes, we provide fully customizable fitness equipment solutions based on the unique requirements of commercial gyms, fitness centers, and specialized setups.

42. How do you decide on new product lines or updates to existing series?

➔ We continuously monitor global fitness trends and gather customer feedback to improve existing products and introduce new lines based on demand and advancements in fitness technology.

Frequently Asked Questions (FAQs)

43. What are your Shipping Policies?

→ We offer various shipping options to accommodate our clients' needs. Shipping costs and delivery times vary based on location and order size.

44. How do you stay ahead of trends in the global fitness industry?

→ We conduct market research, attend international fitness expos, and collaborate with global fitness brands to incorporate cutting-edge technology and design trends into our products.

45. What's the significance of the "Make in India" label for Jerai Fitness?

→ The Make in India label represents our commitment to producing high-quality fitness equipment domestically while maintaining global standards. It also highlights our dedication to supporting local industries and creating jobs in India.

46. How has Jerai Fitness adapted to the changing needs of the fitness industry?

→ We have adapted by introducing new series tailored to home gyms, functional fitness, and multi-gym setups. We also focus on space-saving designs, smart equipment, and durability, which meet the evolving needs of modern fitness enthusiasts.

47. What challenges has Jerai Fitness faced as a leading Indian manufacturer in the global market?

→ Competing with lower-priced but lower-quality international brands, especially from China, has been a challenge. However, our focus on superior quality, design, and after-sales service keeps us competitive in both the domestic and global markets.

Frequently Asked Questions (FAQs)

48. What is the difference between your Clubline Plus and Xtend series?

➔ The Xtend series features a 220 lbs weight stack, full metal shrouds on both sides, and oblong tubing. Clubline Plus also has 220 lbs stacks and full metal shrouds but uses rectangular tubing.

49. Do you offer equipment for both commercial gyms and home gyms?

➔ Yes, we offer dedicated product lines for both commercial gyms and home gyms, each designed to meet the specific needs of the space and user requirements.

50. What is the heaviest weight stack available on your machines?

➔ The Xtend series offers the heaviest standard weight stack at 220 lbs, though custom orders for heavier stacks can be accommodated.

51. Can customers customize the color of their equipment to match their gym design?

➔ Yes, we offer customizable color options for both the frame and upholstery to match the aesthetic of any gym.

52. What materials are used in the frame of your strength training machines?

➔ We use high-grade 50mm x 50mm and 50mm x 100mm rectangular tubing with 10/12 gauge thickness, ensuring maximum durability and stability.

53. How durable is the upholstery on Jerai Fitness equipment?

➔ Our upholstery is made from high-density PU foam, designed to resist wear and tear while providing comfort and longevity.

Frequently Asked Questions (FAQs)

54. What is the maximum user weight your machines can support?

→ Our machines can support users weighing up to 180 kg, ensuring durability and safety for users of various sizes.

55. Do you offer multi-functional gym setups for limited spaces?

→ Yes, we offer multi-functional gym setups that are specifically designed to maximize functionality in compact spaces.

56. How long does it take to produce a custom order for a large commercial gym?

→ Depending on the order size and customization requirements, production can take between 6 to 8 weeks.

57. Are there options to upgrade the components, such as weight stacks or pulleys, on your equipment?

→ Yes, we offer upgrade options for weight stacks, pulleys, and other components to meet specific client needs.

58. Can you provide details on the biomechanics behind your machines' designs?

→ Our machines are designed with proper biomechanics to ensure natural movements, load-variable technology, and optimized user safety during exercise.

59. How do your machines compare in terms of noise and smoothness of operation?

→ Jerai Fitness machines are designed for smooth and quiet operation, using high-quality bushings, bearings, and weight stacks to minimize noise and maximize performance.

Frequently Asked Questions (FAQs)

60. What makes your cardio series different from others in the market?

→ Our cardio series features advanced motor technology, ergonomic designs, and user-friendly interfaces, ensuring durability and performance while offering a superior workout experience.

61. Do you offer space-saving designs for gyms with limited floor space?

→ Yes, we offer compact, space-efficient equipment designs without compromising on functionality, making them ideal for gyms with limited space.

62. Can I upgrade my existing gym with your latest equipment models?

→ Absolutely. We offer consultations to help clients upgrade their existing gyms with our latest equipment and innovations.

63. What's included in your cardio series' warranty?

→ The cardio series warranty includes:

- (a) 5-year warranty on the frame and motor of treadmills.
- (b) 2-year warranty on display, PCB, and suspension.
- (c) 1-year warranty on running belts, decks, inverters, and rubber parts.

64. How does your 10-year frame warranty compare with other brands?

→ Our 10-year warranty on the structural frame exceeds many competitors' offerings, reflecting our commitment to durability and long-term reliability.

65. Is there a way to extend the warranty for certain components?

→ Yes, we offer extended warranty packages for specific components to provide additional coverage.

Frequently Asked Questions (FAQs)

66. How quickly do you respond to service requests from remote locations?

➔ We aim to respond within 12-48 hours, even for remote locations, thanks to our widespread service network.

67. Do you provide a warranty for equipment used in outdoor gyms?

➔ Yes, our equipment is designed for durability, and we offer warranties for products used in outdoor gyms. However, specific conditions may apply.

68. Are parts like cables and pulleys covered under the standard warranty?

➔ Yes, cables and pulleys are covered under the standard 1-year warranty.

69. Can customers purchase extended warranty packages for their equipment?

➔ Yes, extended warranty options are available for most of our products to provide additional peace of mind.

70. Do you offer preventive maintenance services along with the warranty?

➔ Yes, we offer preventive maintenance services to ensure that potential issues are addressed before they become major problems.

71. What does your warranty cover for equipment exposed to high humidity?

➔ While we design our equipment for durability, exposure to extreme conditions like high humidity may require specific protective measures. Our warranty covers manufacturing defects but we recommend using our preventive maintenance services.

Frequently Asked Questions (FAQs)

72. If a part breaks after the warranty period, what are the replacement costs?

➔ Replacement costs depend on the specific part and equipment model. We offer competitive pricing for parts and repairs outside of the warranty period.

73. Is the warranty valid for equipment used in both commercial and home settings?

➔ Yes, our warranty applies to equipment used in both commercial and home settings.

74. How do you handle equipment repairs outside of the warranty period?

➔ We provide repair services at competitive prices, even after the warranty period has expired.

75. Are service engineers stationed in every major city in India?

➔ Yes, we have service engineers stationed across major cities in India to ensure prompt service.

76. Can I get a refund or replacement if the equipment fails to perform within the warranty period?

➔ Yes, depending on the situation, we offer repair, replacement, or refund for equipment that fails to perform within the warranty period.

77. How do you manage service turnarounds for clients outside of India?

➔ We work with our international partners and distributors to ensure quick and efficient service for our global clients.

Frequently Asked Questions (FAQs)

78. How do your prices compare with other international brands?

→ Our prices are competitive and offer excellent value for the quality, durability, and service we provide. We often offer better pricing compared to high-end international brands without compromising on quality.

79. Can customers expect discounts for bulk orders?

→ Yes, we offer discounts for bulk orders and gym chains, as well as special pricing for large projects.

80. Do you offer financing options for startups or small businesses?

→ While we don't offer direct financing, we can connect clients with financial institutions that offer loans for fitness equipment purchases.

81. How do you justify the cost of your equipment compared to competitors?

→ Our equipment is built to last, using premium materials and cutting-edge technology. We offer a comprehensive warranty and exceptional after-sales service, ensuring long-term value for our customers.

82. Do you offer special pricing for gym chains or franchises?

→ Yes, we offer special pricing and packages for gym chains, franchises, and repeat clients.

83. How flexible is your pricing for long-term clients or repeat buyers?

→ We offer flexible pricing and loyalty discounts for long-term clients and repeat buyers.

Frequently Asked Questions (FAQs)

84. Is the pricing different for orders placed in India versus international orders?

→ Yes, pricing may vary based on location due to factors like taxes, duties, and shipping costs for international orders.

85. What factors contribute to the cost of your dumbbells and weight plates?

→ The use of high-quality rubber, solid mild steel, precision manufacturing, and durability all contribute to the cost of our dumbbells and weight plates.

86. Can clients save money by purchasing refurbished or used equipment from Jerai?

→ We currently do not offer refurbished or used equipment for sale, as we focus on providing new, high-quality products.

87. Are your products priced differently based on the region they are sold in?

→ Yes, regional pricing may vary due to factors such as local taxes, duties, and transportation costs.

88. Do you offer any seasonal discounts or promotional pricing?

→ Yes, we occasionally offer seasonal discounts and promotional pricing. Please check our website or contact us for current offers.

89. How do you handle the transportation costs for large orders?

→ Transportation costs are calculated based on the size of the order and the destination. We work with reliable transport partners to ensure safe delivery.

Frequently Asked Questions (FAQs)

90. Can customers pay in installments for large gym setups?

→ We do not offer direct installment plans, but we can recommend financial institutions that provide installment options for fitness equipment purchases.

91. Are taxes and duties included in the quoted price for international clients?

→ Taxes and duties are typically not included in the quoted price and may vary based on the destination country.

92. Are you open to offering dealership options in the near future?

→ Yes, we are open to exploring dealership and distributorship options as we expand our market presence.

93. What are the criteria to become a distributor for Jerai Fitness?

→ Distributors need to have a proven track record in the fitness industry, strong market knowledge, and the ability to maintain our quality and service standards.

94. Do you allow international distributorships for your products?

→ Yes, we are actively seeking international distributors to expand our global reach.

95. If I become a dealer, will I have exclusivity in my region?

→ Regional exclusivity can be negotiated based on the agreement and market potential.

96. How do you support dealers with marketing and promotions?

→ We provide marketing materials, co-branding opportunities, and promotional support to help dealers grow their business.

Frequently Asked Questions (FAQs)

97. Do you provide sales training for your dealers and distributors?

➔ Yes, we offer comprehensive sales training to ensure that our dealers and distributors are well-equipped to represent our brand.

98. Can dealers access service and maintenance training from Jerai Fitness?

➔ Yes, we provide service and maintenance training for our dealers to ensure they can offer high-quality after-sales support.

99. What is the profit margin for dealers selling Jerai Fitness equipment?

➔ Profit margins vary based on the product line and market, but we offer competitive margins for our dealers.

100. How do you ensure dealers maintain the quality standards of your brand?

➔ We have strict quality control guidelines and regularly monitor our dealers to ensure they adhere to our standards.

101. What type of marketing materials do you provide to your dealers?

➔ We provide brochures, catalogs, product videos, digital marketing content, and in-store displays to support our dealers.

102. Do you offer co-branding opportunities for your distributors?

➔ Yes, we offer co-branding opportunities to enhance brand visibility for our distributors.

103. How do you handle conflicts between direct sales and dealer sales in the same region?

➔ We work closely with our dealers to avoid conflicts and maintain transparency in sales and distribution channels.

Frequently Asked Questions (FAQs)

104. Are dealers required to maintain a certain sales volume to stay affiliated?

➔ Yes, dealers are typically required to meet a minimum sales volume to retain their dealership status.

105. Do you offer demo units for dealers to showcase to their clients?

➔ Yes, we offer demo units to our dealers to help them showcase our equipment to potential clients.

106. How do dealers handle warranty and service claims on behalf of their clients?

➔ Dealers are trained to manage warranty and service claims directly, with our support, to ensure a smooth process for their clients.

107. How do you ensure the safe transport of your large gym equipment?

➔ We use protective packaging and work with trusted transportation partners to ensure that our equipment is delivered safely and damage-free.

108. What's the estimated delivery time for orders placed from international locations?

➔ Delivery times vary based on location, but international orders typically take 4-6 weeks for shipping and delivery.

109. Do you provide assembly and installation services for your equipment?

➔ Yes, we offer assembly and installation services for all our equipment to ensure it is properly set up at the client's location.

Frequently Asked Questions (FAQs)

110. How do you manage shipping delays, especially for international clients?

→ We maintain close communication with our clients and logistics partners to manage delays and ensure timely deliveries.

111. What precautions are taken to protect the equipment during transport?

→ All equipment is carefully packaged with protective materials to prevent damage during transport.

112. Do you offer free shipping for bulk or large orders within India?

→ Shipping policies depend on the order size and location, but we may offer free shipping for large or bulk orders within India.

113. How long does it take to deliver equipment to remote areas?

→ Delivery times to remote areas vary based on accessibility, but we strive to ensure timely deliveries regardless of location.

114. Can customers track their shipment after placing an order?

→ Yes, we provide tracking information so that customers can monitor the progress of their shipment.

115. Do you offer expedited shipping for urgent orders?

→ Yes, expedited shipping options are available for urgent orders.

116. What's your process for inspecting and ensuring damage-free deliveries?

→ We thoroughly inspect all equipment before shipment and use high-quality packaging to protect it during transport. Any damage is addressed through our insurance and replacement policy.

Frequently Asked Questions (FAQs)

117. Are there additional charges for equipment installation?

➔ Installation charges vary based on the location and size of the order. We offer competitive rates for installation services.

118. How do you handle equipment returns due to shipping damage?

➔ In the rare case of shipping damage, we handle returns and replacements promptly, ensuring minimal disruption for the client.

119. What's the typical shipping time to European countries?

➔ Shipping to European countries typically takes 4-6 weeks, depending on the specific destination.

120. Can clients arrange for their own transportation to save costs?

➔ Yes, clients can arrange their own transportation, and we will coordinate the pickup from our factory.

121. How do you handle logistics for large-scale gym setups with multiple machines?

➔ We work with experienced logistics partners and provide a detailed delivery and installation plan to ensure the smooth transport and setup of large gym installations.

122. How do you ensure a high-quality customer experience post-purchase?

➔ We offer excellent after-sales service, including preventive maintenance, prompt warranty support, and customer training, to ensure our clients have the best experience with our equipment.

123. Do you provide training to gym staff on how to use the equipment?

➔ Yes, we offer training sessions for gym staff to ensure they can effectively and safely use our equipment.

Frequently Asked Questions (FAQs)

124. Can customers visit your factory to see how the equipment is manufactured?

→ Yes, we welcome customers to visit our manufacturing facility to see our production process and quality standards in action.

125. How do you handle feedback and product improvements from your customers?

→ We actively seek customer feedback and use it to improve our products and services. Customer satisfaction is a key driver for our innovation.

126. Can you provide testimonials or case studies from satisfied clients?

→ Yes, we have numerous testimonials and case studies from satisfied clients, showcasing the quality and performance of our equipment.

127. Do you offer trial periods for your equipment before purchase?

→ We do not typically offer trial periods, but we provide product demonstrations and offer demo units for evaluation.

128. How do you ensure your clients stay loyal and return for future purchases?

→ We focus on building long-term relationships through excellent service, durable products, and continuous innovation, ensuring our clients return for future purchases.

129. What's your customer retention strategy in a highly competitive market?

→ We prioritize quality, personalized service, and after-sales support, ensuring that our clients are fully satisfied and loyal to our brand.

Frequently Asked Questions (FAQs)

130. Do you offer a mobile app or online portal for service requests?

➔ Yes, we have an online portal where clients can submit service requests and track the progress of their inquiries.

131. How do you manage negative reviews or complaints about your products?

➔ We take all feedback seriously and work closely with clients to address any complaints or issues. Our goal is to resolve problems quickly and maintain high customer satisfaction.

132. Does Jerai Fitness Participate in Fitness Events & Exhibitions?

➔ Yes, we frequently participate in major fitness events, trade shows, and exhibitions across India to showcase our latest innovations and equipment lines.

133. What Certifications Does Jerai Fitness Equipment Have?

➔ Our equipment meets several international quality and safety certifications, ensuring that it adheres to the highest industry standards.

134. Are Your Products Available Internationally?

➔ While Jerai Fitness is primarily focused on the Indian market, we do have international distributors in select regions.

135. Can I Request Customized Packages for Specialized Gym Setups?

➔ Yes, we offer tailored packages based on your gym's specific requirements, ensuring you get the best combination of equipment for your space and target audience.

Frequently Asked Questions (FAQs)

136 How often do you introduce new Products to your lineup? space?

→ We aim to introduce new products regularly, frequently launching innovative equipment or updated versions based on market research and customer feedback.

137. Can your equipment be used for both commercial and home gym settings?

→ Absolutely, our equipment is designed for versatility, making it suitable for both commercial gyms and home gym settings, ensuring.

138. What safety features do your products have?

→ Our products include various safety features, such as emergency stop buttons, anti-slip surfaces, and safety locks, to ensure user safety during workouts.

139. How can I stay updated on new products and promotions?

→ You can subscribe to our newsletter or follow us on social media to receive updates on new products, promotions, and industry news.

140. Do you provide any marketing support for gyms that purchase your equipment?

→ Yes, we offer marketing materials and support to help our clients promote their gyms and the high-quality equipment they feature.