

# Flexia Maintenance Guide

The Flexia™ Reformer is designed to provide a studio-grade experience. This guide explains simple maintenance practices that will help ensure the smoothest, safest, and longest experience possible.

## Contents

- Contents..... 1**
- Safety Warnings..... 2**
- After Each Use..... 4**
- Weekly Maintenance..... 5**
- Monthly Maintenance.....6**
- Annual Maintenance..... 7**
- Tips & Tricks..... 8**
- Warranty Highlights.....9**
- Keeping a Maintenance Log..... 10**
- Flexia™ Reformer Maintenance Log..... 11**

## Safety Warnings

To reduce the risk of injury or damage, read all instructions and the following important precautions before using the Flexia™ Reformer. Flexia, Inc. assumes no liability towards use or misuse of the equipment. Use the Flexia™ Reformer only as directed in these instructions and the assembly and Find Your Fit videos.

Visit <https://support.flexiapilates.com/knowledge> to watch the Find Your Fit videos.

- It is your responsibility to ensure all users of the Reformer understand and are following safety precautions.
- Use the Reformer only on a level surface.
- When the Reformer is not in use, leave all springs connected to the carriage and springbar.

**WARNING:** Keep body, clothing, personal items, and hair away from all moving parts. NEVER STAND ON THE CARRIAGE WITHOUT SPRINGS ATTACHED. Keep children or pets away from equipment without adult supervision. Use of the reformer is only safe for one person at a time. Do not wear jewelry while exercising on the equipment.

- Keep children and pets away from the Flexia™ Reformer at all times.
- Do not stand or bear weight on the headrest.

**HEADREST WARNING:** DO NOT STEP OR STAND ON THE HEADREST. May cause injury and/or equipment damage. Standing or stepping on the headrest will cause the carriage to eject from rails and may cause serious injury.

- Before beginning any exercise program, consult your physician.
- If you feel pain, dizziness, or shortness of breath, stop exercising immediately.
- Do not stand the Flexia™ Reformer on end without the reformer in its proper upright setting. Footbar locked in the highest position. All springs attached to the springbar. Springbar in the home (first gear) position. Always secure it upright with the safety strap.

**UPRIGHT STORAGE WARNING:** HEAVY EQUIPMENT, lift with care. Use proper lifting techniques to lift upright. DO NOT STORE WITHOUT SAFETY STRAP. Please refer to Safety Warning Instructions for placement.



**SAFETY STRAP TO WALL WARNING:** SAFETY STRAP MUST BE INSTALLED BY A PROFESSIONAL. When storing a reformer upright, ALWAYS attach reformer to the safety strap anchored to a wall stud. Failure to do so may result in injury, death, and/or equipment damage.

**STANDING PLATFORM WARNING:** Always secure the platform ONLY at the foot end or head end of the reformer. Do not place the platform in the middle of the equipment. Failure to do so could cause the platform to become unstable and cause injury and/or equipment damage.

**SITTING BOX WARNING:** Always sit on top of the box. DO NOT SIT ON SIDES OR UPSIDE DOWN. Risk of injury and/or damage to equipment.

YOU ACKNOWLEDGE AND AGREE THAT YOU, AND/OR ANY OTHER THIRD PARTY YOU ENGAGE TO ASSIST YOU, AND NOT FLEXIA INC., ARE RESPONSIBLE FOR ALL INJURIES, INCLUDING DEATH, TO YOURSELF OR OTHERS, AND ALL DAMAGES TO PROPERTY, INCLUDING THE REFORMER AND ASSOCIATED EQUIPMENT, OF ANY NATURE CAUSED BY OR RESULTING FROM: (A) THE INSTALLATION OF THE REFORMER; (B) ANY RELOCATION (OR ATTEMPT) OF THE REFORMER AND ASSOCIATED EQUIPMENT; (C) AND ANY REPAIR (OR ATTEMPT) OF THE REFORMER AND ASSOCIATED EQUIPMENT.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, FLEXIA INC. SHALL HAVE NO, AND HEREBY DISCLAIMS ALL, LIABILITY OF ANY KIND WITH RESPECT TO: (A) THE INSTALLATION OF THE REFORMER AND ASSOCIATED EQUIPMENT; (B) ANY RELOCATION OF (OR ATTEMPT TO RELOCATE) THE REFORMER AND ASSOCIATED EQUIPMENT; AND (C) ANY REPAIR OF (OR ATTEMPT TO REPAIR) THE REFORMER AND ASSOCIATED EQUIPMENT. ALL CLAIMS FOR ANY INJURIES OR DAMAGES INCURRED DURING OR AS A RESULT OF THE INSTALLATION, ANY RELOCATION, OR ANY REPAIR OF THE REFORMER AND ASSOCIATED EQUIPMENT MUST BE BROUGHT BY YOU DIRECTLY AGAINST ANY THIRD PARTY YOU ENGAGE TO ASSIST YOU, AND NOT AGAINST FLEXIA INC.

## After Each Use

### At-home Flexia™ Reformer Cleaning Solution

In a clean spray bottle, mix 1 tsp. regular dish soap with 12-16oz water. Mix thoroughly. To use, spray on a clean microfiber cloth and then wipe the equipment. No need to rinse.

After each use of the Flexia™ Reformer, wipe down all surfaces that came into contact with the user. Spray a soapy water mixture (see recipe to the left) on a microfiber cloth, then wipe the equipment. Avoid spraying cleaners directly on the equipment as it can over-saturate materials and accelerate wear. Do not use bleach, essential oils, or abrasive cloths. Using harsh or off-label cleaners can void your warranty.

Store the Flexia™ Reformer with at least two heavy springs attached to the springbar when not in use. This ensures the carriage will not move unexpectedly when not in use.

**DO NOT** store any accessories or other goods (like sitting boxes, jumpboard, hand weights, etc.) on the Flexia™ Reformer upholstery as foam padding can deform.

**DO NOT** store the Flexia™ Reformer with any springs extended. Ensure the ropes have some slack when stored on the shoulder posts.

If storing the Flexia™ Reformer upright, be sure to lock the footbar in the highest setting, attach all springs to the springbar, place the springbar in the first gear (closest to the footbar), and utilize the provided wall strap to secure to the wall.

## Weekly Maintenance

Each week, thoroughly wipe the black metal rails and carriage rolling wheels. Failure to regularly clean BOTH of these surfaces can accelerate wear on the Flexia™ Reformer, cause scratches on the rail, and make for a bumpy carriage ride.



### How to clean the surface of the wheels without removing the carriage from the frame:

1. Unhook all springs.
2. Pre-dampen cloth with water or the dish soap + water mixture explained previously. DO NOT SPRAY CLEANING SOLUTION DIRECTLY ONTO RAIL.
3. Hold the damp cloth against the surface of the wheel and move the carriage back and forth at least 10 inches several times.
4. Repeat for all four wheels.

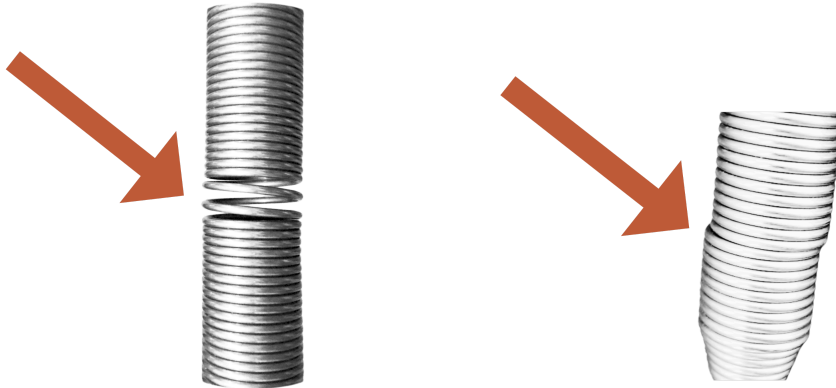
**Pro tip:** Gently run fingers along the rail and/or surface of wheels to feel for debris that the cleaning cloth may have missed.

For a video demonstration, visit the Flexia Knowledge Base:

<https://support.flexiapilates.com/knowledge/how-to-clean-your-rails-and-wheels>

## Monthly Maintenance

Each month inspect springs for any gaps or kinks. See the graphics below. If found, remove the spring immediately. It is not safe to use.



**Pro Tip:** Be sure to inspect the spring body beneath the carriage, not just the ends visible from above.

Check the nuts, bolts, and screws to ensure they are secure, as they can loosen over time due to normal use, seasonal change, and other environmental factors.

If you have questions about the state of your equipment, please send detailed photos and/or videos to [hello@flexiapilates.com](mailto:hello@flexiapilates.com).

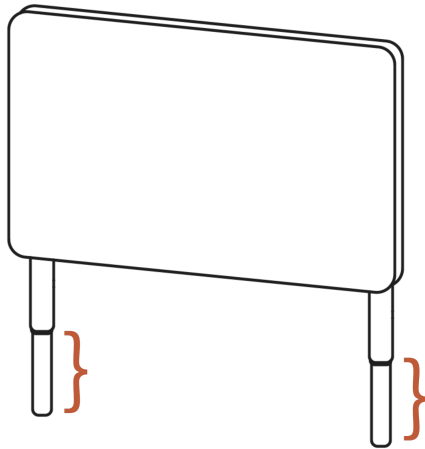
## Annual Maintenance

Replace your springs every 2 years. The lifespan of Flexia™ Reformer springs will vary with use, ambient environment, and time. If any gaps or kinks in the spring coils or excessive rust appears, stop using that spring immediately and replace it.

The Flexia™ Reformer upholstery is high quality. However, the exact lifespan will vary with use, ambient environment, and time. Using harsh cleaners or excessive cleaning solution can accelerate wear. Flexia offers replacement upholstery for purchase, which can be installed using the existing bolts. No sewing or upholstery skills required.

## Tips & Tricks

**DO NOT** lubricate the Flexia™ Reformer rails or wheels. With regular water-only or dish soap + water solution (mentioned above) cloth wiping, the ride should remain smooth and quiet.



**Do not use WD-40 on any part of the Flexia™ Reformer or accessories.** Preventative lubrication is not required. Dry silicone spray or 3-in-1 oil are most appropriate depending on the application.

It may be helpful to lubricate the footbar or jumpboard legs for easier insertion to and removal from the corners. To do this, spray dry silicone lubricant on a clean rag and wipe the lower portion of the legs (below the shoulder). See graphic to the left.

Some Flexia™ Reformer pulleys may squeak over time. To silence, apply minimal dry silicone into the axle of the pulley. See graphic to the right. Be sure to use a rag behind the pulley during application to catch overspray. Thoroughly wipe all exposed surfaces to remove excess silicone.



Do not use these techniques on any other parts of the Flexia™ Reformer.

If you have questions about any noise, feeling, or lubrication, please send a detailed video with sound to [hello@flexiapilates.com](mailto:hello@flexiapilates.com)



## Warranty Highlights

Read our complete warranty guide on our website:

<https://flexiapilates.com/policies/refund-policy>

### **FRAME: 5 YEARS**

Flexia warrants the wood frame and metal corners that encompass the outer perimeter of the Flexia™ Reformer against defects in workmanship and materials for a period of five (5) years from the date of original delivery.

### **OTHER COMPONENTS: 2 YEARS**

Flexia warrants the remaining components not covered under the frame or the upholstery, ropes, and loops sections against defects in workmanship and materials for a period of two (2) years from the date of original delivery.

### **UPHOLSTERY, ROPES, LOOPS: 90 DAYS**

Flexia warrants the upholstery (including vinyl and foam), ropes, loops, straps, and other soft materials against defects in workmanship and materials for a period of ninety (90) days from the date of original delivery.

## Keeping a Maintenance Log

Flexia encourages the use of a written log to track equipment maintenance activities. The following page is a printable maintenance log.

