IMPORTANT! READ BEFORE OPENING!
Unpacking and Uncrating Your Balanced Body® Equipment

INSPECT FOR FREIGHT DAMAGE
If you see any obvious box or crate damage, bring it to the attention of the freight company driver immediately so that you can open it in his presence to verify any possible damage to the contents. This would include holes in the box or crate, damaged corners, or any evidence that the box or crate has been mishandled.

IN CASE OF FREIGHT DAMAGE
If there is freight damage, make certain you keep all packaging material. Please call Balanced Body as soon as possible. A. If your equipment came in a cardboard box...

UNPACKING THE BOX
Choose a convenient place where there is room to work all around the box. It is often easier to unpack the box outside and move the individual parts inside one at a time. Also, it is a good idea to have a helper in the unpacking and moving of this equipment. It can be both heavy and awkward to move. Gently open the box. Remember, there are upholstered parts. Remove the protective cardboard layer.

For wooden reformers only: Remove the cardboard box containing the upholstered sitting box. Inside the sitting box you’ll find the hardware and fittings needed to complete the setup of your new Reformer. Lift the frame from the cardboard box. Lift out the carriage and carefully set it aside (NOTE: If you have ordered an Allegro® Reformer the carriage will already be installed in the frame). Inspect each item for shipping damage. Wipe down all parts of the frame, carriage and upholstery with a damp cloth. B. If your equipment came in a wooden crate...

UNCRAING
Choose a convenient place where there is room to work all around the box. It is often easier to unpack the box outside and move the individual parts inside one at a time. Also, it is a good idea to have a helper in the unpacking and moving of this equipment. It can be both heavy and awkward to move. Remember, there are upholstered parts. Gently open the crate. Insert a pry bar or a flat screwdriver under the plywood at the top of the crate and gently push the tool downward to lift the plywood up. Remember, there is upholstery within, so go easy. Work your way around the crate prying and lifting until the top comes loose. It is a good idea to have your helper lift up on a corner of the plywood as you pry along the sides. This allows an easy entry of the pry tool as well as controls the top when it comes free. The top will have exposed nails so use care when handling it. Set it aside with nails down to avoid accidentally stepping on them. Lift the frame out of the crate.

With the top off, remove the cardboard layer to expose the contents. Carefully lift the cardboard box within the frame straight up and out. Then lift the wooden frame carefully out of the crate and inspect it for damage, especially if the crate shows undue wear and tear. Places to check are the legs where they attach to the frame and all around the outside surfaces. If all is okay, then carry the frame to its permanent position. The footbar will be folded over into the frame for shipment. Swivel it up and out so that the footbar and its support(s) lie on the platform on the end of the frame. Inspect the carriage for damage and lay it and the Sitting box (if included) on the floor next to the Reformer frame. Use a damp cloth to wipe down all parts of the frame, carriage and upholstery.

This is a good time to inspect further for freight damage. NOTE: If there is freight damage, make certain that you keep all packaging material and please call Balanced Body as soon as possible. For assembly please follow the included instructions inside the equipment box or crate.

FREIGHT DAMAGE?
Please call Customer Service at 1-800-PILATES.

UNPACKING OR ASSEMBLY QUESTIONS?
Please call Balanced Body Technical Support at 1-800-PILATES (U.S.) or +1-916-388-2838 (International)