

Date: November 20, 2012
To: Mason Snow
From: Justine Thoroughgood
Subject: Progress Report on Nautilus Treadmill User Manual

Introduction

In October 2012, a JTS Sports customer requested a user manual for the Nautilus Treadmill. Sam Tyson, the office technician, and I developed a user manual that covered the basic instructions for the treadmill. Included in the manual were the following:

- Safety recommendations
- Picture of treadmill console buttons
- Information on getting started, during exercise and ending exercise

Although the user manual contained helpful information, additional information would be beneficial to a treadmill user.

Discussion

Work Accomplished

We completed the following items in the ten-page user manual with easy-to-follow follow instructions and pictures:

- Basic Safety Recommendations—Simple safety instructions were provided to the user. Information included addressed wearing proper athletic shoes, consulting a doctor prior to exercise and always using the handrails on the treadmill.
- A Picture of the Treadmill Console—The picture of the console of the treadmill provided the location and use of the different buttons used in operating the treadmill.
- Getting Started—We included a picture of a stretching exercise in this section to remind the user to stretch before beginning. This part also contained instructions regarding how to put the safety key on and how to start the treadmill.
- During Exercise—This section describes what to do if the user feels dizzy during exercise and what to do to slow down or stop the machine.
- Ending Exercise—In this area, we provided the users with a caring tip for their treadmill by reminding them to unplug the machine when not in use.

Problems Encountered

We hoped to ship the user manual to the customer before Christmas. To meet this deadline, we oversimplified information. We did not provide enough details on what type of athletic shoes might be best for the treadmill or the possible complications of starting exercise without consulting with a doctor first. We questioned whether this was medical advice and if we could be held liable for any miscommunication. After the user manual was already distributed, we realized there was no disclaimer that would clear of us any liability from following the instructions in the user manual.

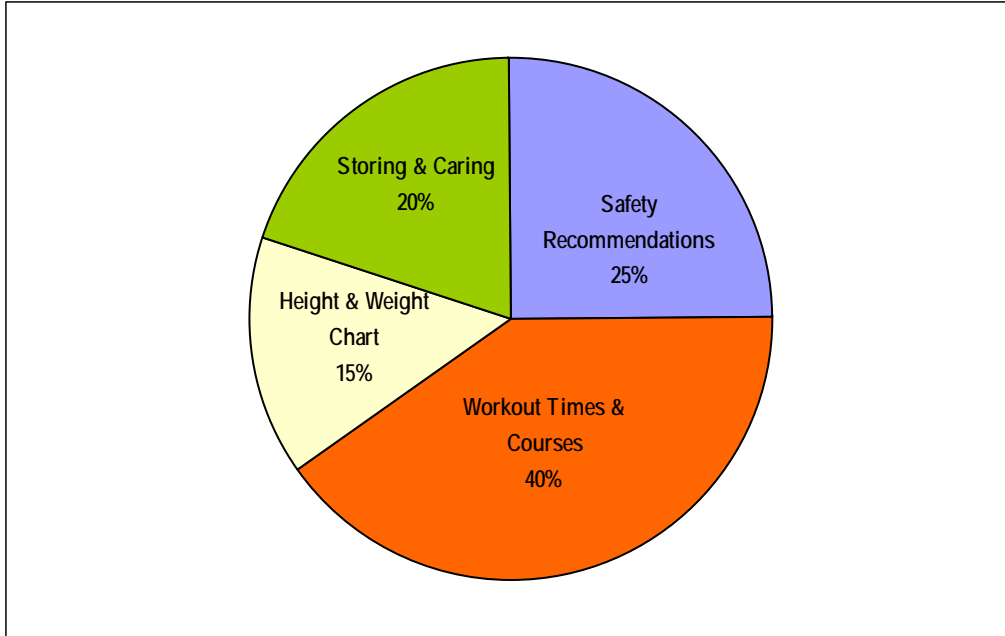
Work Remaining

To complete the user manual and add additional information and instructions, we need to develop the following:

- **Additional Safety Recommendations**—Our technician will be conducting research to find other detailed safety tips we can provide the treadmill user. These instructions should include monitoring heart rate and understanding the signs of when the user needs to slow down or stop the workout.
- **Suggested Workout Times and Courses**—Our department will research this topic to find suggested workout courses and times based on what the user wants to accomplish. We will provide a chart discussing which course can be used to lose weight, build tone, or achieve other desired results.
- **Height and Weight Chart**—A current height and weight chart can be found on the Internet and providing this chart will be helpful to someone working out to understand their healthy weight for how tall they are.
- **Storing and Caring for the Treadmill**—The current manual contains only one sentence regarding treadmill maintenance. We need to include details on how to clean the machine, tips to ensuring longevity of the treadmill, and suggestions for storing it for long periods of time.
- **Disclaimer**—We will work with an outside legal advisor to place a disclaimer in the manual that will clear us of any liability in use of the machine.

These updates are to be completed by December 15, 2012. The pie chart in Figure 1 shows how much time will be allocated to finish the remaining sections of the user manual:

Figure 1 Time Needed to Complete the User Manual



Conclusion/Recommendation

The user manual contained simple information to follow for using the Nautilus Treadmill. However, after reviewing the manual for content, we have determined the work remaining should be completed before sending out any further manuals.

We anticipate the additional information should be completed by December 15, 2012. The manuals should be given to all individuals who purchase the treadmill. To measure the success of the manuals, we need to follow up with customers through usability testing to find out how useful the manuals were. If the feedback is positive and demonstrates the effectiveness of the manuals, we suggest providing these types of manuals for all the major exercise equipment that JTS Sports currently sells.