How to Get Help from the Kilo Team

Mavilyn Carlos - 2026-11-08 - Lead Magnets & Worksheets

At Kilo, we want to make sure you always have clear and timely answers. Because we serve over 1,000 gyms across multiple products, written communication helps us stay organized, collaborate across teams, and ensure you receive accurate information the first time.

Below is our three-tiered support system:

Help Library (Self-Service, 24/7)

We want to ensure that you have the answers you need at your fingertips. Our Kilo team members create and maintain a robust and continuously updated library of help articles, walkthroughs, and short videos.

- Find answers instantly — no waiting for a reply.
- The Library is broken down into Website, Gym Lead Machine, and Gym Management-related categories, as well as additional Resources.
- Search by keyword for topics like “calendars,” “workflows,” or “opportunities.”

  Visit the Help Library home page

Email Support

If the Help Library doesn’t resolve your question or you need clarification, contact our Support team.

- Submit one of our topic-specific Request Forms or email us at hello@usekilo.com.
- Please include as much detail as possible (screenshots, examples, etc.) — it helps us troubleshoot quickly and accurately.

If we can’t get clarity after one or two emails, our Support team will schedule a phone call to collect the right details and ensure your request is directed correctly.

Enhanced Support & Success Calls

Some situations require a phone or video call — and we're happy to make that happen when our team deems that it's the best path forward.

- When you provide the details of your query, our Specialists will take the clearest path toward getting you answers and action.
- Calls are scheduled by the Kilo team when additional clarification or personalized guidance is needed.
- GLM and Bundle clients have regular check-ins with their Success reps.
- Some highly personalized (enhanced) support may incur additional fees for specialist time and work.

To get the fastest and most accurate support:

 Check the Help Library first.

 Email Support if you still need help.

 Expect a call if the situation requires direct clarification.

We appreciate your partnership and understanding — these systems help us serve every Kilo client efficiently and well!