



[Knowledge Base](#) > [Gym Lead Machine](#) > [Troubleshooting](#) > [July 14, 2026 | Regaining Access To Your Gym Lead Machine Account](#)

July 14, 2026 | Regaining Access To Your Gym Lead Machine Account

Laura Gibson - 2026-08-14 - [Troubleshooting](#)

This article is a record of the email Kilo sent to all Gym Lead Machine users on July 14, 2026, when some accounts unexpectedly lost access as GLM Premium Features were introduced. The full email is reproduced below.



Hi {{contact.first_name}},

We're reaching out to offer an apology and an explanation to those currently unable to access their Gym Lead Machine accounts due to a payment method flag.

Earlier this evening, we rolled out something we were genuinely excited about: premium features in every Gym Lead Machine account on a pay-as-you-go basis. These include AI-powered tools like automated content and email generation, AI workflow steps, and premium triggers and actions that connect your workflows directly to tools like Google Sheets, Slack, and custom webhooks - no third-party software like Zapier required.

Unfortunately, enabling these features triggered an unintended consequence the platform's developers hadn't prepared us for: the system now requires a payment method on file before you can access your account at all. As a result, some of you have been locked out of your Gym Lead Machine account for the last little while.

We are so sorry. Something that was meant to be positive and exciting has instead been stressful and disruptive, and we completely understand that it feels uncomfortable to be asked for a credit card on an account that never required one before. That was never our intention.

What we're doing: We are actively working with the platform development team on a fix so that if you never plan to use premium features, you can access your account without adding a payment method or wallet at all. We'll update you as soon as that's in place.

What you can do right now: Until that fix arrives, the fastest way back into your account is to add a payment method when prompted.

- Adding a card does not trigger any charge. You do not need to top up a wallet - just add the card and proceed.
- If you use your account as normal and skip the premium features, there will be no charges.
- Charges only apply if you actively choose to use premium features, in which case you'd top up your wallet on a pay-as-you-go basis.
- Our hope is that once the platform fix is in place, you'll be able to remove the card if you never intend to use these features.

Several members have already added a card this evening and gotten right back into their accounts with zero charges.

Already signed up for premium features on a subscription? Don't worry - we'll be moving you to pay-as-you-go as well, and your Gym Lead Machine account is available as usual.

Thank you for your patience while we sort this out. We'll reach out with further updates as soon as we have them.

With apologies and appreciation,
The Kilo Team
Your Gym. Your Partner. Your Success.

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Reach our Support Team:
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