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July 15, 2026 | An Update On GLM Premium Features

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

This article is a record of the email Kilo sent to all Gym Lead Machine users on July 15, 2026, with an update on GLM Premium Features. The full email is reproduced below.

It follows the July 14 email about regaining access to your account.



Hi {{contact.first_name}},

Thank you for your patience and collaboration while we worked through last night's issue affecting some Gym Lead Machine accounts - we apologize for the disruption.

We have a clear path forward, so please read this email in full so you can decide how you'd like your Gym Lead Machine account to function going forward.

We are now able to disable premium feature mode for individual accounts. With this disabled, no payment method is required, and you'll be able to remove the card you added to get logged in. Because this has to be done account by account, we'll need to hear from you if you'd rather not have premium feature mode on your account, since keeping it on requires a payment method on the GLM account.

Option 1: Keep premium features enabled. If you're interested in what these features can do - AI-powered content and email generation, AI workflow steps, and premium triggers and actions that connect your workflows to tools like Google Sheets, Slack, and custom webhooks - you don't need to do anything. Keeping them enabled does require a card on file, and you'll maintain a GLM-based wallet that deducts and refills based on features you use.

Not sure yet? Take some time today to explore. We've put together a guide to these features in our Help Library so you can see what each one does and decide whether any of them would serve your gym.

[Check Out the Premium Features Help Articles](#)

Option 2: Opt out. If these features don't serve you, you haven't been using them, and you'd rather not keep a card on file, just submit the opt-out form below. Our team will disable premium features on your account as soon as possible today, and once that's done, the card you've entered will be removed automatically.

[Click Here to Access and Submit the Premium Features Opt-Out Form](#)

Opting out isn't permanent. If you change your mind down the road and want to try these features, just let us know, and we'll turn them back on for you.

Thank you again for sticking with us through this. If you have any questions about your options, reply to this email or reach us at hello@usekilo.com, and we'll help you sort out what's right for your gym.

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

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Reach our Support Team:
hello@usekilo.com

No longer want to receive client updates?
You can [unsubscribe](#).

Where to go from here

- For current information on premium features and how they are billed, see our [Premium Features](#) help articles and, specifically, [Premium Feature Pricing in Gym Lead Machine](#).

- To opt out of premium features on your account, submit the [GLM Premium Features Opt-Out Form](#).

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