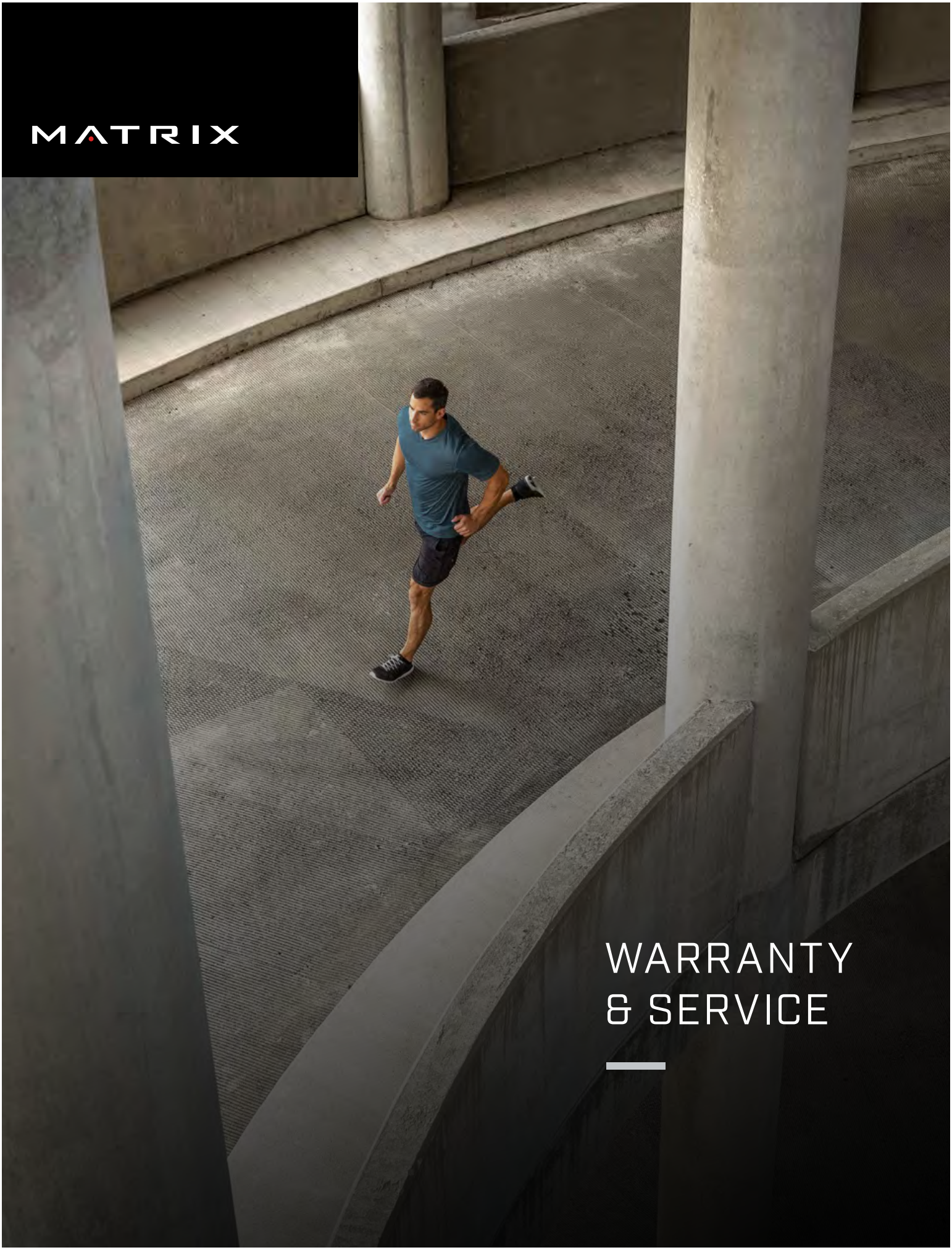
MATRIX



WARRANTY & SERVICE

WARRANTY

Our promise of quality to you. We are committed to enhancing the total value proposition and the lowest total cost of investment with a robust warranty that will cover all of your product for the duration of the agreement.

CARDIO 2020

	PERFORMANCE SERIES	ENDURANCE SERIES	LIFESTYLE SERIES
*Frame	7 Years	7 Years	7 Years
Drive Motor (Treadmills)	Lifetime	Lifetime	7 Years
JID Hybrid Generator (Other Cardio)	5 Years	5 Years	5 Years
Parts	3 Years	3 Years	3 Years
Labor	3 Years	3 Years	3 Years
**Wear Items	90 Days	90 Days	90 Days

*Frame is defined as the welded metal base of the unit and does not include removable parts.
**Wear items include: Headphone Jack, USB port, Batteries, Belts (drive/pulley), Straps. No Labor.

ADDITIONAL CARDIO

	T7XI/T7XE/T5X TREADMILL	T3XE/T3X/T3XH TREADMILL	T1XE/T1X TREADMILL
*Frame	7 Years	7 Years	7 Years
Drive Motor	Lifetime	7 Years	7 Years
Parts	3 Years	3 Years	3 Years
Labor	3 Years	3 Years	3 Years
**Wear Items	90 Days	90 Days	90 Days

	A7XI/A7XE/A5X/A3XE/ A3X ASCENT	E7XI/E7XE/E5X/E3XE/ E3X ELLIPTICAL
*Frame	7 Years	7 Years
JID Hybrid Generator	5 Years	5 Years
Parts	3 Years	3 Years
Labor	3 Years	3 Years
**Wear Items	90 Days	90 Days

WARRANTY *(CONT'D)*

	S7XI/S7XE/S5X/S3XE/ S3X STEPPER	C7XI/C7XE/C5X/C3XE/ C3X CLIMBMILL	H7XI/H7XE/H5X/H3XE/ H3X HYBRID
*Frame	5 Years	7 Years	7 Years
JID Hybrid Generator	5 Years	5 Years	5 Years
Parts	3 Years	3 Years	3 Years
Labor	3 Years	3 Years	3 Years
**Wear Items	90 Days	90 Days	90 Days

	U7XI/U7XE/U5X/U3XE/U3X UPRIGHT	R7XI/R7XE/R5X/R3XE/ R3X RECUMBENT	E1XE/E1X/R1XE/R1X/U1XE/ U1X †
*Frame	7 Years	7 Years	7 Years
JID Hybrid Generator	5 Years	5 Years	5 Years
Parts	3 Years	3 Years	3 Years
Labor	3 Years	3 Years	3 Years
**Wear Items	90 Days	90 Days	90 Days

*Frame is defined as the welded metal base of the unit and does not include removable parts.
**Wear items include: Headphone Jack, USB port, Batteries, Belts (drive/pulley), Straps. No Labor.
† Warranty limited to 6 hours of use per day. Full commercial warranty not available on 1-Series cardio.

WARRANTY *(CONT'D)*

GROUP TRAINING

	CXC/CXM/CXP	KRANKCYCLE	S-DRIVE/ S-FORCE	ROWER
*Frame	7 Years	5 Years	7 Years	7 Years
**Electronics	1 Year			
Parts	3 Years †	2 Years	3 Years	3 Years
Labor	1 Year	90 Days	3 Years	3 Years
***Wear Items	90 Days	90 Days	6 Months (Harness System)	2 Years (Rope, Seat, Foot Support), 1 Year (Other)

	CONNEXUS
*Frame (Not Coatings)	10 Years
Parts & Labor	3 Years
Springs/Grips	1 Year
Accessories	90 Days

*Frame is defined as the welded metal base of the unit and does not include removable parts.
**Electronics include Console, Generator, Console Cables, Battery.
***Wear Items include Headphone Jack, USB Port, Batteries, Belts (drive/pulley), Straps. No Labor.
† Training Cycle parts include Seat Post, Pedals, Saddle Structure, Magnetic Break, Flywheel, Cranks, Drive Belt, Handlebars.

ELECTRONICS

	MATRIX DIGITAL TV	ENTERTAINMENT	INTELLIGENT TRAINING CONSOLE
Parts & Labor	3 Years		3 Years
Stands	Lifetime	1 Year	
**Wear Items	90 Days	90 Days	

** Wear items include: Headphone Jack, USB port, Batteries, Belts (drive/pulley), Straps. No Labor

WARRANTY *(CONT'D)*

STRENGTH

	ULTRA/VERSA/AURA/ MAGNUM/VARSITY/	INTELLIGENT TRAINING CONSOLE
*Frame (Not coatings	10 Years	
Weight Stacks	5 Years	
Pulleys	5 Years	
Pivot Bearings	5 Years	
Parts & other items not specified	3 Years	3 Years
Labor (Excluding Upholstery/Cables/Grips)	3 Years	3 Years
Upholstery/Cables/Springs/Grips	1 Year	
Accessories	6 Months	
Platforms: Outside Metal Rails	3 Years	
Platforms: Wood and Rubber Inserts	1 Year	

*Frame is defined as the welded metal base of the unit and does not include removable parts.

EXCLUSIVE REMEDY

The exclusive remedy for any of the above warranties shall be repair or replacement of defective Parts, or the supply of Labor to cure any defect, per the terms of the Commercial Warranty. All Labor shall be supplied by the local Matrix certified technician. The Product must be located within that service provider's service area. Products located outside service area will not be covered by the Labor warranty.

WARRANTY *(CONT'D)*

EXCLUSIONS AND LIMITATIONS

1. This warranty applies only to the original owner and is not transferable.
2. Under no circumstances will MATRIX FITNESS be liable by virtue of this warranty or otherwise for damage to any person or property whatsoever for any special, indirect, incidental, secondary or consequential losses, damages or expenses in connection with exercise products.
3. This warranty is expressly limited to the repair or replacement of a defective Frame, Motor, Electronic component, or Part. Repair or replacement will be at the discretion of MATRIX FITNESS, and is the sole remedy of the warranty.
4. Do not use equipment in any location that is not climate controlled, such as but not limited to garages, porches, poolrooms, saunas, bathrooms, car ports or outdoors. Failure to comply may void the warranty.
5. This warranty does not cover normal wear and tear – including but not limited to: USB port, headphone jack and iPod cord, cuts in upholstery, damage caused externally that is not due to a manufacturer defect, improper assembly or maintenance, or installation of parts or accessories not originally intended or compatible with the MATRIX FITNESS Product as sold.
6. This warranty does not cover damage or failure due to accident, abuse, corrosion, discoloration of paint or plastic, neglect, theft, vandalism, fire, flood, wind, lightning, freezing, or other natural disasters of any kind, power reduction, fluctuation or failure from whatever cause, unusual atmospheric conditions, collision, introduction of foreign objects into the covered unit, or modifications that are unauthorized or not recommended by MATRIX FITNESS.
7. Parts reconditioned to As New Condition by MATRIX FITNESS or its vendors may sometimes be supplied as warranty replacement parts and constitute fulfillment of warranty terms. Any warranty replacement parts shall be warranted for the remainder of the original warranty term.
8. The warranty does not cover damage or equipment failure due to electrical wiring that is not in compliance with applicable electrical codes and MATRIX FITNESS' Owner's Manual specifications.
9. Matrix Ultimate™ treadmill decks will NOT be replaced unless both surfaces are worn through. Deck & belt replacement limited to one per treadmill.

NOTE: Historically, one surface of the average Ultimate Deck and belt will last 4 years in a high use facility.

This warranty shall NOT apply to the following:

1. Failure to provide reasonable and necessary maintenance as outlined in the Owner's Manual.
2. Software limitations and upgrades.
3. Batteries or other consumable goods.
4. Cosmetic items.
5. Repairs performed on equipment missing a serial number or with a serial number tag that has been altered or removed.
6. Service calls to correct installation of the equipment or instructing on use of equipment.
7. Pick-up,delivery or freight charges involved with repairs.
8. Any labor changes incurred beyond the applicable labor warranty.

MATRIX FITNESS expressly disclaims all other warranties, express or implied, including but not limited to all warranties of fitness for a particular purpose or of merchantability. This warranty gives you specific legal rights, and your rights may vary from state to state.

SERVICE

Matrix / Johnson Health Tech takes great pride and care into supporting our customers for the duration of ownership of our products. We offer five separate ways to reach our Customer Tech Support team to report an issue with a Matrix product and request service:

1. Use our online Matrix Customer Portal to submit and track service requests. This mobile-friendly portal is the quickest and easiest way to reach our service department to report an issue and track its resolution.
    - Access the portal here: https://portal.johnsonfit.com/
    - Follow the prompt on the portal login screen to request access, if needed
    - Once logged in, choose New Service Request to submit your ticket

2. Text the issue to our support team at 608-208-6926, 8:00 am–5:00 pm, Monday– Friday CST. The text-to-chat feature lets anyone have a live chat with our CTS department. They can directly assist with a problem or set up a dispatch to the local service technician.

3. Email the issue to the relevant email address below including as much information as possible including any serial numbers of the affected unit:

REGION / STATE / PROVINCE	EMAIL ADDRESS
East CT, DC, DE, KY, MA, MD, ME, NC, NH, NJ, NY,PA, RI, SC, VA, VT, WV	eastsupport@matrixfitness.com
South AL, AR, FL, GA, LA, MS, TN, TX	southsupport@matrixfitness.com
Central IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, OK, SD, WI	centralsupport@matrixfitness.com
West AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY	westsupport@matrixfitness.com

4. Use the Asset Management request service feature to submit a service request on your connected and non-connected equipment.

5. Call our tech support team at 866-693-4863 and follow the prompts and instructions for commercial support. The hours of operation for the customer service center are 7 am–7 pm, Monday–Thursday, and 7 am–5 pm, Friday CST.