MATRIX

PRODUCT OWNERSHIP GUIDE













MATRIX

PRODUCT OWNERSHIP GUIDE

Fitness equipment requires adjustments and maintenance that are part of owning or leasing equipment. These adjustments and maintenance are not part of your equipment's warranty, nor are they defects in the equipment. The following will provide information on how to perform these adjustments and maintenance when needed.

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CARDIO EQUIPMENT

LEVELING EQUIPMENT: TREADMILLS

7 & 5 SERIES TREADMILLS

TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench



INSTRUCTIONS

1. On the right side of the treadmill, just in front of the rear foot, you will find two leveling shims. Remove one or both (Fig. 1).
2. Turn the treadmill on its side. Loosen the two bolts holding the rear foot to the frame. Slide one or both shims between the frame and the top of the foot (Fig. 2).

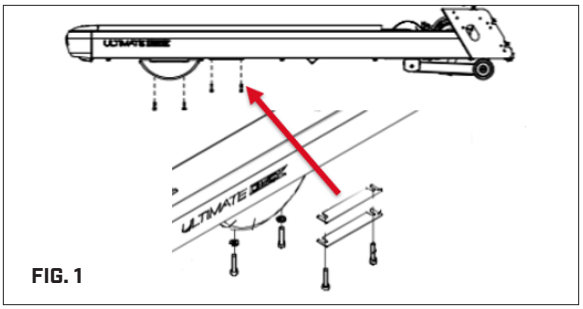


FIG. 1

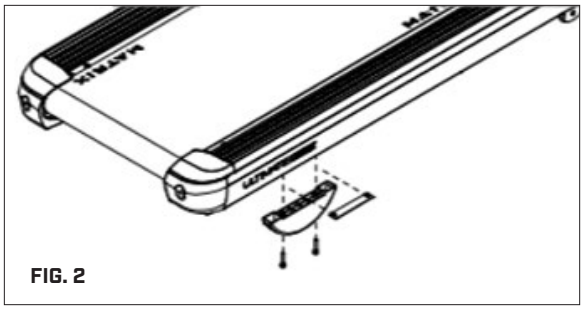


FIG. 2

ALL OTHER TREADMILLS

TOOLS NEEDED

- Medium-size adjustable wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). If the treadmill is not level, once placed, adjust the leveling feet by turning counterclockwise (Fig.3). Tighten the jam nut on the leveling feet with an adjustable wrench.

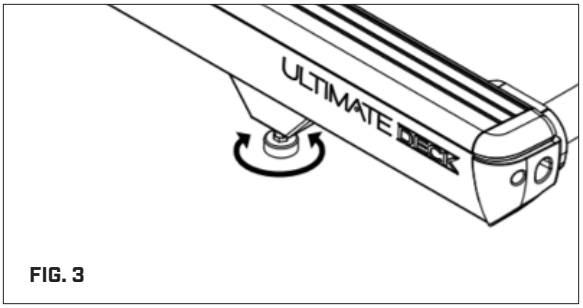


FIG. 3

LEVELING EQUIPMENT: CLIMBMILLS

PERFORMANCE, ENDURANCE & 7, 5, 3 SERIES CLIMBMILLS

TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). Once the Climbmill is placed, the frame should be resting on the floor. If the Climbmill is not level, adjust the levelers as needed using a 6 mm Allen socket.

1. For Performance & 7, 5 Series frames, remove the dust tray and control zone (Fig. 1).
2. For Endurance & 3 Series frames, remove the end caps to access the levelers (Fig. 2).

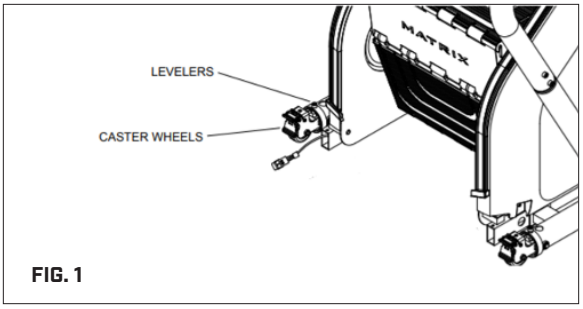


FIG. 1

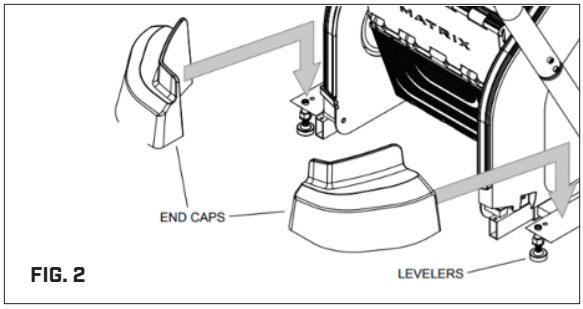


FIG. 2

LIFESTYLE CLIMBMILLS

INSTRUCTIONS

Tip the unit forward exposing the leveling feet (Fig. 3), while an assistant adjusts the leveling feet (Fig. 4).

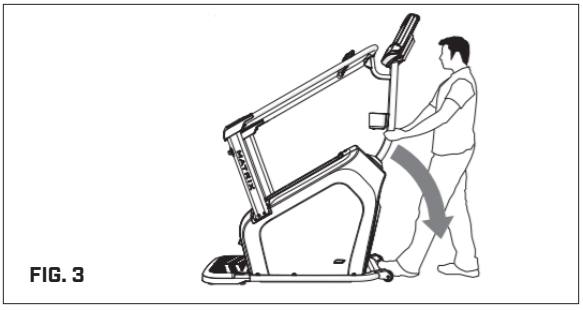


FIG. 3

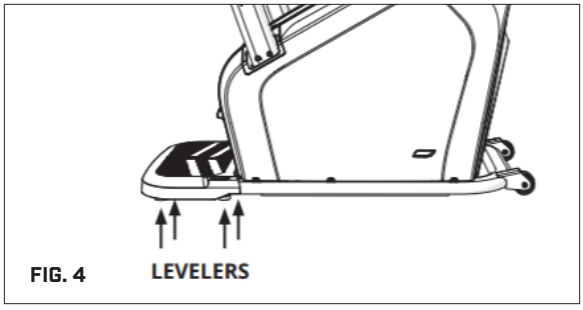


FIG. 4

LEVELING EQUIPMENT: ASCENT TRAINERS & SUSPENSION ELLIPTICALS

PERFORMANCE, ENDURANCE & 7, 5, 3, 1 SERIES

TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn counterclockwise), so the frame is resting on the floor. If the unit is not level, adjust the leveling feet as needed using a 6 mm Allen socket and wrench (Fig. 1).

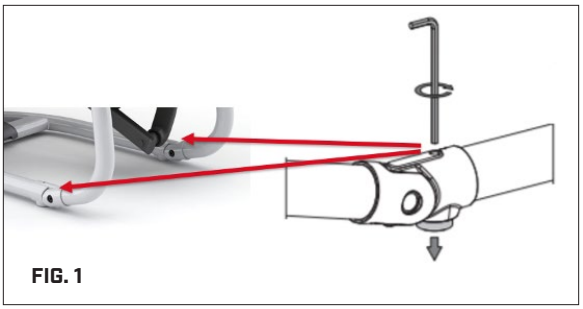


FIG. 1

LIFESTYLE

INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise), so the frame is resting on the floor. If the unit is not level, adjust the leveling feet as needed by tipping / lifting the unit to a side / front while an assistant adjusts the leveling feet. Repeat on both sides until unit is level (Fig. 2).



FIG. 2

LEVELING EQUIPMENT: UPRIGHT, HYBRID & RECUMBENT CYCLES

PERFORMANCE, ENDURANCE & 7, 5, 3 SERIES

TOOLS NEEDED

- 6mm Allen socket and ratcheting wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn counterclockwise), so the frame is resting on the floor. If the unit is not level at that point, adjust the leveling feet as needed using a 6 mm Allen socket and wrench (Fig. 1).

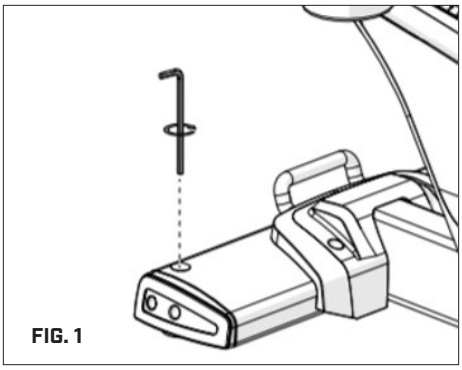


FIG. 1

LIFESTYLE

INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). If the cycle is not level adjust the leveling feet by hand as needed by tipping the cycle from side to side. Once adjustments are made, engage the locking mechanism (Fig. 2).

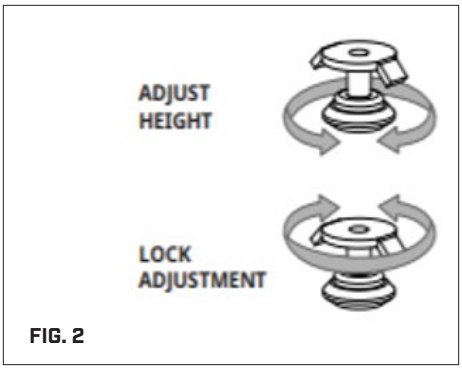


FIG. 2

LEVELING EQUIPMENT: STEPPER

ENDURANCE & 7, 5, 3, 1 SERIES

TOOLS NEEDED:

- Medium-size adjustable wrench



INSTRUCTIONS:

Start with the leveling feet all the way up (turn clockwise). If the stepper is not level, tip the stepper to the side / front while an assistant adjusts the leveling feet by hand as needed. Once adjustments are made and the stepper is level, tighten the jam nut on each foot to lock them in place (Fig. 1).

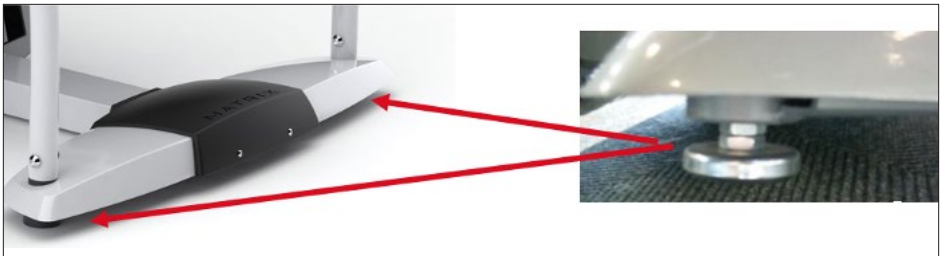


FIG. 1

TREADMILL BELT ADJUSTMENTS

TOOLS NEEDED:

- 8 mm Allen socket and ratcheting wrench
- 8 mm Allen T-handle wrench



After the treadmill is placed, the belt must be checked for proper tension and alignment (centering). It's recommended to check the belt tension and alignment after the first week of use. Temperature and humidity can cause the belt to stretch at different rates. If the belt starts to slip or is drifting to one side of the running deck, follow the steps below to make the adjustment needed.

Note that we provide specific directions for belts with and without tension markers.

TREADMILL BELT TENSIONING

Find the logo on the belt. Are there tension markers ? If YES, follow the steps below to tension.

The tension markers of a new belt should line up with the horizontal edges of the running deck. The two 8 mm hex bolts in the end caps adjust the rear roller position. To move the roller out (closer to you), turn both clockwise. This will add tension to the running belt. In turn, adjusting the two bolts counterclockwise will move the roller in, removing tension from the running belt. Adjust each bolt the same amount of turns to keep the belt centered on the running deck. Walk on the running belt anytime you make adjustments to make sure it does not slip.

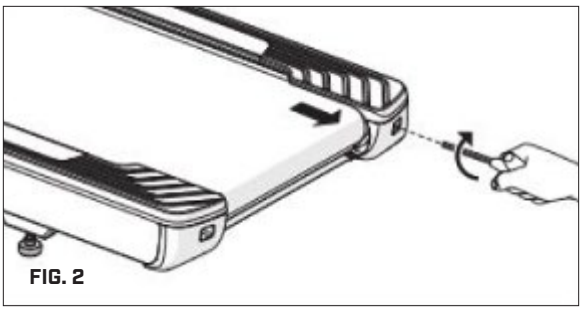
This belt should not stretch much over its life. If any adjustments are needed, it will most likely need ¼ – ½ turn on each bolt. Check the tension monthly during the preventive maintenance tasks.

TENSIONING BELT

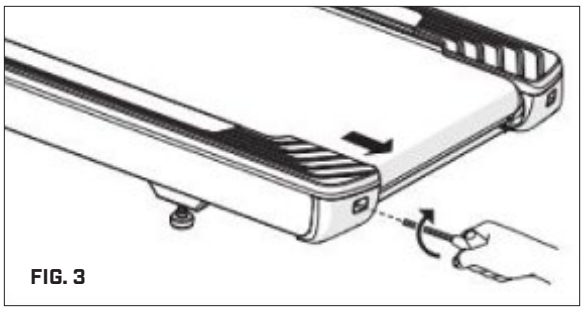
1. Remove the motor cover using an 6 mm Allen key or socket.
2. Find the tension markers on the belt. Move the belt with your hand until you find them.
3. Line up the tension markers with the deck by the front roller.
4. Look at the tension markers near the rear roller. Are they lined up with the edge of the deck?
    a. If yes, press Go on the treadmill and adjust speed to 3mph / 4.8kph, then go to step 6.
    b. If no, adjust the roller bolts until they are lined up with the edge of the deck.
5. Press Go on the treadmill and adjust speed to 3mph / 4.8kph.
6. Walk on the treadmill belt. Once you are comfortable and balanced, stomp your foot on the belt to emulate a runner with a heavy foot. Does the belt stop?
    a. If yes, tension needs to be added. Do this by turning both roller bolts clockwise ¼ turn. Repeat step 6. The belt can be adjusted while it is moving if you are careful.
    b. If no, the belt is properly tensioned.

TREADMILL BELT ADJUSTMENTS





TIGHTENS RIGHT SIDE OF ROLLER



TIGHTENS LEFT SIDE OF ROLLER

Find the logo on the belt. Are there tension markers? If NO, follow the steps below to tension.

The two 8mm hex bolts in the end caps adjust the rear roller position. To move the roller out (closer to you), turn both clockwise. This will add tension to the running belt. In turn, adjusting the two bolts counterclockwise will move the roller in, removing tension from the running belt. Adjust each bolt the same amount of turns to keep the belt centered on the running deck. Make ¼ to ½ turns at a time when adjusting.

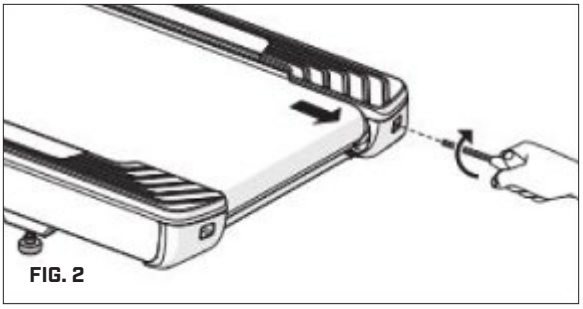
This belt should stretch over its lifetime. Check tension after the first week of use, then monthly during preventive maintenance tasks.

TENSIONING BELT

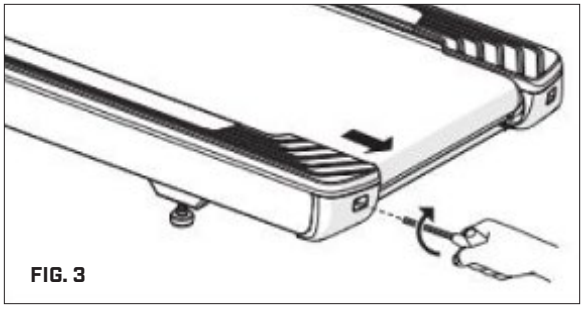
1. Press Go on the treadmill and adjust speed to 3mph / 4.8kph.
2. Walk on the treadmill belt. Once you are balanced, stomp your foot on the belt to emulate a runner with a heavy foot. Does the belt stop?
    a. If yes, tension needs to be added. Do this by turning both roller bolts clockwise as described above, then repeat step 2. The belt can be adjusted while it is moving if you are careful.
    b. If no, the belt is properly tensioned.

TREADMILL BELT ADJUSTMENTS





TIGHTENS RIGHT SIDE OF ROLLER



TIGHTENS LEFT SIDE OF ROLLER

TREADMILL BELT ADJUSTMENTS

TREADMILL BELT ALIGNMENT

The two 8 mm bolts in the end caps adjust the rear roller position. To align the belt to the center of the running deck, turn the bolt on the side that the belt moved and turn clockwise. To move the belt to the right, turn the left bolt counterclockwise (see image below). ¼ –½ turns will move the belt quite a bit.

ALIGNING BELT

1. Press Go on the treadmill and adjust speed to 3mph / 4.8kph.
2. Adjust the belt by turning the roller bolts clockwise or counterclockwise as described above.
3. Watch the belt move to the center of the deck. Increasing the speed allows the belt to adjust left or right more quickly.
4. Repeat until the belt is centered on the deck.

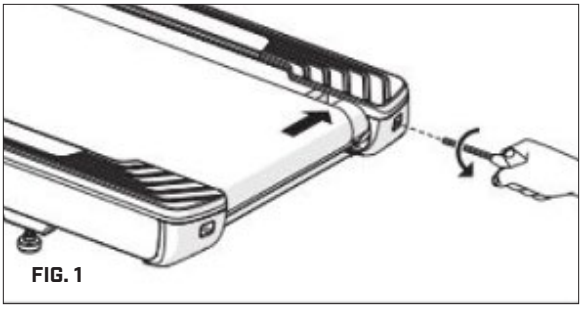


FIG. 1

BELT IS TOO FAR TO THE LEFT SIDE

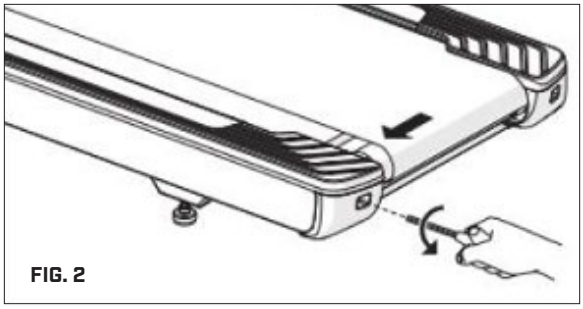


FIG. 2

BELT IS TOO FAR TO THE RIGHT SIDE

GROUP TRAINING EQUIPMENT

LEVELING EQUIPMENT: ROWERS & TRAINING CYCLES

ROWERS

TOOLS NEEDED

- Medium-size adjustable wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). If the rower is not level, lift the rower from the stabilizer and adjust the leveling feet by hand as needed. Once the rower is level, tighten the jam nut on each foot to lock them in place (Fig. 1).

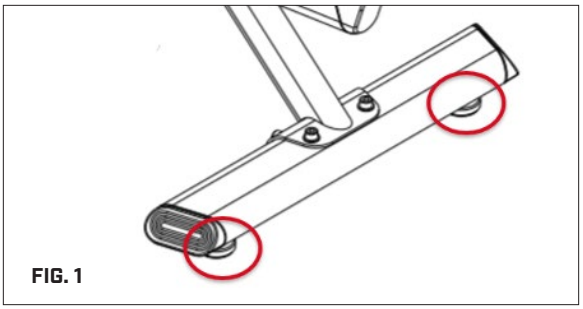


FIG. 1

TRAINING CYCLES

TOOLS NEEDED

- Medium-size adjustable wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). If the cycle is not level, tip the cycle and adjust the leveling feet by hand as needed. Once the cycle is level, tighten the jam nut on each foot to lock them in place (Fig. 2).



FIG. 2

LEVELING EQUIPMENT: S-DRIVE & S-FORCE PERFORMANCE TRAINERS

S-DRIVE PERFORMANCE TRAINER

TOOLS NEEDED

- Medium-size adjustable wrench



INSTRUCTIONS

Make sure the S-Drive is not resting on the front wheels when in use. Once the S-Drive is in place, lower the leveling feet to rest on the floor and adjust one or the other down until level. Once adjustments are made and the S-Drive is level, tighten the jam nut on each foot to lock them in place (Fig. 1).

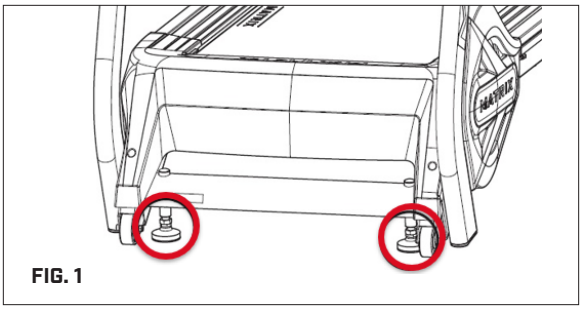


FIG. 1

S-FORCE PERFORMANCE TRAINER

TOOLS NEEDED

- Medium-size adjustable wrench



INSTRUCTIONS

Start with the leveling feet all the way up (turn clockwise). With the transport wheel mechanism up so the weight of the S-Force is now on the leveling feet, adjust the leveling feet as needed. With the transport wheel mechanism in the down position so the weight of the S-Force is on the wheel, you may have enough clearance to make leveling feet adjustments. Once S-Force is level, tighten the jam nut on each foot to lock them in place (Fig. 2).

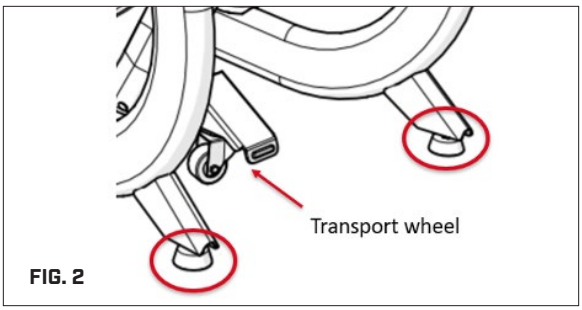


FIG. 2

S-DRIVE BELT ADJUSTMENTS

S-FORCE PERFORMANCE TRAINER

The running belt should be under enough tension that it does not slip around the rollers while the resistance is set to max. The two 8 mm hex bolts in the end caps adjust the rear roller position. To move the roller out (closer to you), turn both clockwise. This will add tension to the belt. In turn, adjusting the two bolts counterclockwise, will move the roller in, removing tension from the belt. Adjust each bolt the same amount of turns to keep the belt centered on the deck. Make ¼ to ½ turns at a time when adjusting.

TESTING TENSION

1. Adjust both brake controls to maximum resistance.
2. Use the lower handlebars and push the belt (sled position).
3. If the belt slips, tension should be added ¼ turn at a time using the rear roller bolts.
4. Repeat until the belt no longer slips.

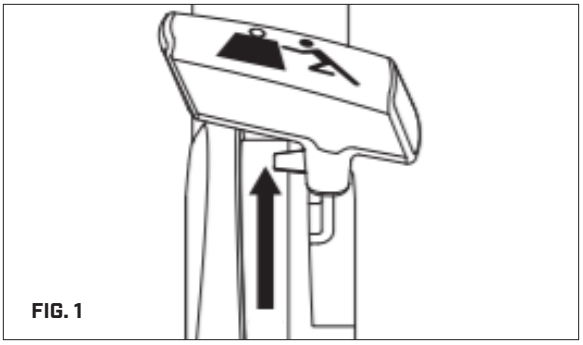


FIG. 1

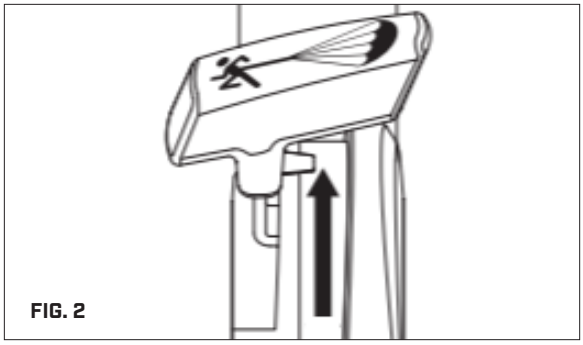


FIG. 2

S-DRIVE BELT ALIGNMENT

The two 8 mm bolts in the end caps adjust the rear roller position. To align the belt to the center of the deck, turn the bolt on the side that the belt moved clockwise. In other words, if you want to move the belt to the right, turn the left bolt counterclockwise . ¼ –½ turns will move the belt quite a bit.

TESTING ALIGNMENT

1. Walk on the belt while you watch to see if it drifts to one side.
    - If yes, adjust the roller bolt/s as described above, then repeat step 1.
    - If no, belt is aligned.

Note: Check the belt tension when aligning.

S-DRIVE BELT ADJUSTMENTS

S-DRIVE BELT LUBRICATION – S-DPT-01/TM529 ONLY

S-DriveP/TM535, S-DriveM/TM534, & S-DriveC/TM533 DO NOT require lubrication.

Unlike Matrix treadmills, S-Drive model TM529 has an unwaxed deck and belt.
It is recommended to lubricate the deck every three months. This depends on many factors such as usage, age of the S-Drive, environmental conditions and more. A simple test can be performed to identify if the deck / belt need to be lubricated.

CHECKING LUBRICATION

1. With both brake levers set to maximum, stand at the top of the deck.
2. Simultaneously adjust both levers to level one.
3. With a light push of the handlebar, you should glide smoothly backward toward the rear roller, and no lubrication is needed at this time.
4. If the deck is too dry, you will not glide smoothly backward and a high-viscosity silicone needs to be applied.

Matrix requires a higher viscosity silicone than what is used on home treadmills. Each TM529 S-Drive comes with a 100ml bottle. Bottles can also be ordered through Matrix by contacting Customer Technical Support.

Part #:

- 100ml bottle: #1000384124 (2 applications)
- 2L bottle: #1000431357 (40 applications)

LUBRICATING DECK

1. Using an 8 mm Allen key or socket, loosen the rear roller bolts 10–15 counterclockwise turns. This should give the belt enough slack to lift in the center, exposing the deck.
2. Lift the belt as far as you can and apply the silicone in a zigzag pattern across the entire deck. Use 50 ml per application. Do not apply silicone to the belt.
3. Re-tension the belt and walk on the S-Drive at a comfortable speed for three minutes to spread the silicone. If you notice that the belt is not centered on the deck, please align.
4. Wipe excess silicone away with a cloth.

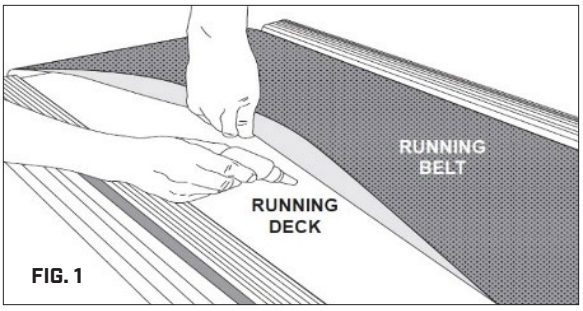


FIG. 1

CXP BATTERY CHARGING

CXP (FC24)

Batteries will have approximately =>400cV (4.0VDC) when fully charged. When the battery level is at or below 350cV (3.5VDC), it should be removed and wall charged. The battery will also recharge when pedaling =>75 RPM.

CXP-02 (FC28) & CXP-03 (FC29)

Batteries will have approximately =>400cV (4.0VDC) when fully charged. When the battery level is at or below 350cV (3.5VDC), remove the service cover, connect the power cord to the charging cable on the LCB and wall charge. The battery will also recharge when pedaling =>45 RPM.

Charging is recommended when:

- The console indicates that the battery is at or below 350cV
- The cycle has not been used for an extended period (~one month or longer)
- The situation dictates that the cycle must be useable while pedaling under 75 RPM (CXP) or 45 RPM (CXP-02) for extended periods (not being used in a cycling class)

CHECKING BATTERY THROUGH CONSOLE

1. Press and hold the logo for 5–7 seconds.
2. When the number keypad pops up, type 2001 and press the check mark.
3. Scroll to and press Hardware.
4. Scroll to Raw LCB Data and look for Voltage.
5. a. This shows in cV. If below 350cV, the battery should be removed and wall charged.
6. Press the X in the upper right corner to exit.



The battery can be removed from the cycle and charged with a standard USB-micro cable. To charge multiple batteries at once, a device similar to this 5-port USB Charger can be used. You can also order a charger from Matrix (Part# ZMS4009235).

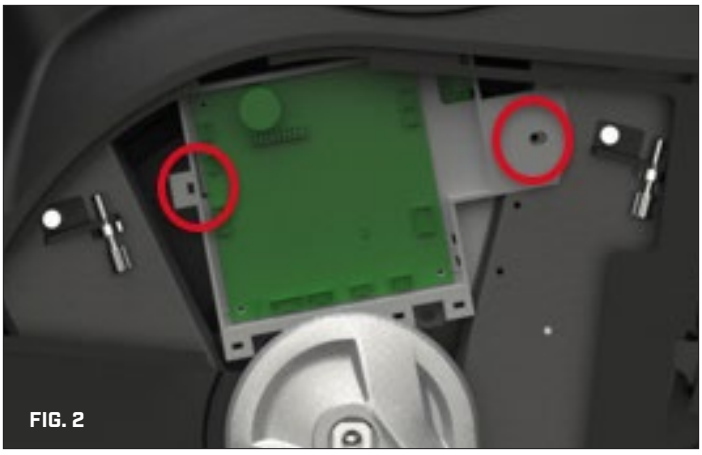
CXP BATTERY CHARGING

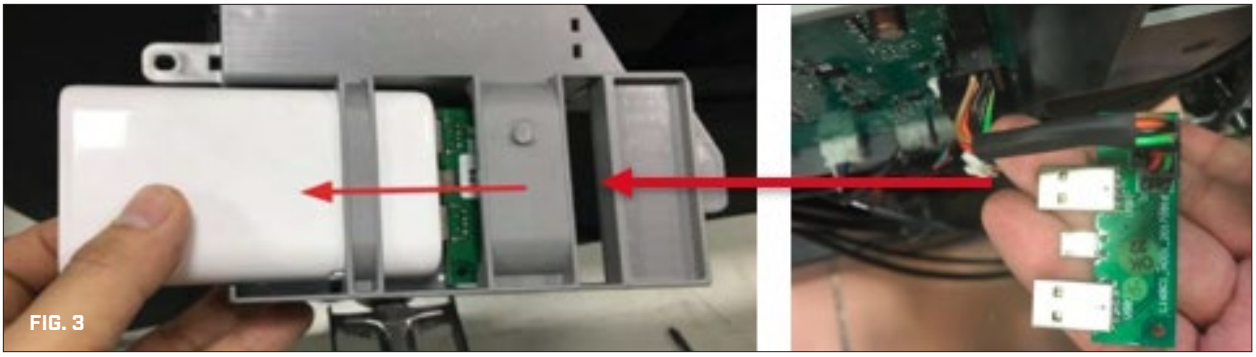
CHARGING BATTERY FROM CXP (FC24)

1. Remove right service cover (Fig.1).
2. Remove the two screws holding the LCB housing to the frame and carefully pull forward to expose the battery (Fig. 2).
3. Disconnect the battery from the power board by sliding the battery out of the plastic housing (Fig.3).
4. Wall charge via 5-port USB Charger for 24 hours.



FIG. 1


FIG. 2


FIG. 3

CXP BATTERY CHARGING

CHARGING BATTERY FROM CXP-02 [FC28] & CXP-03 [FC29]

1. Remove right service cover (Fig.1).
2. Locate the charging wire attached to the LCB (Fig. 2).
3. Plug the power adapter in to the charging wire and the other end into a 15A outlet (Fig. 3).
4. Charge for 24 hours or until console indicates voltage has reach =>400cV.



FIG. 1


FIG. 2


FIG. 3

STRENGTH EQUIPMENT

GUIDE ROD LUBRICATION

TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench
- 6 mm Allen T-handle wrench



Matrix equipment requires the following PTFE-based, non-aerosol lubricants:

- Super Lube with PTFE pump spray and grease (order here)
- Tri-Flow with PTFE pump spray and grease (order here)

Note: PTFE is Polytetrafluoroethylene (Teflon)

LUBRICATING EQUIPMENT

1. For **Ultra** use the 6 mm Allen socket to remove the top cover. Once the bolts are removed, take care when lifting the cover as there will be a rep counter wire that needs to be disconnected. If there is a monitor attached to the cover, the monitor wires must be disconnected.
   For **Versa** use the 6 mm Allen socket, remove the top cover. Once the bolts are removed, take care when lifting the cover as there will be a rep counter wire that needs to be disconnected.
   For **Aura** go to step 3.
2. Once the top cover is removed, remove the front weight stack shrouds.
3. With a clean rag, wipe the guide rods and the top of the weight stack so they are free from dirt and dust.
4. Spray a different rag with the required lubricant and wipe up and down the guide rod gently.
5. Holding the lubricant bottle 1"–2" from the top weight plate bushings, spray a small amount of lubricant between the bushing and the guide rod. Allow the lubricant to run down the guide rod inside the weight stack.
6. Do a few reps with light weight. Listen for noise and feel for friction. Repeat step 4 or 5 as necessary.
7. Wipe any overspray off the top weight plate.
8. Reinstall shrouds and top cover. Remember to plug in the necessary wires.



FIG. 1



FIG. 2

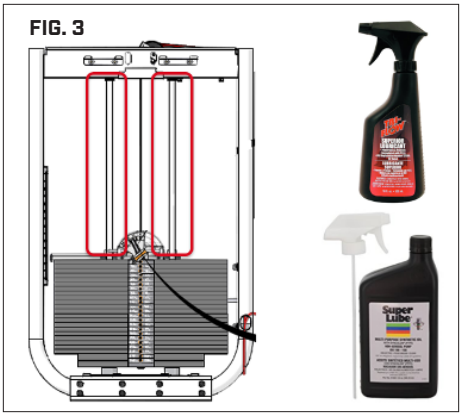


FIG. 3

CABLE & BELT TENSIONING

Cables can stretch over their life and should be checked WEEKLY for proper tension and inspected for damage. Without proper tension, users will lose some range of motion and excess wear to the cables can occur.

Please refer to the Strength Cable & Belt Guide for tensioning procedures and how to identify damaged cables. See Support Materials section of this document for more information.

REP COUNTER BATTERY REPLACEMENT

TOOLS NEEDED

- 6 mm Allen socket and ratcheting wrench



Rep counters are powered by two AA batteries. When issues arise with rep counter windows not activating, replacing the batteries is all that may be needed.

STEPS

1. For **Ultra** remove the four bolts at the top of the weight stack. Slowly lift the top cover and unplug the wire. For **Versa** remove the two bolts securing the rep counter to the frame. Slowly move the rep counter away from the frame and unplug the wire.
2. Remove and replace the batteries.

Note: If one unit's batteries die, it is likely the rest are following shortly. Matrix recommends replacing the batteries on all units with rep counters at the same time.

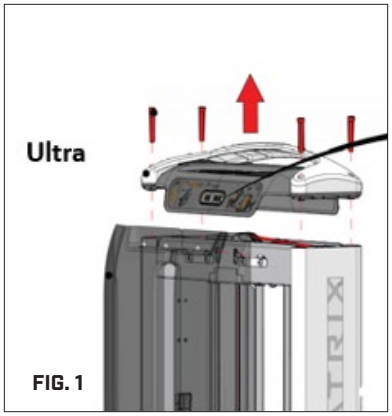


FIG. 1

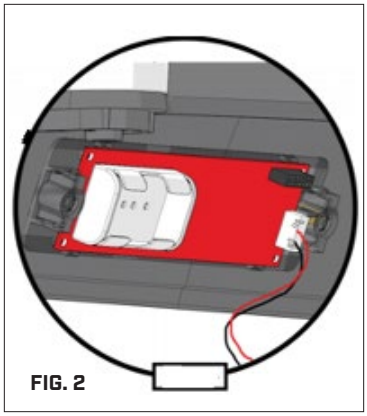


FIG. 2

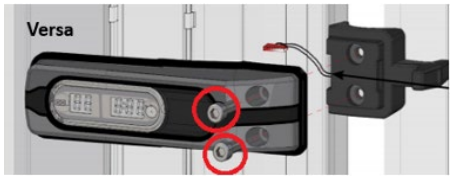


FIG. 3

SECURING STRENGTH EQUIPMENT

Matrix recommends that all stationary strength equipment be secured to the floor or wall to stabilize equipment and eliminate rocking or tipping over. Matrix requires specific pull-out force requirements shown below. Use a licensed contractor to ensure the required retention force is met.

ALL FLOORING

- Each anchoring fastener must withstand 3.3 kN (750 LBS) pull-out force from the floor
- Anchor the exercise equipment at all provided locations
- Understand where all bolt-down points are located on the exercise equipment and mark the locations prior to drilling holes into the floor

WOOD / TILE / RUBBER OVER CONCRETE SUB FLOOR

- Add the thickness of the flooring material to the overall length of the anchoring fastener when selecting fastener length to ensure proper embedded depth into concrete flooring

WALL MOUNTING (CONCRETE OR WOOD STUDS)

- Each anchoring fastener must withstand 2.2 kN (500 LBS) pull-out force from the wall
- Anchor the exercise equipment at all provided wall locations
- When calculating the required overall length of the anchoring fastener to ensure proper embedded depth into the wall, be sure to account for the thickness of the dry wall / sheet rock, as well as the thickness of any mounting plate or mounting hardware, such as hardware used to span the distance between wall studs (such as Unistrut)

Ultra and Versa units need bolt-down plates to be secured to the floor. If you can't locate them from installation, contact Matrix Customer Technical Support to order more. All other equipment has bolt-down taps on the frame.

Order Part# : 1000319422 & 1000096017
Parts come standard in Ice Silver. Please specify the color you need when ordering.

To request more information including specific anchoring guidelines for Connexus, please contact Matrix Customer Technical Support.

SUPPORT MATERIALS

These additional documents can be requested through Matrix Technical Support or found here: matrixfitness.com/en/support/preventive-maintenance

Approved Cleaners, Disinfectants and Lubricants
Using non-approved disinfectants and cleaners may cause rust or corrosion on Matrix products.

Strength Cable & Belt Guide
Learn proper cable and belt tensioning procedures as part of Product Ownership.

Approved Cleaners, Disinfectants and Lubricants
See manufacturer recommended tasks for all your Matrix product.

- Cardio Product – Cleaning and Maintenance Checklist
- Strength Product – Cleaning and Maintenance Checklist
- Group Training – Cleaning and Maintenance Checklist

PREVENTIVE MAINTENANCE PROGRAMS

Matrix offers 2 Preventive Maintenance Programs. As the manufacturer, Matrix highly recommends the Full Preventive Maintenance Program to prolong the life of your Matrix equipment and to keep down-time to a minimum. For high use facilities, mixing these 2 programs by alternating them is a good way to protect your investment and keep costs down.

Full Preventive Maintenance
Top to bottom cleaning of the product using approved cleaners, test all components (i.e. hand grips, consoles, earphone boards), remove shrouds to clean electronics, grease mechanical components and vacuum dirt and debris from inside the covers.

Basic Preventive Maintenance
Top to bottom surface cleaning of the product using approved cleaners and testing of all components (i.e. hand grips, consoles, earphone boards)

Important: Whether you choose to perform Preventive Maintenance yourself, buy from a Matrix authorized service company or buy Preventive Maintenance directly from Matrix, the following checklists should always be followed.

More details on the Matrix Preventive Maintenance Programs can be found here: matrixfitness.com/us/eng/support/preventive-maintenance

GENERAL INFORMATION

EQUIPMENT SERIAL NUMBERS

Matrix requires a serial number to identify the model of equipment and provide you with accurate information. The chart below will assist you in locating the serial number on each unit.

UNIT	CONSOLE	FRAME
Treadmill	Back cover	Elevation rack at front of unit or under motor cover
All other cardio	Back cover or under earphone plug	Front stabilizer
S-Drive	Back cover	By motor cover
S-Force	Back cover	Rear leg
Rower	Back cover	Front leg
Training Cycle	Back cover	Rear lower left
Krankcycle	Back cover	Behind the flywheel
Ultra/Versa	Back cover (Ultra ITC only)	Rear below weight stack and inside of weight stack shroud
Aura		Front below weight stack
Connexus		Horizontal cross bar
Racks		Vertical column

MATRIX CUSTOMER TECHNICAL SUPPORT

US CUSTOMERS

TEXT TO CHAT: 608-208-6926
PHONE: 866-693-4863
EMAIL: SEE CHART BELOW

REGION	STATES	EMAIL
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

CANADA CUSTOMERS

PHONE: 844-548-2262 X 8800
EMAIL: SEE CHART BELOW

REGION	STATES	EMAIL
EAST	ON, QC, NS, PE, NB, NL	ctseast@jhtcanada.com
WEST	AB, BC, MB, NT, NU, SK, YT	ctswest@jhtcanada.com

Newly launched: Matrix Service Direct is an app that can be used to contact Matrix Customer Technical Support for your service needs. The next page provides additional information on how to download the app now!



MATRIX SERVICE DIRECT APP

If you need to place service requests on the go, Matrix Service Direct makes if faster and more efficient than ever. Our intuitive new app offers a guided experience that helps you define equipment issues, notify Matrix and more:

- Auto populate service requests via voice command
- Scan the serial number with your smart phone or enter manually
- Upload photos or video detailing the service request
- Access product repair history
- Track live repair status, dispatched technicians and part shipments



Download the Matrix Service Direct App and get more with Matrix!

GET IT ON Google Play

Download on the App Store

WATCH NOW

Recommendations for using the app:

Requesting a login *– it's recommended that 1 login is requested per facility. The login can be shared with facility staff so all service requests can be seen and tracked by everyone in 1 account.*

Tracking service requests *– once you start using the app to request service, it is recommended that you continue to use the app. If you request service through the other communication vehicles such as text to chat, email or phone, those requests will not be seen in the app. Only items submitted through the app will be saved in the app.*