

Full Commercial Warranty & Limited Use Commercial Warranty



Thank you for purchasing your Matrix Fitness product(s).

Please fill out the preceding warranty card and serial number information.

- If your facility has **less** than 6 hours of use per day, please fill out form 1A and form 2.
- If your facility has **more** than 6 hours of use per day, please fill out form 1B and form 2.

Please mail, fax or email completed forms to:

Matrix Fitness

1600 Landmark Drive
Cottage Grove WI, 53527
Toll Free 866.693.4863
Fax 608.839.1717
service@johnsonfit.com

If you have any questions please contact Matrix Tech Support.

LIMITED USE COMMERCIAL EQUIPMENT WARRANTY



Thank you for purchasing your Matrix Fitness Systems product(s). Please take a moment to complete the warranty registration card so we can better serve you in the future. The undersigned acknowledges receipt of and agreement to the Matrix Fitness Systems Commercial Equipment Limited Use Warranty and affirms the date of purchase was _____, 20____, Serial Number (s) _____, further that you have read and understand the conditions and terms of the Matrix Fitness Systems Limited Use Warranty in its entirety. This Warranty only applies to the attached list of serial numbers for the facility designated below.

*For additional serial numbers, use attached form.

FACILITY		ADDRESS	
PHONE		CITY, STATE, ZIP	

G7/G3 STRENGTH WARRANTY	
Frame (not coatings)	10 years
Structural parts	10 years
Weight stacks	5 years
Pulleys	5 years
Pivot bearings	5 years
Other/items not specified	3 years
Labor	3 years
Upholstery/springs/grips	1 year
Accessories	6 months

G1 STRENGTH WARRANTY	
Frame (not coatings)	10 years
Structural parts	10 years
Parts	1 year
Labor (excluding upholstery/cables/grips)	1 year
Upholstery/cables/grips/springs	90 days

LIMITED USE CARDIO WARRANTY*							
T7xe/T7x/T5x Treadmill		T3xe/T3x Treadmill		T1xe/T1x Treadmill		Rower	
Frame	7 years	Frame	7 years	Frame	5 years	Parts	2 years
Drive motor	Lifetime	Drive motor	7 years	Drive motor	5 years	Matrix Digital TV	
Parts	3 years	Parts	3 years	Parts	3 years	Parts	2 year
Labor	3 years	Labor	3 years	Labor	3 years	Labor	2 year
A7xe/A7x/A5x/A3x Ascent		E7xe/E7xc/E5xc/E3xc		E1x Elliptical		Entertainment Warranty	
Frame	7 years	Frame	7 years	Frame	7 years	Stands	1 year
JID generator	5 years	JID generator	5 years	JID Hybrid generator	5 years		
Parts	3 years	Parts	3 years	Parts	3 years		
Labor	3 years	Labor	3 years	Labor	3 years		
S7xe/S7x/S5x/S3x Stepper		H7xe/H7x/H5x/H3x Hybrid		U1x Upright		KRANKcycle® by Matrix	
Frame	7 years	Frame	7 years	Frame	7 years	Frame	5 years
JID generator	5 years	JID generator	5 years	JID generator	5 years	Mechanical Parts	2 years
Parts	3 years	Parts	3 years	Parts	3 years	Wearable items	90 days
Labor	3 years	Labor	3 years	Labor	3 years	Labor	90 days
U7xe/U7x/U5x/U3x Upright		R7xe/R7x/R5x/R3x		R1x Recumbent		Wear Items	
Frame	7 years	Frame	7 years	Frame	7 years	Headphone Jack	
JID generator	5 years	JID Hybrid generator	5 years	JID Generator	5 years	USB Port	90 days parts No labor
Parts	3 years	Parts	3 years	Parts	3 years	iPod Connector	
Labor	3 years	Labor	3 years	Labor	3 years	Battery	

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

LIVESTRONG® S Series/E Series Indoor Cycle**	
10 years	Frame construction, breakage, welding, seat and handlebar slider
3 years	Handlebar and saddle assembly, brake system (excluding brake pad), adjustment knobs, cranks, belt drive system, bottom bracket assembly, flywheel hub assembly, powder coating
2 years	Pedals, insert sleeves for handle bar and saddle post, leveling feet
1 year	Saddle

**Pedal straps, brake pads, pedal binding system and water bottle holder not covered under warranty.

CONDITIONS

This warranty is valid only in accordance with the conditions set forth below.

- Limited use warranty applies to commercial facilities with limited use of 6 hours or less per day.
 - facilities that go beyond 6 hours of use per day will be covered with our commercial warranty of 3 years parts and 3 years labor - excluding 1 series products.
- Warranty applies to the Matrix Fitness product only while it remains in the possession of the original purchaser and proof of purchase is demonstrated.
- This limited use warranty does not cover damage or equipment failure due to A) electrical wiring that is not in compliance with applicable electrical codes and Matrix Fitness owner's manual specifications.
- Compensation is provided for authorized warranty service providers within 150 miles and their normal service period of 3 years. Mileage beyond 150 miles is the responsibility of the facility.
- Matrix Fitness Systems Limited Warranty service and claims must be obtained by contacting:
 - Customer Tech Support
 - Toll Free: 866.693.4863
 - a. This limited use warranty is in lieu of all other warranties, express or implied and in lieu of all other obligations or liabilities on the part of Matrix Fitness Systems.
- Under no circumstances will Matrix Fitness Systems, be liable by virtue of this limited 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.
- Matrix Ultimate™ treadmill decks will NOT be replaced unless both surfaces are worn through. Deck & belt replacement limited to one per treadmill.
 - Historically, one surface of the average Ultimate Deck and belt will last 4 years in a high use facility.
- Do not use equipment in any location that is not climate controlled, such as but not limited to garages, porches, pool rooms, saunas, bathrooms, car ports or outdoors. Failure to comply may void the warranty.
 - 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.

This Limited Warranty shall NOT apply to the following:

- Failure to provide reasonable and necessary maintenance as outlined in the owners manual.
- Software limitations and upgrades.
- Batteries or other consumable goods.
- Cosmetic items.
- Repairs performed on equipment missing a serial number or with a serial number tag that has been altered or removed.
- Service calls to correct installation of the equipment or instructing on use of equipment.
- Pick-up, delivery or freight charges involved with repairs.
- Any labor charges incurred beyond the applicable labor warranty.

Signature

Print Name

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Other/items not specified	3 years
Labor	3 years
Upholstery/springs/grips	1 year
Accessories	6 months

G1 STRENGTH WARRANTY	
Frame (not coatings)	10 years
Structural parts	10 years
Parts	1 year
Labor (excluding upholstery/cables/grips)	1 year
Upholstery/cables/grips/springs	90 days

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

FULL COMMERCIAL USE CARDIO WARRANTY*					
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Frame	7 years	Frame	7 years	Parts	2 years
Drive motor	Lifetime	Drive motor	7 years	Matrix Digital TV	
Parts	3 years CAP	Parts	3 years CAP	Parts	1 year
Labor	3 years CAP	Labor	3 years CAP	Labor	1 year
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- Matrix Ultimate™ treadmill decks will NOT be replaced unless both surfaces are worn through. Deck & belt replacement limited to one per treadmill.
a. Historically, one surface of the average Ultimate Deck and belt will last 4 years in a high use facility.
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Print Name

