



INFORMATION CARD

MATRIX TF30 / TF50 / T30 / T50 / T75

CUSTOMER TECH SUPPORT

DO NOT RETURN TO THE RETAILER if you have any problems during assembly or if parts are missing.

For fast and friendly service, please contact one of our trained customer support technicians via phone, email or our website.

In USA contact:

1-800-335-4348
matrixfitness.com
info@johnsonfit.com

Matrix Fitness
1600 Landmark Dr,
Cottage Grove, WI 53527

In Canada contact:

1-844-548-2262
matrixfitness.com
info@jhtcanada.com

Johnson Health Tech Canada
10401 Boul. Ray-Lawson
Montreal, QC H1J 1M3

We want to know if you have a problem and we want to have an opportunity to correct it for you.

Note: Please read the TROUBLESHOOTING section in the TREADMILL GUIDE before contacting Customer Tech Support. Additional product information is available on our website.

LIMITED HOME USE WARRANTY

WEIGHT CAPACITY

TF50/T50/T75:
400 LBS (181 KG)

TF30/T30:
350 LBS (159 KG)

ELECTRONICS & PARTS

TF50/T50/T75: 7 YEARS **TF30/T30:** 5 YEARS
CONSOLE: 5 YEARS

Matrix warrants the electronic components, finish and all original parts for the period specified above from the date of original purchase, so long as the device remains in the possession of the original owner.

FRAME • LIFETIME

Matrix warrants the frame against defects in workmanship and materials for the lifetime of the original owner, so long as the device remains in the possession of the original owner. (The frame is defined as the welded metal base of the unit and does not include any parts that can be removed.)

LABOR • FRAME: 2 YEARS / CONSOLE: 1 YEAR

Matrix shall cover the labor cost for the repair of the device for the period specified above from the date of the original purchase, so long as the device remains in the possession of the original owner.

DRIVE MOTOR/CUSHIONING • LIFETIME

Warranty on the drive motor and cushioning against defects in workmanship and materials for the life of the product, so long as it remains in the possession of the original owner.

LIMITED HOME USE WARRANTY

EXCLUSIONS AND LIMITATIONS

Who IS covered:

- The original owner and is not transferable.

What IS covered:

- Repair or replacement of a defective motor, electronic component, or defective part and is the sole remedy of the warranty.

What IS NOT covered:

- Normal wear and tear, improper assembly or maintenance, or installation of parts or accessories not originally intended or compatible with the equipment as sold.
- 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.
- Incidental or consequential damages. Matrix is not responsible or liable for indirect, special or consequential damages, economic loss, loss of property, or profits, loss of enjoyment or use, or other consequential damages of whatsoever nature in connection with the purchase, use, repair or maintenance of the equipment. Matrix does not provide monetary or other compensation for any such repairs or replacement parts costs, including but not limited to gym membership fees, work time lost, diagnostic visits, maintenance visits or transportation.
- Equipment used for commercial purposes or any use other than a single family or Household, unless endorsed by Matrix for coverage.
- Equipment owned or operated outside the US and Canada.
- Delivery, assembly, installation, setup for original or replacement units or labor or other costs associated with removal or replacement of the covered unit.
- Any attempt to repair this equipment creates a risk of injury. Matrix is not responsible or liable for any damage, loss or liability arising from any personal injury incurred during the course of, or as a result of any repair or attempted repair of your fitness equipment by other than an authorized service technician. All repairs attempted by you on your fitness equipment are undertaken AT YOUR OWN RISK and Matrix shall have no liability for any injury to the person or property arising from such repairs.
- If you are out of the manufacturer's warranty but have an extended warranty, refer to your extended warranty contract for contact information regarding requests for extended warranty service or repair.

SERVICE/RETURNS

- In-home service is available within 150 miles of the nearest authorized Service Provider (Mileage beyond 150 miles from an authorized service center is the responsibility of the consumer).
- All returns must be pre-authorized.
- The warranty is limited to replacing or repairing, at the servicer's and/or manufacturer's option, the same or comparable model.
- Defective components may be requested to be returned to the manufacturer upon completion of warranty service using a prepaid return shipping label. If you have been advised to return parts and did not receive a label, please contact Customer Tech Support.
- Replacement units, parts and electronic components reconditioned to as-new condition by the manufacturer or its vendors may sometimes be supplied as warranty replacement and constitute fulfillment of warranty terms.
- This warranty gives you specific legal rights, and your rights may vary from states to state.
- In Canada, the manufacturer's warranty does not cover self-installation errors.



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SAVE THESE INSTRUCTIONS

Read the OWNER'S GUIDE before use. When using an electrical product, basic precautions should always be followed, including the following: Read all instructions before using this equipment. It is the responsibility of the owner to ensure that all users of this equipment are adequately informed of all warnings and precautions. If you have any questions after reading this guide, contact Customer Tech Support.

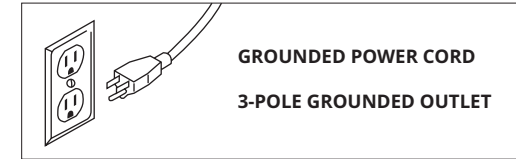
It is essential that this equipment is used only indoors, in a climate-controlled room. If your exercise equipment has been exposed to colder temperatures or high moisture climates, it is strongly recommended that this equipment is warmed up to room temperature prior to use.

This equipment is intended for in-home use only. Do not use this equipment in any commercial, rental, school or institutional setting. Failure to comply will void the warranty.

⚠️ WARNING

TO REDUCE THE RISK OF BURNS, FIRE, ELECTRICAL SHOCK OR INJURY TO PERSONS:

- Use this equipment only for its intended use as described in this guide and in the equipment's Owner's Manual.
- At NO time should children under the age of 14 use the equipment.
- At NO time should pets or children under the age of 14 be closer to the equipment than 10 feet / 3 meters.
- This equipment is not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or have been given instruction concerning use of the equipment by a person responsible for their safety.
- Always wear athletic shoes while using this equipment. NEVER operate the exercise equipment with bare feet.
- Do not wear any clothing that might catch on any moving parts of this equipment.
- Heart rate monitoring systems may be inaccurate. Over exercising may result in serious injury or death.
- If you experience any kind of pain, including but not limited to chest pains, nausea, dizziness, or shortness of breath, stop exercising immediately and consult your physician before continuing.
- Do not jump on the equipment.
- At no time should more than one person be on the equipment.
- Set up and operate this equipment on a solid level surface.
- Never operate the equipment if it is not working properly or if it has been damaged.
- Use handlebars to maintain balance when mounting and dismounting, and for additional stability while exercising.
- To avoid injury, do not expose any body parts (for example, fingers, hands, arms or feet) to the drive mechanism or other potentially moving parts of the equipment.
- Connect this exercise product to a properly grounded outlet only.
- This equipment should never be left unattended when plugged in. When not in use, and prior to servicing, cleaning, or moving equipment, turn off power, then unplug from outlet.
- Do not use any equipment that is damaged or has worn or broken parts. Use only replacement parts supplied by Customer Tech Support or an authorized dealer.
- Never operate this equipment if it has been dropped, damaged, or is not working properly, has a damaged cord or plug, is located in a damp or wet environment, or has been immersed in water.
- Keep power cord away from heated surfaces. Do not pull on this power cord or apply any mechanical loads to this cord.
- Do not remove any protective covers unless instructed by Customer Tech Support. Service should only be done by an authorized service technician.
- To prevent electrical shock, never drop or insert any object into any opening.
- Do not operate where aerosol (spray) products are being used or when oxygen is being administered.
- This equipment should not be used by persons weighing more than the specified maximum weight capacity as listed in the equipment Owner's Manual. Failure to comply will void the warranty.
- Do not use this equipment in any location that is not temperature controlled, such as, but not limited to: garages, porches, pool rooms, bathrooms, car ports or outdoors. Failure to comply will void the warranty.
- Contact Customer Tech Support or an authorized dealer for examination, repair and/or service.
- When lowering the treadmill deck, wait until rear feet are firmly on the floor before stepping on the deck.
- To avoid injury, use extreme caution when stepping onto or off of a moving belt. Stand on the siderails when starting the treadmill.
- To avoid injury, attach safety clip to clothing before use.
- Disconnect the safety key from treadmill to prevent uncontrolled usage by third parties.
- Ensure that the edge of the belt is parallel with the lateral position of the side rail and does not move under the side rail. If the belt is not centered, it must be adjusted before use.
- The noise level of the treadmill is less than 70 dB when there is no user on it and may be louder with a user running on the running surface. If the noise of the treadmill bothers you, stop exercising and take a break. Noise emission under load is higher than without load.
- Never operate the treadmill with the air opening blocked. Keep the air opening and the entire motor compartment clean, free of lint, hair, and the like.
- Make sure the treadmill comes to complete stop before folding. Do not operate the treadmill when it is folded.
- When moving the treadmill, DO NOT lift treadmill or turn it upside down or place treadmill on its side. Treadmill has high pressure gas-shocks which can spring open, potentially causing injury. Transport unit ONLY on the ground, and ONLY after it is fully assembled and in the upright folded position with the lock latch secured.



GROUNDING POWER CORD

3-POLE GROUNDED OUTLET

GROUNDING INSTRUCTIONS

This product must be grounded. If a treadmill should malfunction or breakdown, grounding provides a path of least resistance for electrical current to reduce the risk of electrical shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with local codes and ordinances.

⚠️ DANGER

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 110-120 Volt circuit and has a grounding plug that looks like the plug in the illustration. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

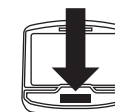
This product must be used on a dedicated circuit. To determine if you are on a dedicated circuit, shut off the power to that circuit and observe if any other devices lose power. If so, move devices to a different circuit. Note: There are usually multiple outlets on one circuit. This treadmill should be used with a minimum 15-amp circuit.

⚠️ WARNING

Connect this exercise product to a properly grounded outlet only.

Never operate product with a damaged cord or plug even if it is working properly. Never operate any product if it appears damaged, or has been immersed in water. Contact Customer Tech Support for replacement or repair.

It is essential that your treadmill is used only indoors, in a climate controlled room. If your treadmill has been exposed to colder temperatures or high moisture climates, it is strongly recommended that the treadmill is warmed up to room temperature before first time use. Failure to do so may cause premature electronic failure.



PLACE WARNING LABEL HERE