MATRIX

MATRIX FITNESS STANDARD WARRANTY

Every Matrix commercial product is backed by a comprehensive standard warranty designed to protect your investment and provide confidence in your equipment. All warranty service is performed by Matrix-certified technicians using genuine Matrix replacement parts. Standard warranty includes labor coverage for the duration outlined in the warranty charts below, up to a maximum of three (3) years. For customers seeking additional protection, optional extended warranty plans are also available.

Standard Warranty	CARDIO	
	Parts	Labor
Frame	7 Years	3 Years
Drive Motor	7 Years	3 Years
Parts	3 Years	3 Years
Wear Items	90 Days	90 Days
Product Series	Includes Onyx, Performance, Endurance and Lifestyle cardio series.	

Standard Warranty	STRENGTH	
	Parts	Labor
Frame	10 Years	3 Years
Parts	3 Years	3 Years
Upholstery, Cables & Springs	1 Year	1 Year
Wear Items	90 Days	90 Days
Product Series	Includes Ultra, Versa, Magnum, Aura, Go and XULT strength series.	

Standard Warranty	GROUP TRAINING - CARDIO	
	Parts	Labor
Frame	7 Years	3 Years
Parts	3 Years	3 Years
Wear Items	90 Days	90 Days
Product Series	Includes all Training Cycles, Performance Trainers and Rowers.	

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Standard Warranty	GROUP TRAINING - FUNCTIONAL STRENGTH	
	Parts	Labor
Frame	10 Years	3 Years
Drive Motor	3 Years	3 Years
Parts	90 Days	90 Days
Product Assortment	Includes functional strength products such as stretch platforms, Connexus series equipment, and storage racks.	

Standard Warranty	MATRIX ACCESSORIES
	Coverage applies to Strength, Functional, and Mobility & Recovery accessories.
Dumbbells & Kettlebells	90 Days - 5 Years
Olympic Bars (US Made)	Lifetime
Olympic Bars (Non-US Made)	3 Years
Bars (Non-Olympic)	3 Years
Barbells	3-5 Years
Cable Attachments	90 Days
Plates	2-5 Years
Functional Additions	90 Days - 1 Year
Stability Accessories	90 Days
Mats & Rollers	90 Days
Storage Racks	3 Years

WARRANTY DEFINITIONS

- **Frame:** Includes the welded structural frame only. Excludes coatings and removable components.
- **Parts:** Includes motors, electronics, consoles, TVs, pulleys, grips, pedals and bearings unless otherwise noted.
- **Upholstery, Cables & Springs:** Includes upholstery, cables and springs unless otherwise noted.
- **Wear Items:** Includes straps and cosmetic coatings subject to normal wear.

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, where commercially available. The Product must be located within that service provider's service area. Labor will not be covered for products located outside service area.

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MATRIX 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 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, except to the extent such limitation is prohibited by applicable law.
3. This warranty is expressly limited to the repair or replacement of a defective Frame, Drive Motor, Part, or Wear Item. Repair or replacement will be at the discretion of Matrix Fitness, exercised in good faith, and is the sole remedy of the warranty, unless such remedy fails of its essential purpose under applicable law.
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. Warranty does not cover damage caused externally that is not due to a manufacturer's 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. This warranty does not cover damage or corrosion caused by failure to follow recommended cleaning guidelines, including the use of unapproved cleaners, chemicals or solutions.
8. 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.
9. The warranty does not cover damage or equipment failure due to facility electrical wiring that is not in compliance with applicable electrical codes and Matrix Fitness' Owner's Manual specifications.
10. Matrix Ultimate™ treadmill decks will NOT be replaced unless both surfaces are worn through. Deck and belt replacement is 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.

MATRIX EXCLUSIONS AND LIMITATIONS (CONT'D)

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 the installation of the equipment or to instruct on the use of the equipment.
7. Pick-up, delivery, or freight charges involved with repairs.
8. Any labor charges 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. The exclusion of consequential and incidental damages shall apply regardless of the failure of any exclusive remedy to the maximum extent permitted by applicable law.