

# MATRIX

Enlightened **EXPERIENCE**

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Fitness and wellness solutions  
for modern hospitality

## A unique **EXPERIENCE**

Every hotel tells its story through design, service and atmosphere. A well designed wellness space should feel like a natural part of that story. It should match the tone of the property, carry the same level of care and make guests feel at ease the moment they step inside.

From signature fitness centers to wellness-inspired suites, each detail should echo the property's character while giving guests what they look for most: comfort, consistency and a sense of connection that feels true to the stay.





## A committed **EXPERIENCE**

Modern travelers now see wellness as an essential part of hospitality. It has shifted from amenity to expectation. The challenge is delivering it in a way that feels authentic to the brand and effortless for guests.

Years of collaboration with brands, ownership groups, operators and design teams have shaped how we approach hospitality. We understand the fine balance between design and durability, guest appeal and operational ease. Well-executed wellness spaces contribute to stronger guest satisfaction and brand perception, supporting occupancy and RevPAR performance over time.



Matrix is featured on Astria, the preferred vendor platform for Forbes Travel Guide, reflecting our ability to meet the standards of the world's most discerning hospitality brands.



### **Meaningful innovation**

Great ideas come from people who know what guests expect and what teams need to run a smooth operation. We take that input and build features that feel easy to use, look good in any space and hold up to daily demand. Each solution supports the design of the property while staying practical for staff, simple for guests and durable enough for long-term use.

### **Technology ecosystem**

Matrix technology connects operations and guest experiences into one cohesive environment. Our open platform supports integration with trusted third party systems, giving hotels the freedom to build a consistent feel across key touchpoints. For staff, it simplifies oversight and service. For guests, it delivers a connected experience that feels personal and perfectly in tune with their stay.



## An unforgettable **EXPERIENCE**

The most memorable moments often blend anticipatory tech, elegant ambiance and discreet support so each moment feels natural, surprising and comforting.





A workout environment that adjusts lighting to match the mood of the space, with controls that recall guest preferences and concierge support available at a touch. These subtleties turn motion into memory.

For intimate retreats, they express individuality. For global brands, they create consistency without sameness. In every setting, they remind guests that care and comfort are part of the design.

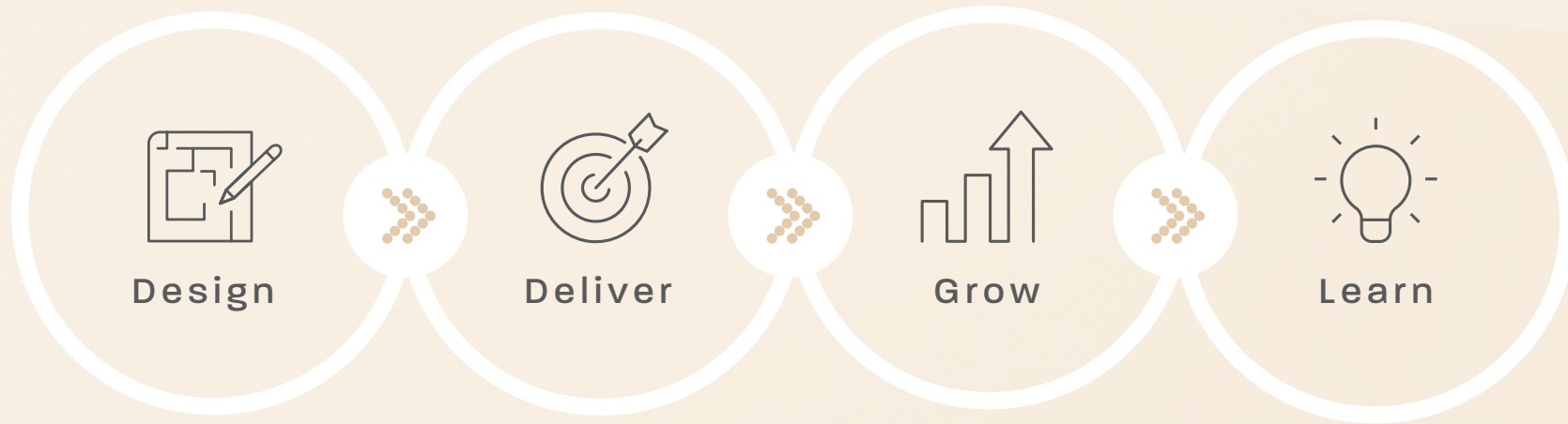




## A trusted **EXPERIENCE**

When you choose Matrix, you're getting more than the world's finest fitness equipment. You get a partner who will be there for your grand opening and every day after.

Matrix works as an extension of your team, guiding decisions from early concept through launch and ongoing operation. Each project reflects the unique goals, standards and priorities of the property.





### **Designing your success**

Building a fitness area is about creating a lasting asset for your property. Our team works with you to design layouts and select the right combination of equipment and technology to fit your unique requirements. With flexible financial options, we make it easy to turn your ideas into reality while staying within your budget.



### **Delivering your goals**

We ensure a smooth launch by handling setup and offering comprehensive guidance on maximizing the impact of your new fitness space. Your team will have all the knowledge they need to deliver an engaging guest experience from day one.



### **Supporting your growth**

Count on Matrix for responsive service and swift issue resolution. Our commitment extends beyond installation, with readily available parts and marketing support kits designed to connect with your guests and spotlight your distinct fitness offering.



### **Knowledge at your fingertips**

Build skill and insight with Matrix Learning, your trusted source for learning built on Matrix expertise. Find articles, webinars and toolkits covering product education, industry trends and topics like mental health, heart health and active aging. Apply these resources to guide guests with confidence and support stronger wellness and fitness experiences across your property. Visit [www.matrixfitness.com/learning](http://www.matrixfitness.com/learning) to learn more.

## A preferred **EXPERIENCE**

Matrix is trusted by leading hospitality groups that set the global benchmark for design and wellness.

Each project is a true partnership focused on meeting product and facility requirements and ensuring compliance with regulatory guidelines. Every solution supports brand consistency while reinforcing the guest experience.

**IHG**  
HOTELS & RESORTS

  
FOUR SEASONS

  
MARRIOTT

  
ACCOR

  
HYATT

  
Hilton

AND MORE

Excelsior Hotel Ernst, Köln, Germany



Matrix participates in approved supplier programs for major brands. Availability varies by region. Your Matrix representative can confirm current approvals and guidelines for your property.





## A connected **EXPERIENCE**

Technology plays a quiet role in protecting the guest experience. When operations perform as intended and digital touchpoints feel familiar, fitness spaces remain inviting throughout the stay.

Matrix Connected Solutions are built on an open ecosystem that brings together operational tools and guest-facing technology across fitness spaces and properties. The modular tools allow hotels to integrate trusted systems, maintain brand alignment and adapt as needs change over time.

**More at [matrixfitness.com/connected-solutions](https://matrixfitness.com/connected-solutions)**

## Operational **CONFIDENCE**

Fitness and wellness environments must perform dependably across long operating hours and every season of the year. Whether teams are actively present delivering personalized services or supporting the space during quieter periods, technology plays a key role in keeping operations steady.

Matrix technology provides visibility into equipment performance and usage, allowing teams to anticipate needs, respond sooner and plan with greater certainty. Service actions can be addressed before they affect availability, keeping fitness spaces ready whenever guests arrive.



# FACILITY360

POWERED BY  ecofit

Facility 360 powered by Ecofit gives you a connected view of your fitness space from virtually any internet-connected device. Real-time insights help you monitor equipment performance, understand usage trends and make informed decisions that support guest satisfaction and operational efficiency.

## **Equipment visibility**

Monitor equipment status at a glance. Clear dashboards help your team identify issues quickly and respond with confidence.

## **Usage insights**

Track equipment utilization and guest preferences. Data helps you optimize your equipment mix and plan for future needs.

## **Service management**

Receive maintenance alerts and manage service activity more efficiently. Faster communication helps reduce downtime and simplify follow-up.

## **Operational intelligence**

Access reporting that supports planning, budgeting and long-term facility performance across one location or multiple properties.

## Brand **CONSISTENCY**

When interactions feel familiar from one experience to the next, guests develop quiet confidence in the brand behind their stay.

Within the fitness space, digital touchpoints reinforce this familiarity. On-screen visuals, messaging and moments of engagement reflect a shared level of care and attention, delivered in a way that feels appropriate to the environment and never overstated.

Alignment with the broader stay allows fitness spaces to reflect the brand without drawing focus away from the workout.





## Console **FLEXIBILITY**

The Matrix console lineup gives you the freedom to match technology with design. From our most sophisticated to our most streamlined, every console is intuitive and approachable, for any type of guest.

Mix and match different consoles with our Performance, Endurance and Lifestyle Series cardio equipment to find the right combination of style and technology for your property and your guests.

When paired with Facility 360 powered by Ecofit, Touch Consoles extend the brand into the fitness space. On-screen imagery, local highlights and wellness content create moments that feel considered and relevant, connecting the workout to the broader stay.



**TOUCH XL CONSOLE**



**PREMIUM LED**



**LED CONSOLE**

## Guest PERSONALIZATION

Guests approach fitness with different routines, preferences and expectations. Technology that offers choice allows each workout to feel easy to begin and comfortable to continue.

Personalization appears through entertainment, access and settings that adjust to how guests like to train. Guests can stream popular apps, access exclusive Matrix programs and connect personal devices, making it simple to return to familiar routines without extra steps.

These options are available without requiring setup or instruction, allowing the fitness space to feel intuitive and accommodating throughout the stay.





## Entertainment and **ACCESS**

Variety and familiarity bring energy to workouts. Interactive programs and entertainment give guests engaging ways to explore different formats and maintain momentum during their stay. These experiences fit naturally within the fitness space, offering interest and choice without interrupting focus or flow.



### **IPTV**

Hotels can match in-room and on-site entertainment across their cardio equipment. IPTV creates a unified entertainment experience for guests and gives properties complete control over their offering.

### **Pro:Idiom**

#### **Pro:Idiom**

A must-have for hotels, Pro:Idiom protects content providers from piracy while offering guests a synced entertainment experience.



### **RFID**

Simple radio-frequency tags can give your guests a seamless exercise experience from door to door, streamlining check-ins, workouts and purchasing from your vending centers.



### **Digital TV**

Keep guests engaged and help them achieve their fitness goals with the industry's very best screen technology.



### **Remote Audio**

Enhance the exercise experience by syncing remote audio to your facility's big screens.



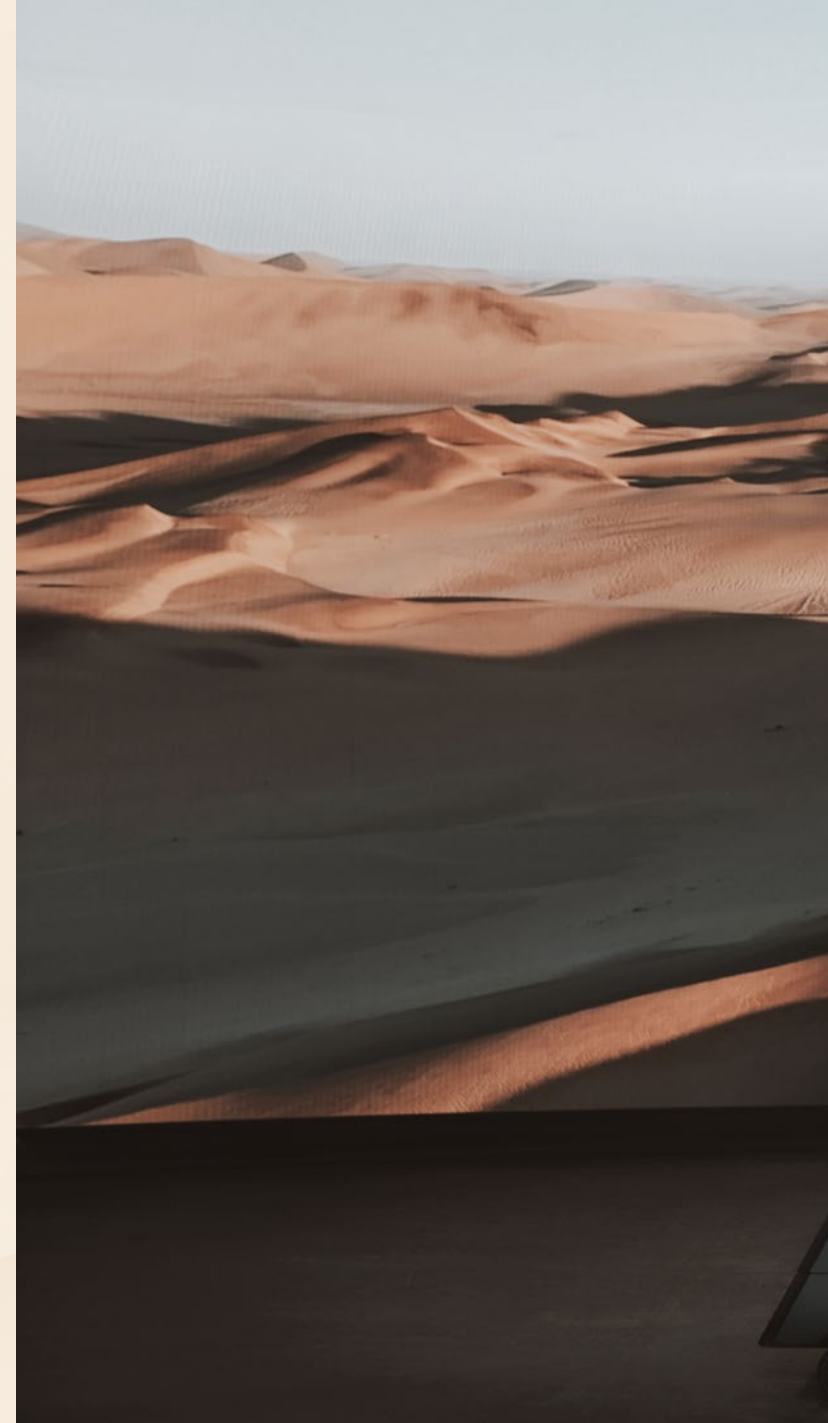


## A complete exercise **EXPERIENCE**

Matrix offers everything you need to bring wellness to life, including cardio, strength and functional training equipment supported by connected technology. From an all-new fitness amenity to curating in-room wellness, we help you deliver a cohesive experience that feels inspiring from start to finish.

## An exhilarating **EXPERIENCE**

Our cardio portfolio gives properties the flexibility to exceed guest expectations at every level. The Onyx Collection represents the pinnacle of our offering, distinguished by a luxury design that enhances the atmosphere of any hospitality space. The Performance Series combines exclusive features with refined design, the Endurance Series balances efficiency with lasting performance and the Lifestyle Series offers a simplified design and a unified aesthetic.





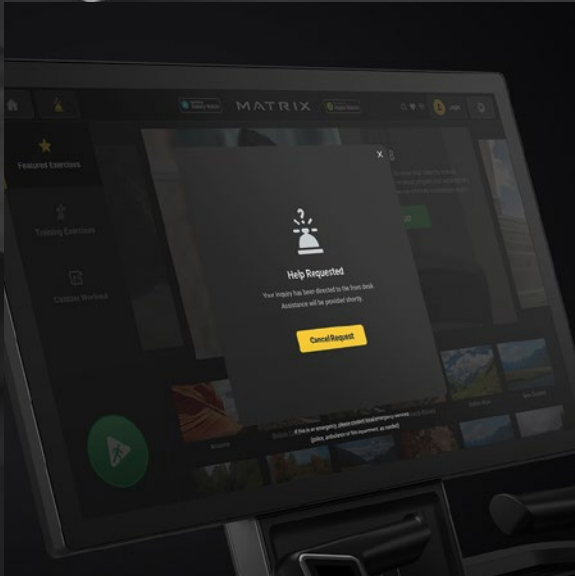


# ONYX

## AN EXPERIENCE FOR THE SENSES

Nothing elevates exercise like Onyx. From the eye to the fingertips to the feel beneath your feet, every interaction is exceptional, immersive and unlike anything else. For those who demand the best, Onyx is waiting.

Discover an experience for the senses at [onyx.matrixfitness.com](https://onyx.matrixfitness.com).



### Facility Concierge

An industry first, Facility Concierge gives your clientele the kind of personal attention that leaves a lasting impression. This exclusive service lets users connect with your expert staff and services at the touch of a button.



### Interactive Touch Controls

Haptic vibration feedback from our Interactive Touch Controls deepens the connection between user and technology, allowing precise adjustments beyond speed and incline for greater control and responsiveness.



### Ambient Lighting

Soft LED lighting accents the run, with customizable colors that reflect your brand identity and create an experience that feels both distinctive and memorable.



The Chedi Andermatt, Andermatt, Switzerland



## A stronger **EXPERIENCE**

Strength training is a cornerstone of modern wellness, and guests expect the same quality and design they find in their favorite clubs. Matrix strength solutions combine sleek aesthetics with lasting construction, creating spaces that feel both welcoming and powerful.

Each strength series delivers a specific advantage for hospitality, from high-style statement pieces to modular, space-saving designs. Together, they offer flexibility to meet your brand standards and spatial needs while keeping strength training an integral part of every stay.

Guests approach strength training with different levels of familiarity. Guidance built into the equipment helps remove hesitation and allows workouts to progress smoothly, even without staff involvement.





## Ultra Series with **INTELLIGENT TRAINING CONSOLE**

When you choose Ultra Series with Intelligent Training Console, you'll get a digitally connected, guided experience that is sure to motivate your guests. The intuitive touchscreen makes it easy for all levels of fitness enthusiasts to define physical transformation targets, identify their benchmark weight and receive step-by-step instructions.





## A flexible functional **EXPERIENCE**

Functional training brings energy and variety to hospitality fitness, helping guests stay active in ways that feel natural and dynamic. Matrix offers a wide range of solutions, from versatile functional trainers that allow multiple guests to work out at once to compact systems that transform underused areas into valuable training spaces.

## Connexus **SERIES**

Reinvent as more guests look for functional training. The configurable designs of our Connexus™ Series offer virtually unlimited flexibility and expandability, making it easy to include functional training no matter the size.









## A personal **EXPERIENCE**

Privacy and convenience matter to travelers who want to maintain their wellness routine on their own schedule. Whether designing a fully integrated in-room wellness experience across the property or offering a fitness à la carte solution in select rooms, Matrix brings the same trusted quality found in your fitness center directly into the guest room.

## Virtual Training **CYCLE**

Guests can challenge themselves with Matrix-exclusive programming or follow their favorite instructor-led cycling classes. They can stream entertainment that keeps them motivated, all on a cycle precision engineered for invigorating workouts.

## In-room Connexus **SOLUTIONS**

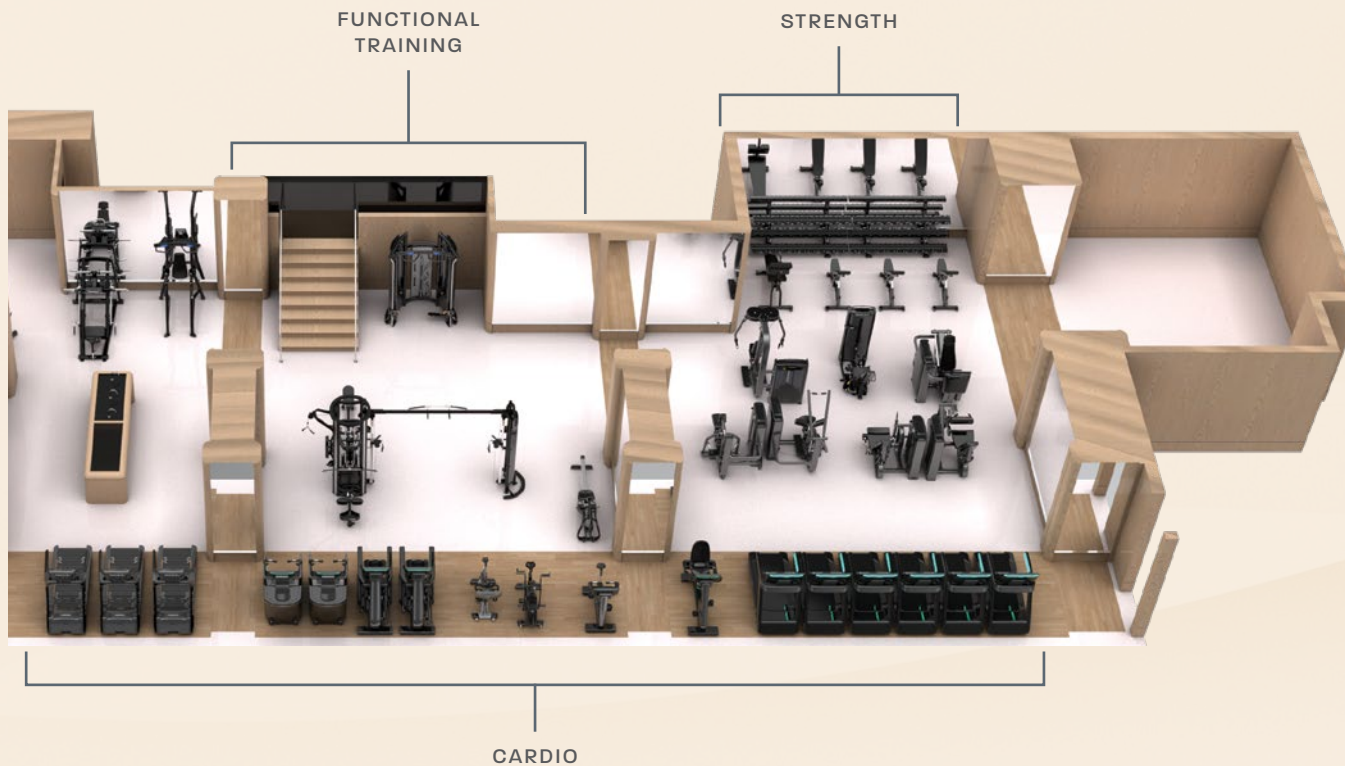
The Connexus™ Column transforms unused wall space into a versatile training station, while the portable Connexus Step+ supports core, lower-body and cardio exercises anywhere in the room.





## A well-planned **EXPERIENCE**

Matrix works with you to plan fitness spaces that feel intuitive and well-balanced. Layouts aligned with guest behavior and daily operations support consistent use and experiences that adjust naturally to how guests choose to engage.









## A guided **EXPERIENCE**

Some properties choose to offer instructor-led or small group formats as part of their wellness offering. These moments provide guests with a more immersive way to engage with movement during their stay.

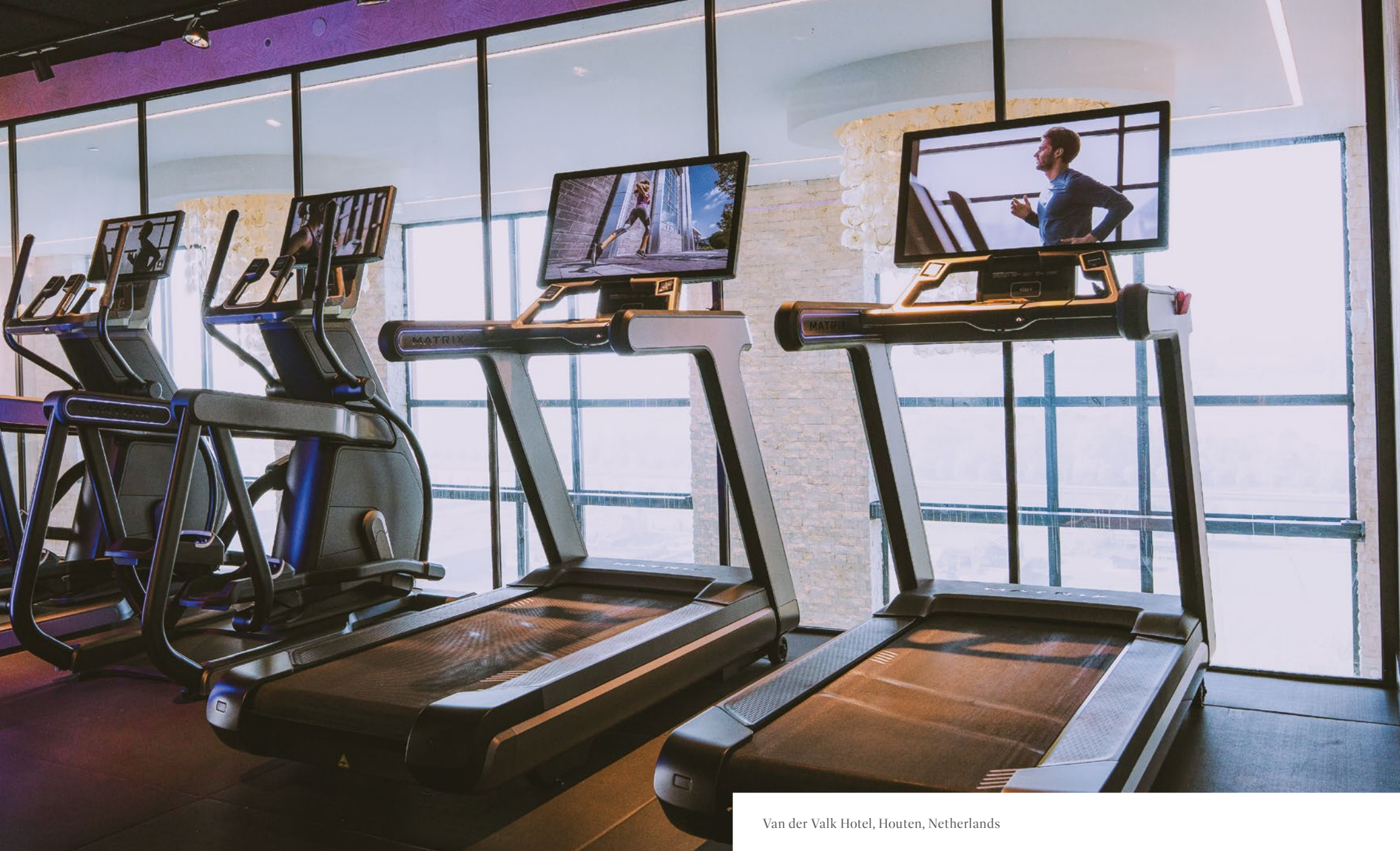
Matrix enables this through flexible fitness zones that accommodate instruction-led formats while remaining open for individual training throughout the day.

By pairing structured fitness experiences with open training, properties can introduce added service options that align with their wellness approach and create new ways to engage guests through programming and instruction.

## A welcoming **EXPERIENCE**

Matrix is featured in some of the world's most celebrated hotels and resorts, where wellness is seen as an essential part of the stay. Each collaboration reflects a shared commitment to quality, design and guest satisfaction.





Van der Valk Hotel, Houten, Netherlands

## Four Seasons Hotel London at Tower Bridge

United Kingdom

"At Four Seasons Tower Bridge, today's luxury traveler expects more than access to a gym; they seek a fully integrated, high-performance wellness experience that reflects the same innovation, attention to detail, and design excellence found throughout the hotel. For many of our guests, wellness is not just a preference; it's a core part of their lifestyle, and we see that clearly in their wellness choices and feedback.

When refurbishing our gym, our vision was to make it an essential part of the guest journey, and a destination in itself. Since re-launching with the Matrix Onyx Collection, we have had guests specifically mention the gym as a reason for rebooking, which speaks volumes about the impact of the upgrade.

Design and visual harmony were a key factor in selecting the Onyx Collection. The equipment offers exceptional performance while complementing the elegant, contemporary aesthetic of our wellness space and our spa. It enhances the overall ambiance and aligns perfectly with the level of luxury our guests expect."

- Marie Laure Fleury, General Manager, Executive Office





## **The Ben, Marriott Autograph Collection**

USA

"Working with Matrix made the entire project a breeze. Matrix and their team brought so much knowledge with regard to products, machines, gym layout and the installation process that all we had to do was open the doors and get out of the way. We outfitted our fitness center with the latest and greatest, Onyx cardio equipment, space age treadmills and ellipticals that have elevated our guest experience overnight. 10/10 would recommend Matrix and will continue to do so for anyone who asks. We are now Team Matrix all the way!"

- Jake Herscovici, Front Office Manager

## InterContinental Taichung

Taiwan

"At InterContinental Taichung, our partnership with Matrix / Johnson Fitness has significantly elevated the overall fitness experience we offer to our guests.

The new fitness space, featuring the Onyx Collection, conveys a strong sense of advanced technology and modern design, aligning seamlessly with our brand positioning.

Guest feedback has been highly positive. Many guests have commented on the equipment's smooth and intuitive operation, immersive scenic modes that automatically adjust to terrain changes, and the steep incline settings that simulate a mountain-climbing workout. Several guests were pleasantly surprised by the level of innovation, with some initially mistaking the experience for other premium global brands.

Overall, the Matrix fitness solution has enhanced guest satisfaction, reinforced our hotel's contemporary and wellness-focused image, and delivered a consistently comfortable and engaging workout experience."

- Simon Hsieh  
Executive Assistant Manager





**Renaissance Hotel**  
Hamburg, Germany



**The Chedi Andermatt**  
Andermatt, Switzerland



**Waldhotel Arosa**  
Arosa, Switzerland



**Sheraton Grand Mirage Resort**  
Port Douglas, Australia



**Radisson Safari Hotel**  
Hoedspruit, South Africa



**AC Hotel Clearwater Beach**  
Florida, USA



**Design Hotel Wiesergut**  
Hinterglemm, Austria



**Marriott Courtyard Aravali Resort**  
Faridabad, India



**Gaylord Pacific**  
Chula Vista, USA



## A global **EXPERIENCE**

Matrix Fitness is the industry's fastest-growing commercial fitness brand, trusted by hospitality teams around the world. From luxury hotels to global portfolios, Matrix partners with properties where fitness and wellness hold an intentional place in the guest stay, whether as a signature experience or a well-considered amenity.

Established in 2001 as the premium brand of Johnson Health Tech, Matrix offers an extensive portfolio of over 600 products spanning cardio, strength, functional and group training equipment, paired with connected technology designed for commercial environments. With nearly 40 subsidiaries worldwide, Matrix brings global scale supported by local expertise.

Matrix solutions are built to perform across long operating hours and varied levels of use. Equipment is engineered to simplify ownership, limit maintenance demands and deliver steady performance over time. By manufacturing key components in-house, Matrix maintains close control over quality, durability and finish.

Today, Matrix supports a wide range of hospitality fitness spaces, helping properties meet guest expectations, align with brand standards and create experiences that encourage return visits and lasting loyalty across their portfolios.



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Johnson Health Tech Australia Pty. Ltd.

**BRAZIL**

Johnson Health Tech Brasil

**BULGARIA**

Johnson Health Tech Bulgaria

**CANADA**

Johnson Health Tech Canada

**CHILE**

Johnson Health Tech Chile

**CHINA**

Johnson Health Tech (Shanghai) Co., Ltd.

**CZECH REPUBLIC / SLOVAKIA**

Johnson Health Tech CZ & SK a.s.

**DENMARK**

Johnson Health Tech Denmark ApS

**FRANCE**

Johnson Health Tech France

**GERMANY / AUSTRIA**

Johnson Health Tech GmbH

**GREECE / CYPRUS / ALBANIA /  
NORTH MACEDONIA**

Johnson Health Tech Hellas SA

**HONG KONG**

Johnson Health Tech Hong Kong

**HUNGARY**

Johnson Health Tech Hungary Ltd.

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Johnson Health Tech India, Pvt. Ltd.

**INDONESIA**

Johnson Health Tech Indonesia

**ITALY / MALTA**

Johnson Health Tech Italia Spa

**JAPAN**

Johnson Health Tech Japan

**KOREA**

Johnson Health Tech Co., Ltd. Korea

**MALAYSIA**

Johnson Fitness (Malaysia) SDN. BHD.

**MEXICO**

Johnson Health Tech Mexico

**NETHERLANDS / BELGIUM /  
LUXEMBOURG**

Johnson Health Tech Benelux

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Johnson Health Tech Philippines Inc.

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Johnson Health Tech Sp. Z. O. O.

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