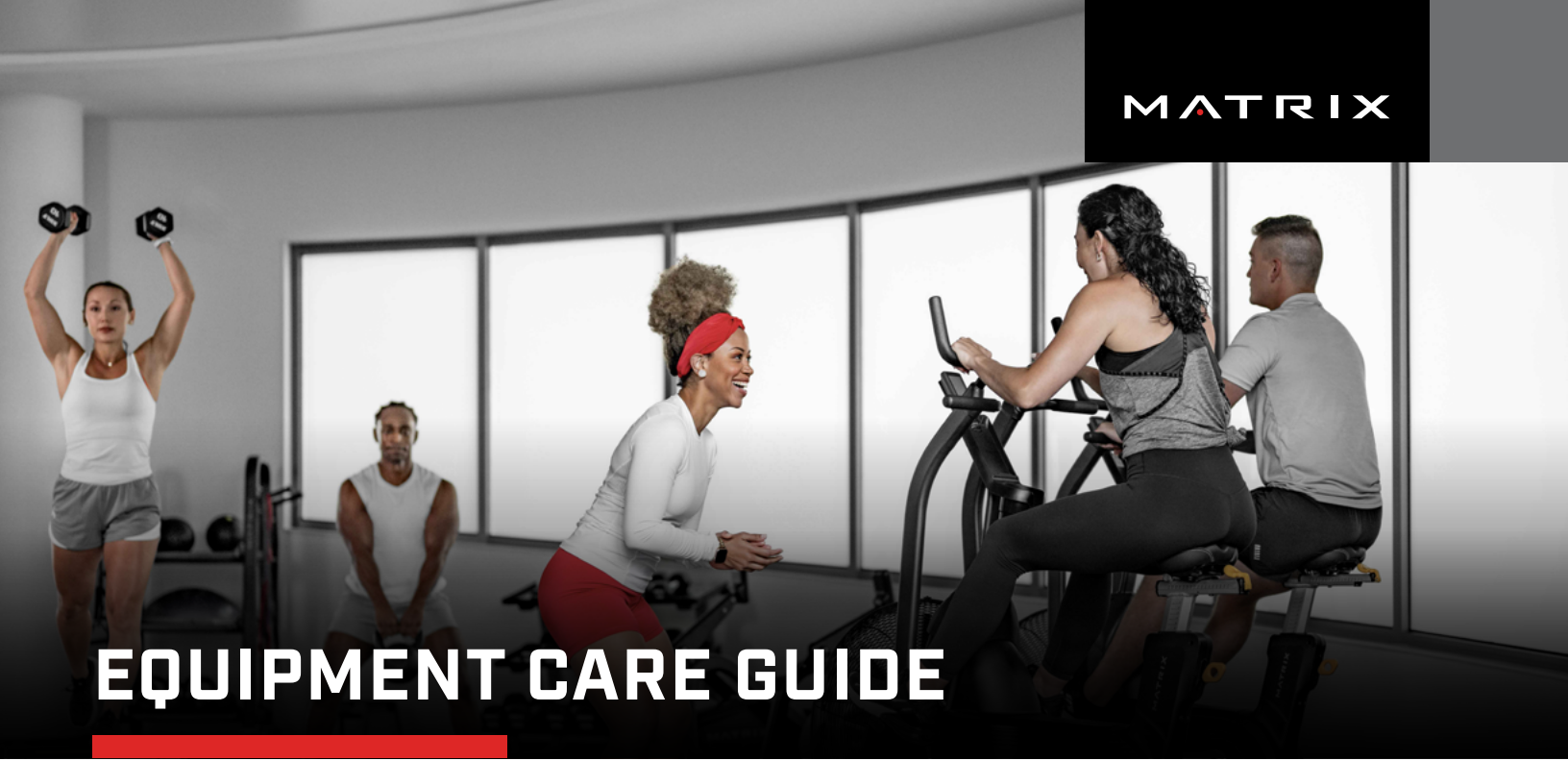




EQUIPMENT CARE GUIDE

Matrix equipment is built for commercial use, but regular care is still key to long-term performance, safety, and presentation. This guide was developed to help facility teams—from maintenance staff to front-desk employees—understand how to properly clean and maintain equipment across cardio, strength, and functional training categories.

Whether you're supporting high-traffic health clubs, boutique studios, hospitality fitness centers, or community spaces, consistent upkeep protects your investment and ensures the best possible experience for your members and guests.

What This Guide Covers

- Safe cleaning products and methods
- Preventive maintenance recommendations
- Warranty considerations
- Contact information and service tools
- Locating serial numbers

Who Should Use This Guide

This guide is intended for:

- Facility managers
- Cleaning and janitorial teams
- Personal trainers and floor staff
- Hospitality or recreation staff responsible for fitness areas

If your facility contracts outside cleaning services, we recommend sharing this guide with them directly to avoid using products or methods that could damage equipment or void your warranty.

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Approved Cleaners, Disinfectants & Lubricants

To protect your equipment and ensure long-term performance, only use the cleaners, disinfectants, and lubricants approved by Matrix. These products have been tested for safety and effectiveness when used as directed.

Click here for approved cleaners, disinfectants and lubricants.

Use of unapproved products—or incorrect application—can cause damage and may void your warranty. Always follow Matrix guidelines to keep your equipment running at its best.



Basic Cleaning and Maintenance

Routine cleaning and preventive maintenance are essential to keeping your equipment looking and performing at its best. Regular upkeep not only extends the life of your products but also helps minimize downtime and service interruptions.

Click here for Cleaning & Maintenance Checklists.

By incorporating these simple practices into your facility's daily and weekly routines, you'll protect your investment, support a better user experience, and ensure consistent, reliable performance from your Matrix equipment.

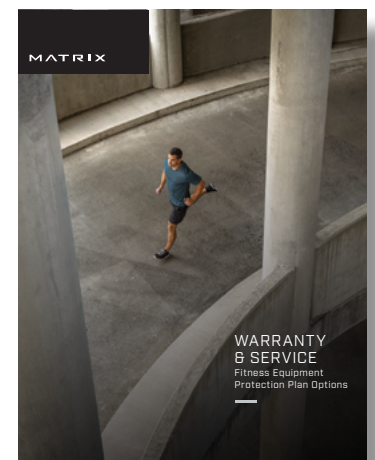


Warranty Considerations

Improper maintenance—or lack of routine inspection—can void warranty coverage. Follow the care and service instructions outlined in supporting Matrix owner's manuals and maintenance documents found at matrixfitness.com/support.

- Use only approved replacement parts
- Do not modify or repair equipment with untrained personnel
- Keep maintenance records if required for warranty support

Click here for full terms and service guidance.



Need Help? Connect with Matrix Support

At Matrix, we provide more than equipment—we deliver complete solutions and ongoing support to keep your facility running smoothly. Whether you're managing a single property or multiple locations, our digital tools and responsive team make it easy to get the help you need, fast.

How to Request Service

For the fastest support, use one of our digital service tools:

Service Direct App

From your mobile device, easily submit service requests, scan serial numbers, upload photos or videos, and track ticket status in real time.

Key features:

- Voice-to-text form completion
- Warranty info at your fingertips
- Technician dispatch tracking

Download the Matrix Service Direct – NA app on your device.



Customer Portal

All Your Support Tools in One Place

Access all service resources from any web browser—no app needed.

Key features:

- Submit and monitor service cases
- Upload images or videos from your computer
- View service documents and support resources



Prefer to Call?

You can still reach us by phone:

866.693.4863

Hours: Monday–Friday, 8:00 a.m. – 5:00 p.m. CST

Tips for Faster Service

- Have your product serial number ready
- Clearly describe the issue
- Include photos or videos when possible

Locating Serial Numbers

Matrix requires a serial number to identify the model of equipment you have, as well as to make sure we are providing you with accurate information that is specific to your machine. The chart below will assist you in locating the serial number on each machine.

UNIT		SERIAL NUMBER LOCATION
ONYX COLLECTION		
Console		Back cover and on the console under the back cover
Frame	Treadmill	Front elevation rack and on the crossbar under the motor cover
	Ascent Trainer	Front stabilizer and on the metal frame under the stabilizer cover
	ClimbMill	Bottom of the front cover, by the transport wheels
	Cycles	Console mast cover
Bridge	Treadmill	Service cover under the console base set
	Ascent Trainer	Left-side console mast cover and on the metal frame under the front console bracket shroud
	ClimbMill	Console mast cover
	Cycles	Front stabilizer cover
PERFORMANCE, ENDURANCE, AND LIFESTYLE		
Console		Back cover
Frame	Treadmill	Elevation rack at front of unit or under motor cover
	All Other Cardio	Front stabilizer
	S-Drive Treadmill	By motor cover
	S-Force Trainer	Rear leg
	Rower	Front leg
	Training Cycle	Rear lower left
	Krankcycle	Behind the flywheel
STRENGTH		
Console		Ultra w/Intelligent Training Console - Back cover
Frame	Ultra /Versa Series	Rear below weight stack and inside of weight stack shroud
	Aura Series	Front below weight stack
	Go Series	Side bottom weight stack & inside of weight stack
	Connexus	Horizontal cross bar
	Racks	Vertical column

Locating Serial Numbers

Touchscreen Consoles

Hold the Matrix logo at the top of the console Home screen for 5-7 seconds. The Product Dashboard will appear. View serial numbers.

Reboot	Product Dashboard	
ErP	Serial Number - Frame	FCS35CB4
TeamViewer Controls	Serial Number - Console	CTM7570260300003
Bandwidth Test	Facility ID	1963 (ge)
Save Logs	Floors Climbed	1
	Accumulated Time	0:02 hours
	Software Versions	1.1.6.15
	LCB	136 c2
	Wireless IP Address	192.168.1.12
	Wireless SSID Name	110902062221
	Wired IP Address	
	WiFi MAC Address	c0:84:7d:4f:23:a0
	Ethernet MAC address	00:10:f3:93:25:f1
	Machine Settings	Machine Selection

PLED Consoles

Use the numeric keypad and press 3,0,0,1 checkmark. The Dashboard will display. View serial numbers.

<	DASHBOARD	***
!	FTM747191200000	
!	10.67.81.30	
!	SW:v1.3.15	0 mi

Onyx Touchscreen Consoles

Hold the Matrix logo at the top of the console Home screen for 5-7 seconds. The Product Dashboard will appear. View serial numbers.

Product Dashboard	
Serial Number - Frame	FTM545240600169
Serial Number - Console	CTM547240100032
Serial Number - Bridge	FTM522F240600053
Facility ID	60
Accumulated Distance	0.4 miles, 0.7 km
Accumulated Time	0:10 hours
Software Versions	1.2.1.0
LCB	3 a1
Wireless IP Address	172.16.12.17
Wireless SSID Name	JHTNA Guest
Wired IP Address	
WiFi MAC Address	70:f7:54:10:6b:cc
Ethernet MAC address	00:10:f3:b9:37:82