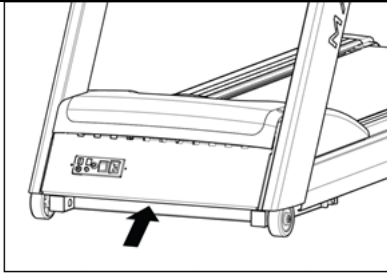


Important Safety Recall Notice | April 11, 2024

Matrix Fitness has identified a safety risk associated with **Matrix T1xe, T3x, T3xm and T3xh-02 models sold between March 2018 – January 2024**. These products were sold with a “power cord keeper” bracket to prevent the power cord from becoming loose from the power socket posing a fire hazard. Matrix Fitness has that units in the field may not have had the power cord keeper bracket installed. While no injuries have been reported to date, **this condition is serious and could result in injury and/or property damage**. Matrix is therefore initiating a voluntary recall of these units to allow for inspection of the treadmills and, if needed, installation of the bracket.

Immediate Action Required: Please confirm if your Matrix product is affected by the safety recall. To be impacted, the product:

1. Must be an iteration of the T1x/T3x/T3xm/T3xh-02, per the chart below. Frame serial numbers are located on the front crossbar near the power switch. Below is an example of serial number FTM522180300528 and how to determine if the **year** and **month** are included with this recall.
2. If your T1x/T3x/T3xm/T3xh-02 has a production date of March 2018 (1803) and newer, Matrix asks that you inspect your unit to determine if it has an installed power cord keeper bracket. Please see photos for inspection protocol.



Serial number location

FTM	522	18	03	00528	Report to Matrix Here: 
TYPE OF UNIT	Model #	YEAR	MONTH	PRODUCT #	
MODEL NAME		Examples			
T1xe (TM522)		TM5221803xxxxx			
T3x (TM523)		TM5231906xxxxx			
T3xm (TM725)		TM7251902xxxxx			
T3xh-02 (TM722)		TM7221803xxxxx			

Once you have confirmed that you have an affected Matrix Treadmill, please immediately take the following action.

1. **Unplug the unit(s) and inspect power cord and socket** for signs of discoloration or melting. If found, place unit out of order and contact Matrix immediately via the methods listed below.
2. **Ensure the cord is in the proper position:** Incline the treadmill to the top position. Ensure the power cord is not taut; verify that the front wheels will not run over the power cord when the treadmill inclines or declines.
3. **Verify bracket:** Verify that there is a bracket installed. If so, please use the QR code below to self-report your properly equipped machine. If not, please continue to Step 4.
4. **Verify connection:** Verify that the power cord is fully inserted into the machine’s socket. This must be done daily if the equipment is in use. If your facility would rather place the equipment out of order and wait for the bracket to be installed, that is also acceptable.
5. **Schedule rework or order parts:**
 - a. This is a simple upgrade that requires only a screwdriver to install and can easily be performed by facility personnel once they have ordered the bracket. However, if preferred, JHTNA will dispatch service technicians to either inspect the unit and/or complete the work, without charge. The power-cord bracket will secure the power cord to the socket. **To Order Parts or schedule installation**, contact our customer technical support team by scanning the QR code above or emailing reworks@johnsonfit.com.

If upon inspection, your Matrix Treadmill is equipped with a power cord keeper bracket, please self-report using the QR code.

Please contact us via the methods above if you have any questions.

Without Power Cord Keeper Bracket (Request Bracket)	With Power Cord Keeper Bracket (Report to Matrix)
	