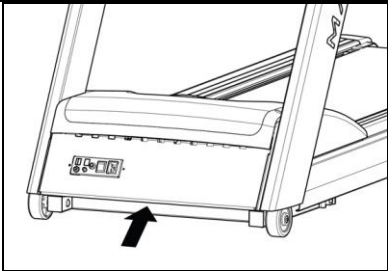


Important Safety Recall Notice | February 16, 2022

Matrix Fitness has identified a safety risk associated with **Matrix T1x, T1xe, T3x, T3xe, and T3xh models sold between August 2009 – January 2020**, in which the power cord can become loose from the power socket, posing a fire hazard. As such, Matrix is recalling these units and conducting a field repair which includes the installation of a power cord keeper bracket, provided by Matrix for easy self-installation. While no injuries have been reported to date, **this condition is serious and could result in injury and/or property damage**. Please watch a brief video (<https://matrixlearningcenter.com/bracket-installation/>) on how to install 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, per the chart below.
2. Must be in the confirmed production date range. Dates can be verified by the serial number. Frame serial numbers are located on the front crossbar near the power switch. To be affected, the first five digits of the serial number should match the one of the six drawing number iterations below; the date range, which is indicated through the sixth through ninth digits and outlined in blue and red below, should fall within the range listed per the chart below. Below is an example of serial number FTM509**12**0100528 and how to determine if the **year** and **month** are included with this recall.

 Serial number location	FTM	509	12	01	00528
	TYPE OF UNIT	Model #	YEAR	MONTH	PRODUCT #
	MODEL NAME				
	AFFECTED FRAME SERIAL NUMBERS				
	T1x	TM507 09 01 XXXXX – TM507 12 10 XXXXX			
	T3x	TM509 09 01 XXXXX – TM509 13 11 XXXXX			
	T1xe	TM514 10 06 XXXXX – TM514 11 01 XXXXX			
	T1xe	TM522 11 05 XXXXX – TM522 18 01 XXXXX			
	T3x	TM523 10 06 XXXXX – TM523 18 01 XXXXX			
	T3xh	TM526 14 12 XXXXX – TM526 18 01 XXXXX			

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 connection:** Verify that the power cord is fully inserted into the machine's socket. This must be done daily.
4. **Order parts:** This is a simple upgrade that requires only a screwdriver to install and can easily be performed by facility personnel; it is being provided under warranty, regardless of the date of purchase. **To order**, contact our customer technical support team by **scanning the QR code at right**, emailing reworks@johnsonfit.com or calling at **1-866-218-3674**.
5. If your facility would rather place the equipment out of order and wait for the bracket to be installed, please express this condition within the website or to the customer technical support agent.
6. **Please note:** Some products may already have the power cord keeper bracket already installed, as informed by a previous service bulletin. It is important that we track these units, so please contact our support team and confirm serial numbers.



Please contact us via the methods above if you have any questions. Thank you for your assistance in this matter.

**The Matrix Fitness
Customer Experience Team**

