

A man in a blue t-shirt and dark shorts is running on a curved concrete walkway. The walkway is flanked by large, cylindrical concrete columns. The scene is captured from an elevated angle, showing the man's motion as he runs. The lighting is natural, highlighting the textures of the concrete and the man's clothing.

MATRIX

MATRIX
STANDARD
WARRANTY
CANADA

WARRANTY

We are committed to enhancing the total value proposition and the lowest total cost of ownership with a robust warranty that will cover all your product for the duration of the agreement. Our standard warranty is outlined below. All service requests and repairs will be completed by certified/trained Matrix technicians. Our promise of quality to you.

Standard warranty includes labor for the duration of each coverage as outlined in the charts below, up to a maximum of 3 years.

CARDIO

	PERFORMANCE SERIES	ENDURANCE SERIES / T3XM / R3XM	LIFESTYLE SERIES
	Standard	Standard	Standard
*Frame	7 Years	7 Years	7 Years
Drive Motor (Treadmills)	Lifetime	Lifetime	7 Years
Parts	3 Years	3 Years	3 Years
**Wear Items	90 Days	90 Days	90 Days

*Frame is defined as the welded metal base of the unit and does not include removable parts or coatings. All coatings are covered for one year.

**Wear items include: Headphone Jack, USB port, Batteries, Straps.

GROUP TRAINING

	CXC/CXM/CXP	VIRTUAL TRAINING CYCLE	S-DRIVE/S-FORCE
	Standard	Standard	Standard
*Frame	7 Years	7 Years	7 Years
***Electronics	1 Year	3 Years	1 Year
Parts	3 Years	3 Years	3 Years
**Wear Items	90 Days	90 Days	6 Months (Harness System)

*Frame is defined as the welded metal base of the unit and does not include removable parts or coatings. All coatings are covered for one year.

Wear Items include Headphone Jack, USB Port, Batteries, Straps. *Electronics include Console, Generator, Console Cables, Battery.

WARRANTY *[CONT'D]*

GROUP TRAINING

ROWER		CONNEXUS	
Standard		Standard	
*Frame	7 Years	*Frame	10 Years
***Electronics	1 Year	Parts	3 Years
Parts	3 Years	Springs	1 Year
**Wear Items	2 Years (Rope, Seat, Foot Support), 90 Days (Other)	Accessories	90 Days

*Frame is defined as the welded metal base of the unit and does not include removable parts or coatings. All coatings are covered for one year.

**Wear Items include Headphone Jack, USB Port, Batteries, Straps.

ELECTRONICS

MATRIX DIGITALTV	
Standard	
Parts	3 Years
Stands	Lifetime
**Wear Items	90 Days

**Wear Items include Headphone Jack, USB Port, Batteries. Please note: Protection Plan limits additional coverage beyond Standard, including a one-time battery replacement. See terms and conditions for details costs may apply. Limitations and exclusions apply. Limitations and exclusions apply.

WARRANTY *[CONT'D]*

STRENGTH

	ULTRA / VERSA / AURA / GO/ MAGNUM / VARSITY	INTELLIGENT TRAINING CONSOLE		
	Standard	Standard		
*Frame	10 Years	-	-	-
Weight Stacks	5 Years	-	-	-
Pulleys	5 Years	-	-	-
Pivot Bearings	5 Years	-	-	-
Parts & other items not specified	3 Years	3 years		
Upholstery/Cables/Springs	1 Year			
Accessories	6 Months	-	-	-
Platforms: Outside Metal Rails	3 Years	-	-	-
Platforms: Wood and Rubber Inserts	1 Year	-	-	-

*Frame is defined as the welded metal base of the unit and does not include removable parts or coatings. All coatings are covered for one year.

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

WARRANTY *(CONT'D)*

SERVICE

We take great pride and care into supporting our customers for the duration of ownership of Matrix products. The following methods can be used to reach our Customer Tech Support team to report an issue and request service:

1. Use our intuitive Matrix Service Direct app for a simplified, guided experience that makes placing service requests on the go faster and more efficient. Visit matrixfitness.com/support for a direct link to the app for your Apple or Android device.
2. Use the Asset Management request service feature to submit a service request on your connected and non-connected equipment.
3. Call our tech support team at 1-844-JHT-Canada x 8800 (1-844-548-2262 x 8800) and follow the prompts and instructions for commercial support. The hours of operation for the customer service center are 9 am–5 pm EST, Monday–Friday.

WARRANTY *[CONT'D]*

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 or otherwise 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.
3. This warranty is expressly limited to the repair or replacement of a defective Frame, Motor, Electronic component, or Part. Repair or replacement will be at the discretion of MATRIX FITNESS, and is the sole remedy of the warranty.
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 – including but not limited to: USB port, headphone jack and iPod cord, cuts in upholstery, damage caused externally that is not due to a manufacturer 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 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 & belt replacement 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.

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 installation of the equipment or instructing on use of 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.