



JOHNSON HEALTH TECH RETAIL  
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February 4, 2026

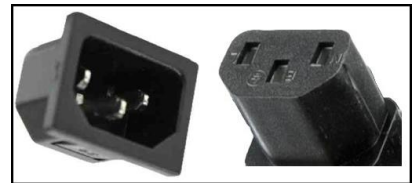
Dear Costco Member,

Costco records indicate that you, or one of your add-on members, have purchased a Matrix Treadmill model T30, T50, or TF50 between June 2021 and May 2025.

Matrix Fitness identified a safety risk associated with Matrix T30, TF30, T50, and TF50 models and is conducting a voluntary recall to provide a free replacement power cord with an automatic locking-style plug.

The plug on the included power cord can become loose from the treadmill's power socket, posing a fire hazard. No injuries have been reported to date, but this condition is serious and could result in injury and/or property damage.

Unplug the power cord from the unit and inspect the plug and treadmill socket for signs of discoloration or melting. **If indications of discoloration or melting are found, stop use and keep the unit unplugged until the power cord is replaced.** If after inspecting the power cord no signs of damage are found, plug the treadmill back in and ensure that the power cord is completely inserted into the treadmill's power socket before each use, until the cord is replaced.



To request a free replacement power cord for a treadmill included in the recall or eligible for an upgrade: Scan the QR Code and enter your information, email [retailpowercord@johnsonfit.com](mailto:retailpowercord@johnsonfit.com), or call 800-211-4590.

Please visit <https://matrixhomefitness.com/pages/recalls> for instructions on how to replace your power cord.

If you have any issues or concerns, please contact Johnson Health Tech via phone at **800-211-4590 from 8:00 AM to 5:00 PM Monday-Friday**, or email [\*\*retailpowercord@johnsonfit.com\*\*](mailto:retailpowercord@johnsonfit.com) with any issues or concerns.

Thank you

Johnson Health Tech  
Jeff Moser, Senior Director of Sales