WELCOME to everything you need to know about your MATRIG

CONTENTS

Section A  How you can make a difference

Section B  Everything you need to know about MX1 – Core Security

Section C  Everything you need to know about MX2 – Enhanced Safety

Section D  Everything you need to know about MX3 – Advanced Safety+

Section E  Matrix Protect

Section F  Frequently Asked Questions

Do NOT leave this booklet in your vehicle!

* Features are subject to change without prior notice.

PLEASE NOTE that this User Manual is merely a summary of the features and benefits offered. Please contact us at customercare@matrix.co.za to enquire about any limitations to these features and to receive our full Terms and Conditions.
“How do I update my personal details?”

It is essential that we always have your accurate and up-to-date personal details to enable us to assist you in an emergency situation.

Please ensure that you update the details of your emergency contacts, should they have changed from the original details that you signed up with. Please also ensure that your registration number reflects correctly, as new vehicles are sometimes loaded on our systems prior to the registration of the vehicle being completed.

You can update your details in any of the following ways:

1. **EMAIL** to changes@matrix.co.za
2. Complete the [CONTACT FORM](https://www.matrix.co.za/contact) on www.matrix.co.za/contact
3. **CALL** MATRIX on 011 654 8090

Please ensure we have your correct cellphone, email and car registration details.
Matrix is all about PERSONAL SAFETY

Having a MATRIX in your vehicle is about so much more than just vehicle tracking. It’s about having total on-the-road peace-of-mind with the knowledge that MATRIX is ‘right by your side’.

It’s about feeling EMPOWERED

This manual has been designed to help you maximise the benefits of your MATRIX – effectively and with ease. It explains the functionality of your MATRIX and emphasises the different safety procedures that should be followed in the event of a stolen/hijacked vehicle and/or a roadside emergency.

HOW YOU CAN MAKE A DIFFERENCE | SECTION A

EMPOWERMENT GUIDE 1

“How can I reduce the likelihood of being hijacked?”

- Take the time to understand and familiarise yourself with the key features and functions of your MATRIX.
- Always keep all the vehicle doors locked.
- When driving, be aware of your surroundings and the vehicles around you.
- Be alert and keep a good distance between you and the vehicle in front of you when slowing down or stopping at intersections.
- Park your vehicle in well-lit, controlled areas whenever possible.
- Make sure you are not being followed and that there is nothing ‘strange’ or ‘out of place’ before turning into a driveway. Rather drive on if you feel unsafe.
- Know and educate your loved ones on what to do in the event of a hijacking.
EMPOWERMENT GUIDE 2

Your actions can make a world of difference...

- Remember that a hijacker is probably just as nervous as you are – so try not to panic or do anything that will panic the hijackers.
- Do not scream or make sudden movements, such as motioning with your hands.
- Avoid eye contact with hijackers and make sure your hands are always visible, ideally at chest level. This will show that you are not a threat.
- Quietly but clearly assure the hijackers that they can take your vehicle.
- Try to memorise the details of the hijackers and the environment.
- Call any of the listed emergency numbers, once you are out of danger.
- Report the incident to the police immediately.

PLEASE NOTE:
This information serves as a guideline on how you can protect yourself and those you care about.
MiX Telematics cannot be held liable for any damage or loss whatsoever resulting from the use of the above information.
Responsibility for the use of this information is strictly and solely at the discretion of the user.

“How do I report a stolen or hijacked vehicle?”

**STEP 1:**

Should your vehicle be hijacked or stolen – please contact MATRIX on **0800 111 322**.
(This number is for hijack/theft reporting ONLY).

**STEP 2:**

The operator will confirm your identity.

**STEP 3:**

The operator will assess the situation and advise on how MATRIX will carry out the recovery* of your vehicle.

“If you are hijacked or your vehicle is stolen, call MATRIX on 0800 111 322.
KEEP THIS NUMBER IN A SAFE AND EASY-TO-FIND LOCATION.

“How does MATRIX locate my vehicle?”

Matrix’s advanced technology allows us to tell you the pinpoint GPS location of your vehicle. Once we have positioned your vehicle, using our state-of-the-art technology, our recovery teams are dispatched.

* Recovery process will be carried out in-line with your accepted T & C’s and does not necessarily involve the use of the helicopter service.
“How do I test my MATRIX to check it is working?”

You should test your MATRIX once a month using one of these methods:

**Via the Matrix Internet Tracking App**

Download the Matrix Internet Tracking App. Select **VEHICLE POSITION**, and check that the Unit Status icon is **GREEN**. If it is red, click **ASSIST** on the app to email customercare@matrix.co.za or call 011 654 8090 with your ID number and vehicle registration number, and request a status check of your Matrix unit. Not applicable to MX1 customers.

**Via the Matrix Internet Tracking website**

On the Matrix Internet Tracking website, select **TRACKING** to view your vehicle’s latest position under the **ASSETS** tab. A green icon shows that the unit is working. If it is orange, please check the status again once the vehicle has been driven. If it is red, click on the **CONTACT** tab to email customercare@matrix.co.za or call 011 654 8090 with your ID number and vehicle registration number, and request a status check of your Matrix unit. Not applicable to MX1 customers.

- ![Updated icon](image) Updated in the last 2 days
- ![Updated icon](image) Updated between 3 and 4 days ago
- ![Updated icon](image) Updated more than 5 days ago

**Via the Customer Care department**

Send an email to customercare@matrix.co.za or phone 011 654 8090 with your ID number and vehicle registration number, and request a status check of your Matrix unit.

In the unlikely event that your MATRIX is not communicating, the operator will immediately initiate the process to restore functionality, which could include repairing your MATRIX device.

**PLEASE NOTE:** If your insurer requires you to test your unit monthly, please ensure that you either email or phone Customer Care on a monthly basis to check the status so that we have a record of this in the unfortunate event that you have an insurance claim.

“What do I do if I trigger an alarm by mistake?”

If you trigger an alarm accidentally it is considered a ‘false alarm’. A false alarm is created by either pressing the button on your remote for 4 seconds or longer when danger is not present; not requesting your MATRIX to be placed in ‘Service Override’ mode when your vehicle is being serviced; or by not carrying your remote (not applicable to MX1 customers) with you when you use your vehicle.

**PLEASE NOTE:**
NEVER test your MATRIX by pressing the panic button. This will be deemed as a false recovery request. Deliberate and malicious false recovery requests can be extremely expensive and dangerous. MATRIX uses vehicle-based recovery teams and/or helicopters and initiating them could result in additional costs to you. Furthermore, please bear in mind that false recoveries prevent these resources from being available to attend to an actual recovery.
<table>
<thead>
<tr>
<th>Feature</th>
<th>MX1: Core Security</th>
<th>MX2: Enhanced Safety</th>
<th>MX3: Advanced Safety+</th>
</tr>
</thead>
<tbody>
<tr>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Insurance Approval &amp; Discounts*</td>
<td>✔️</td>
<td>✔️</td>
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</tr>
<tr>
<td>Back-Up Battery</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
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<td>✔️</td>
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<td>✔️</td>
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<tr>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
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<td>✔️</td>
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<td>✔️</td>
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<tr>
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<td>✔️</td>
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<tr>
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<td>✔️</td>
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<td>✗</td>
<td>✔️</td>
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*Terms and Conditions apply

www.matrix.co.za
customercare@matrix.co.za
“What protection does **MX1 Core Security** offer me?”

**MX1 Core Security** is MATRIX’s phone-in model. Should your vehicle be hijacked/stolen, MATRIX is able to track and recover your vehicle.

“**What functions and features do I have?**”

**Jamming Detect**
In the event that a jamming signal is detected, a warning notification will be sent to the MATRIX Control Centre, prompting an agent to try and reach the driver and, if necessary, to initiate a recovery. An “Alert Mode” will also be activated to assist recovery teams in locating the vehicle, if it was stolen.

**National Network Coverage**
We are able to track your vehicle throughout South Africa.

**FastTrac**
With state-of-the-art technology, your vehicle can be positioned in under 30 seconds (network dependent).

**X-Ray Vision**
Our technology can locate the general vicinity of your vehicle whether it is positioned in a basement, covered area or cargo container.

**Back-up Battery**
This keeps your MATRIX active, for a period of time, if your vehicle’s battery is stolen, disconnected or runs flat, or if your MATRIX is disconnected from the vehicle power supply.

**24/7 National Operations Centre**
You have 24/7 access to MATRIX’s Control Room and Recovery Services.

**FREE Stolen Vehicle Recovery**
In the event of a ‘genuine’ recovery, your stolen or hijacked vehicle is recovered at no charge, with no additional hidden costs.

**Dedicated Recovery Teams**
We employ dedicated recovery agents to ensure rapid response to all emergencies.

**GPS Pinpoint Positioning**
MATRIX’s advanced technology allows us to tell you the ‘pinpoint’ GPS location of your vehicle.

*Terms and Conditions apply*
“What protection does MX2 Enhanced Safety offer me?”

The MX2 extends beyond core security to include proactive, state-of-the-art technology that provides an advanced notification service. With this technology, we can identify potential dangers, and proactively respond.

“What functions and features do I have?”

**Jamming Detect**
In the event that a jamming signal is detected, a warning notification will be sent to the MATRIX Control Centre, prompting an agent to try and reach the driver and, if necessary, to initiate a recovery. An “Alert Mode” will also be activated to assist recovery teams in locating the vehicle, if it was stolen.

**National Network Coverage**
We are able to track your vehicle throughout South Africa.

**FastTrac**
With state-of-the-art technology, your vehicle can be positioned in under 30 seconds (network dependent).

**X-Ray Vision**
Our technology can locate the general vicinity of your vehicle whether it is positioned in a basement, covered area or cargo container.

**Back-up Battery**
This keeps your MATRIX active, for a period of time, if your vehicle’s battery is stolen, disconnected, runs flat or if your MATRIX is disconnected from the vehicle power supply.

**24/7 National Operations Centre**
You have 24/7 access to MATRIX’s Control Room and Recovery Services.

**FREE Stolen Vehicle Recovery**
In the event of a ‘genuine’ recovery, your stolen or hijacked vehicle is recovered at no charge, with no additional hidden costs (See Frequently Asked Questions for more information).

**Dedicated Recovery Teams**
We employ dedicated recovery agents to ensure rapid response to all emergencies.

**GPS Pinpoint Positioning**
MATRIX’s advanced technology allows us to tell you the ‘pinpoint’ GPS location of your vehicle.
**Internet Tracking**

With quick navigation, world-class graphics and multiple profile views, you are able to keep a constant eye on your vehicle by monitoring activity on the MATRIX Internet Tracking site, any time, day or night. This includes viewing your vehicle’s past and present trips and route replays of your vehicle’s past journeys. (See Frequently Asked Questions for more information).

**Battery Tamper Alarm**

This proactive alarm instantly alerts us should your MATRIX be disconnected from your vehicle's power supply or should the power supply of your vehicle be interrupted.

**GeoLoc Advanced Alert**

We will alert you if your vehicle moves, while the GeoLoc Advanced Alert feature is enabled. Enable and disable the GeoLoc Advanced Alert feature via the MATRIX Internet Tracking App. (See Frequently Asked Questions for more information)

**Panic Button Remote Control**

In an emergency, press and hold the button on the remote for at least 4 seconds to activate a distress signal. This will alert the control room of your emergency situation. (See Frequently Asked Questions for more information)

**Border Alerts**

Should your vehicle near the South African border, we will call you to confirm if your vehicle is under authorised possession.

**Smartphone Tracking**

The Matrix Internet Tracking App enables you to track and monitor your car from your Smartphone from any place, at any time. (Applicable for MX2 and MX3 customers on selected Smartphone platforms).

- View your vehicle’s position on a map including street view
- Enable and disable GeoLoc Advanced Alert
- Contact the control room to report your stolen vehicle
- Check the status of the MATRIX unit to ensure it is communicating
- Select the Notification Settings for the alerts you want to receive
- Customise and receive the alerts for harsh driving and battery tampering
- View the individual trips on a map
- Navigate from your phone to your car using your phone’s built-in navigation
- Request the certificate of installation for your insurance
- Request your latest statement
- See the status of your vehicle’s battery
- Request roadside and medical assistance (MX3 customers only)
- Add fuel and maintenance expenses for your logbook (MX3 customers only)

**PLEASE NOTE:** To access this service you will need to download the MATRIX Internet Tracking App from the Google Play or The App Store.
**Harsh Event Reporting**
Enable or disable specific Harsh Event alerts that you want to receive notifications for via the Matrix App under Notification Settings and via the Matrix Internet Tracking online platform under Event Notification Setup from the MANAGE tab. You will receive a notification via the Matrix App whenever your vehicle experiences the following events:
- Harsh braking
- Harsh cornering
- Harsh acceleration
- Speeding

Reports can be retrieved via the Matrix Internet Tracking online platform for specific dates to monitoring driver behaviour over time. View the latest alerts under Notification History on the Matrix App.

**Custom Geo-fencing**
Create virtual geo-fences and customisable zones by drawing a virtual perimeter around any location on a map via the Matrix Internet Tracking online platform. If your vehicle enters this location, you will receive a notification on entering the specified area. Enable or disable the Geo-fence alert via the Matrix App under Notification Settings.

**Service Notifications**
Set up a reminder for your vehicle’s next service via the Matrix Internet Tracking online platform. Once you have logged in, select Asset Service Schedules under the MANAGE tab. Select Edit to amend the details for a specific vehicle, and fill in the service interval, last service, next service, current odometer and warning interval details.

*Terms and Conditions apply
** Requires Internet access
“What protection does MX3 Advanced Safety+ give me?”

As well as providing you with core tracking and recovery services, MX3 will assist you with on-the-road emergencies and provide you with value-added vehicle lifestyle services.

“What functions and features do I have?”

**Jamming Detect**
In the event that a jamming signal is detected, a warning notification will be sent to the MATRIX Control Centre, prompting an agent to try and reach the driver and, if necessary, to initiate a recovery. An “Alert Mode” will also be activated to assist recovery teams in locating the vehicle, if it was stolen.

**National Network Coverage**
We are able to track your vehicle throughout South Africa.

**FastTrac**
With state-of-the-art technology, your vehicle can be positioned in under 30 seconds (network dependent).

**X-Ray Vision**
Our technology can locate the general vicinity of your vehicle whether it is positioned in a basement, covered area or cargo container.

**Back-up Battery**
This keeps your MATRIX active, for a period of time, if your vehicle’s battery is stolen, disconnected or runs flat or if the device is disconnected from the vehicle power supply.

**24/7 National Operations Centre**
You have 24/7 access to MATRIX’s control room and Recovery Services.

**FREE Stolen Vehicle Recovery**
In the event of a 'genuine' recovery, your stolen or hijacked vehicle is recovered at no charge, with no additional hidden costs (See Frequently Asked Questions for more information).

**Dedicated Recovery Teams**
We employ dedicated recovery agents to ensure rapid response to all emergencies.
GPS Pinpoint Positioning
MATRIX’s advanced technology allows us to tell you the ‘pinpoint’ GPS location of your vehicle.

Internet Tracking**
With quick navigation, world-class graphics and multiple profile views you are able to keep a constant eye on your vehicle by monitoring activity on the MATRIX Internet Tracking site, any time, day or night. This includes viewing your vehicle’s past and present trips and route replays of your vehicle’s past journeys. (See Frequently Asked Questions for more information).

Battery Tamper Alarm
This proactive alarm instantly alerts us should your MATRIX be disconnected from your vehicle’s power supply or should the power supply of your vehicle be interrupted.

GeoLoc Advanced Alert
We will alert you if your vehicle moves, while the GeoLoc Advanced Alert feature is enabled. Enable and disable the GeoLoc Advanced Alert feature via the MATRIX Internet Tracking App. (See Frequently Asked Questions for more information)

Panic Button Remote Control
In an emergency, press and hold the button on the remote for at least 4 seconds to activate a distress signal. This will alert the control room of your emergency situation. DO NOT press the panic button to test if your device is working as this causes a false alarm. (See Frequently Asked Questions for more information)

Border Alerts
Should your vehicle near the South African border, we will call you to confirm if your vehicle is under authorised possession.

Smartphone Tracking
The Matrix Internet Tracking App enables you to track and monitor your car from your Smartphone from any place, at any time. (Applicable for MX2 and MX3 customers on selected Smartphone platforms). (See Frequently Asked Questions for more information).

- View your vehicle’s position on a map including street view
- Enable and disable GeoLoc Advanced Alert
- Contact the control room to report your stolen vehicle
- Check the status of the MATRIX unit to ensure it is communicating
- Select the Notification Settings for the alerts you want to receive
- Customise and receive the alerts for harsh driving and battery tampering
- View the individual trips on a map
- Navigate from your phone to your car using your phone’s built-in navigation
- Request the certificate of installation for your insurance
- Request your latest statement
- See the status of your vehicle’s battery
- Request roadside and medical assistance (MX3 customers only)
- Add fuel and maintenance expenses for your logbook (MX3 customers only)

PLEASE NOTE:
To access this service you will need to download the MATRIX Internet Tracking App from the Google Play or The App Store.
**Harsh Event Reporting**
Enable or disable specific Harsh Event alerts that you want to receive notifications for via the Matrix App under Notification Settings and via the Matrix Internet Tracking online platform under Event Notification Setup from the MANAGE tab. You will receive a notification via the Matrix App whenever your vehicle experiences the following events:

- Harsh braking
- Harsh cornering
- Harsh acceleration
- Speeding

Reports can be retrieved via the Matrix Internet Tracking online platform for specific dates to monitoring driver behaviour over time. View the latest alerts under Notification History on the Matrix App.

**Custom Geo-fencing**
Create virtual geo-fences and customizable zones by drawing a virtual perimeter around any location on a map via the Matrix Internet Tracking online platform. If your vehicle enters this location, you will receive a notification on entering the specified area. Enable or disable the Geo-fence alert via the Matrix App under Notification Settings.

**Service Notifications**
Set up a reminder for your vehicle's next service via the Matrix Internet Tracking online platform. Once you have logged in, select Asset Service Schedules under the MANAGE tab. Select Edit to amend the details for a specific vehicle, and fill in the service interval, last service, next service, current odometer and warning interval details.

**Crash Alert**
Should your vehicle be involved in a serious accident (not a bumper bashing or driving through a pothole), an alert will be triggered to inform the Control Room of the accident. The situation will be assessed and the emergency response team will be sent to your vehicle's GPS location, if required. To enable the emergency response team to assist you quickly, we will provide them with the medical details which you have given us. Please ensure you update your emergency contact and medical details if these change by emailing customercare@matrix.co.za.

**PLEASE NOTE:**
Crash Alert does not apply to vehicles that can transport more than 1 Ton and vehicles that can transport more than 8 passengers.

**Medical Assistance**
In the event of a medical emergency, click on the Medical Assist icon from the Matrix App and select CALL or simply phone 010 211 5768. (See Frequently Asked Questions for more information)

**Roadside Assistance**
Should your vehicle break down, run out of fuel or have a flat tyre, request assistance from the MATRIX App. Click on the Roadside Assist icon and select CALL or simply press the button on your remote once and we'll call you to establish what type of assistance you require and send the necessary help to your current location. (See Frequently Asked Questions for more information).

**PLEASE NOTE:**
Roadside Assistance does not apply to vehicles above 3.5 Ton.

**No-Go Zones**
Should your vehicle enter any of our listed No-Go Zones (high crime areas, vehicle hijacking and theft hotspots), MATRIX will notify you via SMS or a Control Room agent will contact you to find out if you are in any danger and require assistance.
Tax Logbook

Generate an automated tax logbook based on trips for private and/or business-related purposes. Login to the MATRIX Internet Tracking online platform and select the TAX LOG tab. Select the vehicle from the asset list, select the date range and then indicate which trips are business trips. You can also add comments next to each trip.

On the MATRIX App, set your trips as Business or Private under the MY TRIPS tab. Select VEHICLE EXPENSES to add fuel and maintenance expenses for your logbook.

An active customer can access the Tax Logbook for the current tax year and the previous 2 years (if applicable).

*Terms and Conditions apply
**Requires Internet access
Let MATRIX PROTECT be right by your side when it matters most

Matrix customers can subscribe to MATRIX PROTECT today!

**Licence Assist**
Licence Assist offers you an effortless solution to renew your licence quickly and easily. You will be notified of any pending licence renewals and provided with a quick and easy way to renew them, along with the added benefit of getting your licence delivered right to your door.

**Fines Assist**
With Fines Assist you will receive alerts for any new traffic fines with an easy and pain-free way to settle them. The best part? You will receive a guaranteed discount on your fine!

**Accident Assist**
Matrix Protect offers you relief, recovery and representation in the form of Accident Assist. Not only does it provide you and your family with immediate access to the Road Accident Fund (RAF) claims management system, ensuring a 100% recovery pay back, but it also alleviates the hassle of administrative nightmares, saving you time, effort and the dreaded paperwork!

**Pothole Assist**
Matrix Protect offers you Pothole Assist to ease the financial burden of South African motorists who have to pay for damage to tyres, mags and rims caused by potholes and roadworks. Pothole Assist aims to recover 100% of this money from the relevant Road Authorities, nationwide.

**Bail Assist**
Bail Assist is an innovative service that provides you with assistance in times of trouble. With 24/7 availability and access of up to R3000 in funds, Bail Assist ensures that you do not have to spend unnecessary time behind bars. Our expert team is always ready to provide you with full legal and administrative support for minor crimes.

For more information or to register a MATRIX PROTECT claim visit www.matrix.co.za/matrix-protect
“What is a false alarm?”

A false alarm constitutes any of the following incidents: not setting your vehicle in service override mode when necessary, disconnecting your battery without notifying MATRIX or unnecessarily pressing your panic button.

IMPORTANT: If you do accidentally trigger your alarm, please be sure to contact us immediately on 011 654 8050 to cancel the alarm.

“Why do I need to test my device on a monthly basis?”

We are best able to assist you when your MATRIX is in optimal working order. In addition, insurance companies also insist that you test your device on a monthly basis. If you do not and your insurance policy has such a proviso, an insurance claim could be rejected.

“What do I do when my vehicle goes in for a service?”

To avoid triggering false alarms while your car is being serviced, you must contact MATRIX on 011 654 8050 to place your MATRIX in Service Override mode. Once you leave the Service Centre you will then need to phone us again to remove the Service Override and restore the normal functioning of your MATRIX.

PLEASE NOTE: No alarms will be raised when the vehicle is in Service Override mode.

“What is the warranty on the Matrix device?”

The unit carries a one year warranty and repairs thereafter will be for your account.

“What happens if I sell my vehicle?”

No problem. You can transfer your MATRIX from one vehicle to the next, by contacting MATRIX either via email customercare@matrix.co.za or on 011 654 8090 and we will then arrange for the transfer. Please remember that in this instance, the Fitment Centre will charge to de- and re-install the MATRIX and this will be for your account. Alternatively you may arrange for the new owner to take over the MATRIX and make arrangements to have a new MATRIX fitted to your new vehicle.
“What is the cost to settle my Matrix agreement should I wish to cancel the service?”

The unit and the services are bundled into a standard 36-month agreement. MiX Telematics will retain full ownership of the unit. Should you wish to cancel, you need to notify us in writing one calendar month in advance. If your contract is still within the first 24 months, MiX Telematics has the right to remove the unit at your cost, for which you will allow us access to your vehicle, and a cancellation penalty will be payable, subject to the maximum as determined by the CPA (Consumer Protection Act). Effective from 1 April 2019, the termination fees applicable are as per the table below. These settlement fees are only applicable to bundled contracts.

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<th>PRODUCT TYPE</th>
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<th>7-12 MONTHS</th>
<th>13-24 MONTHS</th>
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</table>

To cancel a month-to-month contract, send a letter of cancellation to our retentions team at cancellations@mixtelematics.com. Be sure to send us one calendar month’s written notice in advance.

“How does Internet Tracking work?”

To get started with our MATRIX Internet Tracking service all you need to do is:

**Step 1**

Retrieve your username and password from the welcome pack email/SMS. Alternatively, send an email to customercare@matrix.co.za or phone 011 654 8090 with your ID number and vehicle registration number to request your login details.

**Step 2**

Visit www.matrix.co.za. At the top right hand corner you will see a CUSTOMER LOGIN section. Type in your username and password and you will be taken directly to the MATRIX Internet Tracking site.

PLEASE NOTE: Should your vehicle be stolen or hijacked, the Internet Tracking service will be suspended until the recovery process is complete. Internet Tracking will then be reactivated.
“How is the theft or hijacking of my vehicle reported to MATRIX?”

The Control Room is notified that you require assistance in any of the following ways:

- **You contact us**
  In the event of a theft or hijacking, call MATRIX on **0800 111 322**.
  MATRIX will then activate the recovery process immediately.

- **Your Battery Tamper Alarm is activated**
  Should someone tamper with your vehicle’s battery or disconnect your MATRIX from the vehicle’s power supply, a notification is sent to MATRIX. Should confirmation of the alarm reveal that the vehicle could be in the process of being stolen, our recovery team will be dispatched.

- **Your GeoLoc Advanced Alert is activated**
  We will alert you if your vehicle moves, while the GeoLoc Advanced Alert feature is enabled. Enable and disable the GeoLoc Advanced Alert feature via the Matrix Internet Tracking App. Should confirmation of the alert reveal that the vehicle could be in the process of being stolen, our recovery team will be dispatched.

- **You press the Panic Button Remote Control**
  In an emergency, press and hold the button on the remote for at least 4 seconds to activate a distress signal. This will alert the control room of your emergency situation. DO NOT press the panic button to test if your device is working as this causes a false alarm.

```
To activate ROADSIDE ASSIST*
PRESS ONCE

* MX3 Only
** MX2 & MX3

To activate PANIC ALARM**
PRESS AND HOLD BUTTON FOR 4 SECONDS
```

“What emergency services does the MX3 package include?”

In the event of a medical emergency, we will provide you with the following services:

- **Medical advice and information**
  Medical personnel, such as paramedics, nurses and doctors, are available 24 hours a day to provide general medical information and advice.

  **PLEASE NOTE:** This is an advisory service only, as a telephonic conversation does not permit an accurate diagnosis.

- **Emergency medical advice and assistance**
  In the event of a medical emergency, click on the Medical Assist icon from the Matrix App and select **CALL** or simply phone 010 211 5768. A medical operator will guide you through a medical crisis, provide emergency advice and organise for you to receive support from the 24 hour Alarm Centre doctor.
  **This service also includes:**
  - Family and domestic abuse counselling;
  - Bereavement counselling;
  - Rape counselling;
  - HIV counselling;
  - Trauma counselling;
  - Suicide hotline;
  - Child abuse and poison hotline.

**Hotline: 010 211 5768**
• **24-Hour Alarm Centre Medical Doctor**
  A medical doctor will be on duty in the Alarm Centre 24/7 to make sure you receive the help you need.

• **Emergency Medical Response**
  In a medical emergency related to a motor vehicle accident, an emergency vehicle will be sent out to you depending on:
  - Medical considerations
  - The degree of urgency
  - Your state and fitness to travel
  - Other considerations including, but not limited to, airport availability, weather conditions and distance to be covered.

*Please refer to the specified amounts as per the benefits table below.*

• **Medical transport pre-admission to hospital**

Should you be involved in a vehicle-related medical emergency, if necessary, we will arrange and pay for medical emergency transportation to a hospital, up to the amount specified (see below). For your absolute safety, this is done under appropriate medical supervision only, by road and/or air ambulance. You will be transported to the nearest medical facility capable of providing adequate care, as indicated in the benefit table (see below).

Should this result in you being hospitalised outside your hometown, we will arrange and pay for repatriation, under medical supervision, to a hospital in or near your hometown. Such a trip will be covered up to the amount specified in the benefit table (see below) provided that repatriation is recommended by our partner doctor as being medically justified. Reasons for this might include cases of long-term in-patient treatment. Our partner doctor will also, at his/her sole discretion, determine the means of transport and the timing of the repatriation.

**ALL PAYMENTS REFERRED TO PREVIOUSLY ARE SUBJECT TO THE LIMITS AS DETAILED BELOW:**

<table>
<thead>
<tr>
<th>Medical Assistance</th>
<th>Benefit/Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our partner will provide the member with the following services as a result of a medical emergency within territory</td>
<td></td>
</tr>
<tr>
<td>Medical advice and information hotline</td>
<td>Advice only</td>
</tr>
<tr>
<td>Emergency medical advice and assistance line</td>
<td>Advice only</td>
</tr>
<tr>
<td>Referrals to medical advice and assistance line</td>
<td>Advice only</td>
</tr>
<tr>
<td>Referrals to crisis line</td>
<td>Advice only</td>
</tr>
<tr>
<td>Referrals to medical practitioners and facilities</td>
<td>Advice only</td>
</tr>
<tr>
<td>Medical transportation</td>
<td>Full cost, subject to NRPL rates</td>
</tr>
<tr>
<td>Inter-hospital transfer</td>
<td>Full cost, subject to NRPL rates</td>
</tr>
</tbody>
</table>

**Terms & Conditions:** Medical Assistance services may change without any prior notification.

“What Roadside Assistance am I entitled to as part of the MX3 service?”

• **Roadside Emergency**

Should you be involved in a roadside emergency, and subject to the benefit table, we will provide you with roadside assistance to help you in the following eventualities:
- **A flat tyre:**
  We will arrange and pay to have the flat tyre replaced with your spare tyre.
- **A flat battery:**
  We will arrange and pay to have your vehicle started where possible.
- **Keys locked in vehicle:**
  A locksmith will be arranged and paid for – to open your vehicle and retrieve the keys.
- **Run out of fuel:**
  We will arrange to get fuel to you. You will be responsible for the cost of the fuel.

• **Tow-in Service**

If your vehicle needs to be towed, we will arrange and pay for the vehicle to be towed to the nearest approved dealer, competent repairer, insurance or approved panel beater. We will not be liable for any costs incurred during this.

• **Courtesy Transport**

If your vehicle needs to be towed to a repair centre, we will arrange and pay for the occupants of the vehicle (up to a maximum of six persons) to be transported to a nominated destination. This will be done providing the breakdown has occurred outside a 100 km radius of the member’s normal place of residence and will only be arranged to one nominated address.

• **Hotel Accommodation**

If a breakdown occurs outside a radius of 100 km of the member’s normal place of residence and results in an overnight delay, we will arrange and pay up to the amount specified in the benefit table (see page 10), towards hotel accommodation for the occupants of the vehicle (up to a maximum of six persons).

• **Vehicle Rental**

If the vehicle problem entitles you and the other travellers to the hotel accommodation benefit but they would prefer to continue with their journey immediately, we will arrange and pay for them to reach their destination. This benefit is subject to the driver qualifying for a rental vehicle in terms of the vehicle rental companies’ general terms and conditions. Any costs incurred will be limited to rental charges, delivery and collection of the hired vehicle. The vehicle must be returned to the vehicle rental company on arrival at the destination.

• **Transmitting urgent messages**

We will relay messages of delay or rescheduled arrangements to a nominated family member or business colleague at your request.

• **Vehicle recovery**

If the vehicle problem has occurred outside a radius of 100 km of your normal place of residence and the vehicle has to be left for repair, we will arrange and pay towards the cost of collecting the vehicle. Once the repair has been completed, your vehicle will then be returned to your normal place of residence.

• **Vehicle storage**

If an overnight delay is necessary, we will arrange and pay for the safe storage of the vehicle.
ALL PAYMENTS REFERRED TO PREVIOUSLY ARE SUBJECT TO THE LIMITS AS DETAILED BELOW:

<table>
<thead>
<tr>
<th>Benefit Summary: Roadside Assistance</th>
<th>Benefit/Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our partner will provide the member with the following services as a result of a roadside emergency within territory</td>
<td></td>
</tr>
<tr>
<td>Flat Tyre</td>
<td>Call-out + 1 hour labour</td>
</tr>
<tr>
<td>Flat Battery</td>
<td>Call-out + 1 hour labour</td>
</tr>
<tr>
<td>Keys locked in vehicle</td>
<td>Call-out + 1 hour labour</td>
</tr>
<tr>
<td>Run out of fuel</td>
<td>Call-out (fuel for members account)</td>
</tr>
<tr>
<td>Towing costs</td>
<td>R500.00</td>
</tr>
<tr>
<td>Outside a radius of 100 km from home</td>
<td>Per incident</td>
</tr>
<tr>
<td>Hotel accommodation, or car rental, or taxi</td>
<td>R500.00</td>
</tr>
<tr>
<td>Safe Storage</td>
<td>R500.00</td>
</tr>
<tr>
<td>Repatriation of vehicle</td>
<td>R1000.00</td>
</tr>
<tr>
<td>Maximum benefit payable per vehicle per annum</td>
<td>R5000.00</td>
</tr>
</tbody>
</table>

Terms & Conditions: Roadside Assistance services may change without any prior notification. Roadside Assistance does not cover:
- vehicles that can transport more than 1 Ton
- vehicles that can transport more than 8 passengers.

Life Takes You Places
MATRIX BRINGS YOU HOME
PLEASE NOTE that this User Manual is merely a summary of the features and benefits offered. Please see www.matrix.co.za for more information about these features and for the full Terms and Conditions.

* Features are subject to change without prior notice.