Matrix 3 Troubleshooting & How-To Guide
Cannot Dispense Fluids Using Matrix

General Overview

Matrix 3 is a software-based Fluid Management System that runs on one or more of your facilities computers (PC's). This guide only applies to the Graco Matrix 3 Fluid Management System and walks you through issues and the solutions to remedy them.

Throughout this guide, there will be colored text entries, they are:

Links – These are links to other support resources that may be needed to accomplish the task you are working on.
Green Text – These are navigational commands directing you to skip to or reference another section in the guide. If the command is underlined, clicking it will direct you to the location it describes.
Red Text – These are STOP points where you will need assistance from IT, Graco or your Graco distributor.

Specific troubleshooting topics can be found in the instruction manuals below. This guide will provide more theory of operation and detail on addressing specific issues. Click the links or type the numbers into the Graco.com search box.

313046 - Meters
313008 - Transceivers
312964 - Tank Level Monitors
312417 - Pump Air Controls
313013 - Matrix 3 Oil Bars
313104 - Basic Software
313106 - Professional Software (includes 3rd Party Interface capability)
313108 - Premier Software (includes 3rd Party Interface capability)
313112 - Premier Software with CDK Interface
313114 - Premier Software with Reynolds & Reynolds Interface
334786 - Premier Software with Procede/Excede Interface
3A4999 - Premier Software with DealerTrack Interface (As an addendum to the Premier Software Manual)

Notes:

- All PC related references used in this guide are based on the Microsoft Windows 10 Operating System conventions, other versions of Windows operating systems may vary.
- Troubleshooting efforts may require help from your IT/IS staff or vendor. Having them available is highly recommended.
- If you need Matrix software, contact Graco and they will get you a direct download link. All PC's must be running the same version of Matrix software, delete or discard any different versions you have.
- Check for new and updated content by visiting graco.com/matrixsupport, scroll down to the "Guides" section.
- If you find you still need help, contact a Graco Tech Assistance Agent by using the information found at the bottom of each page of this guide.

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Overview

There are several reasons you may not be able to dispense fluids with your Matrix system. This guide and references to other guides will help you identify the causes and how to remedy them.

Possible Reasons	Corrective Actions
No communication with Matrix software	• Ensure Matrix Transceivers (TX) are powered up • Check for good "line of sight" to the TX • Verify TX works if other Meters talk to the same TX • Visit graco.com/matrixsupport and find the "No RF Signal" or "No PC Signal" guides if you get those messages
Meter(s) not registered in the Matrix software	Compare serial number in Meter "Register" screen with Meter list in software, register the Meter if it is not in the list. Reference Meter manual above for help
Meter nozzle closed	Open nozzle on Meter
Fluid valves closed	Check all valves in the same fluid line
Pump not working • No air to pump • No electricity to pump (if electric) • Pump faulty	• Check all air valves/lines leading to pump • Check for power to pump (if electric) • Check air regulator for throughput • Check Pump Air Control (if used, see next section)
Pump Air Controller (PAC) issue • Not functioning correctly • Lost signal	• Check PAC if used, reference PAC manual above • Visit graco.com/matrixsupport and find the "Overriding Matrix" guide for help overriding a PAC
Meter component may be malfunctioning • Meter gears not spinning • Solenoid not activating (faulty or low batteries) • Trigger assembly issue	• Fluid can still get past frozen gears, may need service • Listen for solenoid "click", then stiff trigger, check batteries • If solenoid activates & trigger is limp, make sure solenoid is fully screwed in
Matrix software or PC not functioning • Matrix Server • Matrix Client	• Restart all services on Matrix Server • Restart Transceiver service on Matrix clients that have a Transceiver plugged into them • Visit graco.com/matrixsupport and find the "Matrix Services" guide for help • Contact IT department for help with PC issues
Dealer Management System (DMS) issue • Incorrect part number • No communication with DMS	• Troubleshoot DMS connection (if used) • If any work, connection is good • Verify part number or fluid names are accurate (especially if some work and some don't). • Visit graco.com/matrixsupport and find the "Overriding Matrix" guide for help turning off the DMS interface.

Note: If you cannot find/solve the issue, you can simply bypass Meters, Pump Air Controls (if used) and/or disable the DMS integration until the problem is resolved as noted in chart above. You can also try a hard reset on the Meter, visit graco.com/matrixsupport and find the "Matrix Meter Hard Reset" guide or contact your Graco distributor for further assistance.

Contact Graco LED Tech Assistance at 800-533-9655, option 2 or LEDtech@graco.com