



Matrix 3 Troubleshooting & How-To Guide

Identifying Matrix 3 Components

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](https://www.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](https://www.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.

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



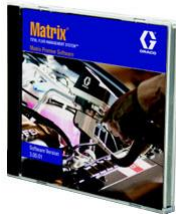
Identifying Matrix 3 Components

System Overview



The Matrix 3 Total Fluid Management System is a wireless fluid management system made up of multiple components, some are mandatory while others are optional. This will help you first identify if your components are part of the Matrix 3 system, and once confirmed, understand each component's basic role in your system. Please familiarize yourself with the components you have and their locations in your facility.

Matrix Software (required)



The Matrix software is the heart of your system; it is installed on one or more of your company's computers. Only one computer is designated as the "Matrix Server", optional secondary computers are referred to as "Matrix Clients". Matrix Clients can access the Matrix Server across your company network. Matrix Client is also the name given to the icon you will see on all Matrix computer desktops; this is used to open and use the Matrix program.

Matrix Transceiver (required)



The Matrix Transceiver is the communication link between the Matrix software and all other Matrix devices. There can be up to 8 Transceivers in any Matrix system. These must be plugged into a Matrix computer; this can be the Matrix Server (recommended) or any Matrix Clients (if used).

Matrix RS-422 Converter (optional)



Matrix RS-422 Converters are used to extend the distance that a Matrix Transceiver can be from the Matrix computers they are plugged into, up to 4000 ft. These require additional serial cable installation. As of 2023, this is no longer available, please visit graco.com/matrixsupport and find the "Add or Replace an RS-422 Converter" guide for options Graco has provided.

Matrix Meter (required unless Matrix is used for tank monitoring only)



Matrix Meters are the dispensing end of the Matrix system. They are found at the end of hose reels, mounted in oil bars or even roll around oil carts in your facility. Matrix Meters wirelessly communicate dispense related data to the Matrix system.



Matrix Pump Air Control (optional)



Matrix Pump Air Controls (PAC) are found near your fluid tanks (if used). These provide air to the fluid pumps only when dispenses are requested through the Matrix system. They prevent unauthorized dispenses and also keep air off during non-business hours to prevent fluid spills if a leak develops.

Matrix Tank Level Monitor (optional unless Matrix is used for tank monitoring only)



Matrix Tank Level Monitors (TLMs) are on the top of your fluid tanks (if used). These are ultrasonic level indicators used to determine the fluid level in each tank based on distance measurements and tank dimension settings. The measurement is converted into a volume and reported wirelessly to the Matrix system.