



## Limited Lifetime Chairmat Warranty

Floortex provides a limited lifetime warranty on all the company's PVC and PC chair mat products which guarantees them to be free from any defects in material and workmanship at the time of sale to original purchaser, and will not crack, chip, break or shatter under normal usage. The warranty only applies to the original purchaser. Should any product during the warranty period, in Floortex's sole opinion, prove to be defective in material and/or workmanship under normal usage, Floortex will, at its option, replace the product at no charge (except as otherwise stated herein) provided that the product has not been subjected to abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification.

This WARRANTY IS VOID under certain conditions, including but not limited to: use of metal casters; placement of furniture or other stationary objects on the chair mat; use of chair mat in an application not recommended by Floortex for that particular model; cutting or altering of the chair mat in any way by any individual or company other than Floortex or its designated agent; or use of the chair mat outdoors. Damage to the product as a result of abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification will VOID THE WARRANTY.

Normal wear and tear, including but not specifically limited to, marring and scuffing is not covered under the warranty. To apply for a replacement, submit a Warranty Claim Form complete with dated sales receipt or purchase order and an image of the mat in application and of the specific damage. Floortex reserves the right to request damaged chairmats be returned to the factory for inspection before sending replacement product.

A shipping and handling fee of \$22.00 will be charged for all warranty replacements. Some models of chair mats may no longer be available. In warranties involving discontinued product, Floortex will provide, at its discretion, a chairmat with the specifications that most closely match the original type purchased or if no replacement is available, Floortex may retract the warranty.

This warranty does not cover damage from accidents, misuse, abuse, or improper handling. In no case shall Floortex's liability under any other remedy prescribed by law exceed the purchase price.

**Claim forms can be requested from [customerservice@floortex.com](mailto:customerservice@floortex.com) or can be downloaded from [www.floortex.com](http://www.floortex.com)**

# Floortex Mats – Selection, Use & Care

Floor mats are highly cost-effective in protecting expensive floor coverings from loss of appearance, wear and damage. There is a wide selection of shapes to suit user requirements. They have an embossed upper surface, and are usually translucent so that the appearance of the underlying floor covering remains visible.

In addition to facilitating easier movement of office chairs, particularly on carpeted floors, they can also be used on any flooring area needing protection, such as under areas used by pets, children's' high chairs, and indoor pot plants.

## Selection

To achieve best performance and durability the mat type must be correct for the floor covering. The following is a basic guide to selection.

**Hard floors (Wood, tile, linoleum, vinyl): smooth-backed mat, PVC 0.087" Gauge, Polycarbonate 0.08" Gauge.**

**Hard floors with high gloss finish (Polished Wood, tile, linoleum, vinyl): Polycarbonate 0.08" Gauge with water based anti-slip backing.**

**Carpeted floors, Low pile (< 1/4"):** Spiked mat PVC 0.087" Gauge, Polycarbonate 0.09" Gauge.

**Carpeted floors, Standard pile (< 3/8"):** Spiked mat PVC 0.11" Gauge, Polycarbonate 0.09" Gauge.

**Carpeted floors, Medium pile (< 3/4"):** Spiked mat PVC 0.12" Gauge, Polycarbonate 0.11" Gauge.

**Carpeted floors, Plush pile: (>3/4") Spiked mat PVC 0.16" Gauge, Polycarbonate 0.11" Gauge.**

Please note:

- Use spiked mats on carpeted floors only: spiked mats will damage wooden floors: all spiked mats will be damaged by castor chairs if used on hard floors.
- Use smooth mats on smooth hard floors e.g. wood, tile, linoleum, or vinyl.
- Use smooth mats with anti-slip backing on smooth high gloss floors e.g. polished wood, to prevent slippage.
- Mats suitable for short pile carpets are unsuitable for use on deep pile carpets: they will crack due to lack of support.
- Some highly polished or treated hard surfaces may be unsuitable for mats even with anti-slip backing.
- Select PVC or Polycarbonate floor mats where room temperature is greater than 60°F, Polycarbonate floor mats when room temperature is greater than 50°F.

## Use and care

Correct use and care of your floor mat will ensure its serviceability and durability as well as giving best protection for your floor covering.

- Upon delivery – unroll the mat (if rolled) and leave for between 24 - 72 hours at room temperature without anything on top.
- When room temperatures are below those recommended above normal use could be harmful: allow room temperatures to rise before using.
- As with any household or office product, handle with care at all times to maintain quality and durability.
- Floor mats are precision cut to size: do not cut or in any way alter mats as this can impair performance.
- Do not use in wet areas.
- Do not use where there are extremes of temperature.
- Do not subject mats to excessive concentrated loads.
- Do not use floor mats under office chairs which have metal castor wheels.
- Take care to avoid contact with solvent based paints, inks, varnishes, alkali cleaners, bleaches and oils: these are particularly harmful to polycarbonate.
- Clean only with a cloth or sponge soaked in mild soapy water.
- Do not use smooth floor mats on ridged, pitted or uneven concrete as they will be damaged by office chair loadings.
- Floors with rough textured floor tiles, or deep or wide grooves between tiles will damage mats under office chairs