

# LIMITED WARRANTY POLICY

## BASIC WARRANTY COVERAGE

**New products** are warranted against defects in material and workmanship for a period of one year when maintained as instructed in the Mat Use and Care Product Instruction sheets included with each product.

The obligation under this warranty is limited to the original user and to the replacement, repair, or pro-rated refund of said product. Materials must be returned freight prepaid when requested for inspection to obtain this warranty. Freight charges will be credited when goods are deemed warrantable.

Manufacturer reserves the right for final determination of warranty coverage. The start date of this warranty is the date goods were shipped from the factory. This date is validated by the customer purchase order number or invoice number.

### This Warranty Is Not Applicable Under The Following Circumstances:

1. Damage incurred during shipment
2. Improper use or application of the product. Refer to the catalog or web site for recommended application, chemical resistance & environmental information
3. Failure due to improper cleaning or maintenance as described in Mat Use and Care Instructions packed with each product
4. Products that have been altered in any way

If a problem develops during the warranty period, contact your authorized dealer.

## EXCEPTIONS

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Some products may have an extended warranty period. Please refer to current catalog or price list for details.

## IMAGE™ PRODUCTS

All *Image* products have a limited warranty of 1 year against defects in material and workmanship. *Image* product warranty supersedes regular product warranties.

### This Warranty Is Not Applicable Under The Following Circumstances:

1. Damage incurred during shipment
2. Improper use or application of the product. Refer to the catalog or web site for recommended application, chemical resistance & environmental information
3. Failure due to improper cleaning or maintenance as described in Mat Use and Care Instructions packed with each product
4. Products that have been altered in any way

If a problem develops during the warranty period, contact your authorized dealer.

# WARRANTY

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# **ANTI FATIGUE**

## **MAT USE & CARE INSTRUCTIONS**

Regular maintenance of your mat is critical to extend mat life and appearance. It is recommended to develop a regular maintenance schedule. Frequency will depend on traffic and soil conditions. Improper use or lack of maintenance will void mats or matting warranty.

### **INITIAL MAT USE AND STORAGE**

- A. Unroll mat within a few days of receipt. Let mat lay for 24 hrs at room temperature before placing out for use. If the mat will not lay flat, move to a warm area. Heat will cause the vinyl mats to become more pliable and lay flat more quickly.
- B. Some rubber mats may have an oily or sticky film on them. This is a releasing agent that is inherent to molded mats, not a defect. Simply wash down with a mild detergent or degreaser to remove this film. Follow the manufacturer's instructions on the cleaning solution. Do not use solvents to remove this film.
- C. To store mats, roll them up and lay flat in a moderate temperature, dry area. Do not stand on end or crush.

### **PERIODIC INSPECTION**

Periodic inspection is recommended to check for tears on a regular basis. To repair a damaged area, glue the section together with cyanoacrylate ester type (super glue) adhesive.

### **ANTI-FATIGUE MATS - Vinyl**

- A. **SHAKE OUT OR SWEEP DAILY**  
Shake dirt and debris or sweep with a broom daily to remove surface dirt. Sweep the area underneath the mat before replacing it to remove any dirt or debris that could cause premature wear and reduce slip hazard.
- B. **HOSE OR DAMP MOP WEEKLY**  
Mats can be washed off with a hose or pressure washer or damp mopped with a non-abrasive, water-based detergent. Let the mat dry completely before allowing foot traffic to resume. Do not use rotary scrubbers, vacuums, or other mechanical cleaners or scrubbers to clean. Do not use solvents, pH detergents, or alkalis directly on the mat or use the mat in areas where these are used. Damage that occurs due to use of mechanical devices or chemicals will void mat warranty.

### **ANTI-FATIGUE MATS - Rubber**

- A. **SHAKE OUT OR SWEEP DAILY**  
Shake dirt and debris out by flipping the mat over or gently sweep with a broom daily to remove surface dirt. Sweep the area underneath the mat before replacing it to remove any dirt or debris that could cause premature wear. With fingertip type mats, it is recommended to flip the mat over to remove sand, dirt and debris collected inside the mat. Sand especially will act as an abrasive if not removed causing premature wear.
- B. **HOSE OR SCRUB WEEKLY**  
Mats can be washed off with a hose or pressure washer or gently scrubbed by hand with a soft brush and a non-abrasive, water-based detergent. Let the mat dry completely before allowing foot traffic to resume. Do not use rotary scrubbers, vacuums, or other mechanical cleaners or scrubbers to clean. Do not use solvents, pH detergents, or alkalis directly on the mat or use the mat in areas where these are used. Damage that occurs due to use of mechanical devices or chemicals will void product warranty.

Greaseproof or grease-resistant mats used in kitchens or oily environments should be cleaned weekly with hot, soapy water using a mop or pressure washer to break down excessive grease. Mats should not be put in a dishwasher. Failure can occur if mats are not cleaned for a long period of time. Mats must be cleaned regularly to qualify for warranty.