

CHAIRMAT Care Maintenance & Warranty

Do's:

1. Use on Carpets:

This chairmat is designed for use on low, medium and high-pile carpets. Please make sure you're using the correct side when placing it on the carpet.

2. Clean Regularly:

Clean the mat regularly with a soft cloth or sponge and warm water.

3. Ensure a Flat Surface:

Place the chairmat on a flat, clean surface to avoid trapping debris underneath, which could damage both the mat and your carpet.

4. Use with Standard Office Chairs:

The mat is suitable for use with standard office chairs with smooth, soft, rolling casters.

Don'ts:

1. Avoid Harsh Chemicals:

Do not use harsh cleaning products, such as bleach or ammonia, as these can damage the polycarbonate material and reduce its durability.

2. Do Not Expose to Direct Sunlight:

Avoid placing the chairmat in direct sunlight for prolonged periods, as UV exposure can cause discoloration and reduce the mat's lifespan.

3. No Heavy Furniture:

Do not place heavy furniture or equipment on the mat, as this can cause it to crack or deform.

4. Do Not Alter the Mat:

Never attempt to trim, cut down or fold the mat, as this can cause permanent damage to the polycarbonate material.

5. Avoid Excessive Weight:

While designed for office chairs, the mat should not be used with excessive weight loads, as this could affect performance and durability.

6. Do Not Use on Uneven Surfaces:

Avoid using the chairmat on uneven or sloped surfaces, as it could cause cracking of the mat.

Warranty Application Instructions:

To apply for a warranty claim on your Chairmat, simply visit:

<https://advancematting.co.nz/chairmat-warranty-claim>

Please have the following information ready to ensure a smooth process:

1. **Photo of the Chairmat:** A clear photo showing the cracked or damaged area of the Chairmat.
2. **Batch Number:** A photo of the batch number found on the sticker located on the back side of the Chairmat.
3. **PO Number:** The PO number that corresponds to the original purchase of the Chairmat.
4. **Invoice Number:** The invoice number that corresponds to the original purchase of the Chairmat.