



Advance Matting

Chair Mat Frequently Asked Questions

1. Why do I need a chair mat?

A: Chair mats provide essential floor protection and ergonomic benefits. Wheeled office chairs can cause long-term damage, creating wear, furrows, and gouges on flooring. On carpeted surfaces, chairs require up to 80% more effort to move, increasing strain on the back, knees, and legs. A chair mat offers a smooth, supportive surface that improves mobility while reducing physical stress.

2. How do I choose the right chair mat for my floor type?

- A:** Selecting the correct chair mat depends on your flooring type:
- **No-Underlay Floors** – Use our No-Underlay PVC, Polycarbonate, or Rubber Mats.
 - **Underlay Floors** – Use our Underlay PVC, Polycarbonate, or Rubber Mats.
 - **Hard Floors** – Use our No-Underlay PVC or Rubber Mats (designed without spikes).

Using the wrong mat, such as placing a no-underlay mat on an underlay floor, may reduce performance and void the warranty. If you are unsure which mat is best for your workspace, use our **Chair Mat Selector Tool** for a quick and accurate recommendation.

3. How do I determine if my floor has underlay?

A: Underlay is a soft, cushioning layer beneath some carpets and floating floors, providing comfort and insulation. To check, press your foot or hand firmly into the carpet. If it feels soft and compresses, there is likely underlay beneath. If it feels firm with little cushioning, the carpet may be glued directly to the subfloor.

You can also check along the edges near a doorway or skirting board. If a foam or felt layer is visible beneath the carpet, there is underlay. If you are still unsure, check with your flooring installer or refer to product details from the manufacturer. Knowing whether your floor has underlay is crucial for choosing the correct chair mat.

4. How do I determine the right chair mat for my carpet?

For carpeted floors, the **Pin Test** is an easy way to measure carpet thickness and select the correct chair mat.

- Straighten a paperclip or use a thin pin-like object, then push it through the carpet until it reaches the subfloor.
- Pinch the paperclip where it meets the carpet surface, then remove it and measure the distance from its end to your fingers.

If the carpet thickness is up to 12mm, use a No-Underlay Mat. If the carpet is over 12mm thick, use an Underlay Mat.

Choosing the correct chair mat prevents cracks, ensures smooth rolling, and protects both your carpet and subfloor from damage.

5. What is the Reliability from the Ground Up Guarantee?

A: This guarantee ensures that every Advance Matting chair mat provides long-lasting protection and performance when used on the correct flooring type. Our mats are designed to reduce wear and tear on both floors and users while improving workspace mobility.

6. What does the No-Crack Promise cover?

A: Our No-Crack Promise guarantees that our mats will resist cracking, curling, or splitting under normal use. The No-Crack Promise applies when the mat is used on the recommended flooring type with standard office chairs that have soft rolling casters and is placed on a flat, clean surface.

The No-Crack Promise does not cover misuse, such as placing heavy furniture or excessive weight loads on the mat, using it on an uneven surface, or selecting the wrong mat for the floor type. For example, placing a no-underlay mat on thick carpet with underlay will void the warranty.



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7. Are the mats environmentally friendly?

A: Yes. Our Natural Origins PVC Mat is our most sustainable and eco-friendly option, made with 26% plant-based materials. It is phthalate-free and Greenguard Gold Certified for indoor air quality, making it ideal for workplaces, schools, and healthcare environments. Additionally, by protecting carpets from premature wear, our chair mats help extend their lifespan, reducing waste and keeping them out of landfill for longer.

8. How do I clean and maintain my chair mat?

A: Simply wipe the mat with a soft cloth or sponge and warm water. Avoid harsh chemicals like bleach or ammonia, as these can weaken the material. To prevent discolouration, keep the mat away from prolonged direct sunlight.

9. Do you offer branded or custom-printed mats?

A: Yes! We offer custom branding options for businesses looking to add their logo or specific designs to chair mats. Customisation is available on select materials and sizes - contact us for details on pricing, lead times, and available options.

10. Where can I purchase Advance Matting chair mats?

A: Our chair mats are available through distributors, office supply retailers, and direct ordering. Contact us for purchasing options or bulk orders.