



Advance Matting Chair Mat Warranty and Care Guide

Protect. Maintain. Extend the life of your Chair Mat

At Advance Matting, we design our chair mats to provide exceptional durability, floor protection, and ergonomic benefits. Following the correct care and usage guidelines will help maintain performance and reduce the likelihood of warranty claims.

Care & Maintenance Guidelines

To extend the life of your chair mat and keep it performing at its best, follow these simple steps:

Do's

- ✓ **Use on the Correct Surface** – Ensure the mat is placed on the recommended flooring type. Using a no-underlay mat on underlay flooring voids the warranty.
- ✓ **Clean Regularly** – Wipe with a soft cloth or sponge and warm water.
- ✓ **Ensure a Flat Surface** – Place on a flat, clean area to prevent trapped debris that may cause damage.
- ✓ **Use with Standard Office Chairs** – Designed for soft rolling casters to prevent wear.

Don'ts

- ✗ **Avoid Harsh Chemicals** – Bleach, ammonia, and abrasives reduce durability.
- ✗ **Do Not Expose to Direct Sunlight** – Prolonged UV exposure may cause discoloration.
- ✗ **No Heavy Furniture or Equipment** – Excessive weight can cause cracking.
- ✗ **Do Not Cut, Trim, or Fold** – Altering the mat voids the warranty.
- ✗ **Avoid Uneven Surfaces** – Placement on a sloped or uneven area may cause cracking.

Warranty Coverage

Our chair mats are backed by our **Reliability from the Ground Up Guarantee** and **No-Crack Promise**.

What is Covered?

- ✓ Cracking, curling, or splitting under normal office chair use.
- ✓ Material or manufacturing defects.
- ✓ Durability when used on the correct surface type.

What is Not Covered?

- ✗ Damage from improper use, including placing a no-underlay mat on thick carpet underlay.
- ✗ Excessive weight loads or heavy furniture use.
- ✗ Cuts, modifications, or attempts to trim the mat.
- ✗ Damage caused by prolonged UV exposure.

Warranty Claim Process

If you believe your chair mat qualifies for a warranty claim, submit a claim online at <https://advancematting.co.nz/chairmat-warranty-claim>

Required Information:

- **Photo of the Chair Mat** – Showing cracks or damage clearly.
- **Batch Number** – Found on the sticker on the back of the chair mat.
- **PO Number** – Corresponding to the original purchase order.
- **Invoice Number** – The invoice from the original purchase.

We reserve the right to request a photo of the results of the Pin Test to verify correct mat selection.

For any inquiries about your chair mat warranty, contact Advance Matting Customer Support at sales@advancematting.co.nz