



Limited 10 Year Cleartex Glaciermat Glass Chair Mat Warranty

Floortex provides a limited 10 year warranty on all Cleartex Glaciermat glass chair mats 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, prove to be defective in material and/or workmanship under normal usage, Floortex will, replace the product under the condition that the purchaser proves 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 chairmat 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**. Prerequisite for the validity of the warranty is that the product is used in accordance with the Floortex guidelines for "Selection, Use & Care".

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

A shipping and handling fee will be charged for all warranty replacements. As this fee varies depending on the size etc. of the material to be returned, please contact Floortex for further details using UKorders@floortex.com. The purchaser bears the risk of transport.

Some model 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.

After 12 months of purchase date, claims are limited to 1 replacement per product purchased and Floortex will not be obligated to replace any product which has previously been replaced under this 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: UKorders@floortex.com

or can be downloaded: www.floortex.com



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Cleartex Glaciermat Glass Chair Mats : Use & Care

Handling, Use & Care

Introduction

Thank you for purchasing a Floortex Glaciermat glass chair mat. It is important that your Glacier glass chair mat is handled, used and cared for in the appropriate way to ensure you get the maximum benefit from your purchase. Please read the instructions below and save them for future reference.

Handling your mat

Putting your mat in position

On delivery, take your packed mat to its intended place of use taking care that it does not make contact with walls, furniture or other solid objects. This may be easier with two people. Stand the packed mat on its side leaning slightly against something secure and carefully unpack the mat. Again, slowly and carefully place the mat on its side (onto a carpet or soft surface) and lean gently against a secure surface.

Ensure the hard floor or carpet location has been well cleaned, is dry and clear of any dirt or grit and is totally flat and even.

When used on hard flooring you may need to add self-adhesive silicon dots to the underside of the mat. Place them around the edge of the mat, as required, about 25mm in from the mat edge. A pack of silicon dots are included with your mat. Use two people to carefully lay the mat into position, avoiding any edge contact with furniture or other hard surfaces.

Ensure the silicon dots do not fall off the mat when laying onto hard floor surfaces.

When installing your glass chair mat, care must be taken to leave space between the glass edge and any metal desk or cabinet leg that could “bump” the edge of the mat. At least a 25mm clearance is recommended. Do not allow your chair mat to come in contact with any type of metal, including metal furniture legs or metal chair casters, or another piece of glass. To do so will void your warranty.

Lifting your mat

When lifting your mat, to move it or clean it, do not use metal screwdrivers or other metal objects as levers. Again, avoid any contact with the mat edge when manoeuvring your mat.

Use

Your Glacier chair mat is totally smooth and your chair will roll quickly across the surface. You will soon get used to this and will enjoy the ergonomic benefits of the easy roll surface. Your chair casters can roll on and off the mat without causing damage. Do not use chairs with metal casters.

Care

The toughened glass is highly resistant to scratches but they will occur if hard dirt or grit particles get onto the mat and chair casters come in contact with them.

Your Glaciermat can be cleaned using standard glass cleaning fluids and a soft cloth. Vacuuming around the edge / corners of the mat will help keep it clean but care should be taken to avoid heavy contact with the edge of the mat.

General

Glaciermat chair mats are guaranteed for normal office use. Please ensure that no heavy objects are dropped onto the mat surface or corners. It is recommended that no furniture is located on the chair mat