



## Limited 10 Year Cleartex Glaciermat 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, in Floortex's sole opinion, prove to be defective in material and/or workmanship under normal usage, Floortex will, at its option, replace the product at no charge (except as otherwise stated herein) provided 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 chairmat; use of chair mat 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.

Glaciermat glass chair mats should only be used on very flat flooring. Use on uneven flooring may result in damage so such application is not covered under this warranty.

Normal wear and tear, including but not specifically limited to, marring and scuffing is not covered under the warranty. To apply for a replacement, submit a Warranty Claim Form complete with dated sales receipt or purchase order and an image of the mat in application and of the specific damage. 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. Contact Floortex for further details using [CustomerService@FloortexLLC.com](mailto:CustomerService@FloortexLLC.com). Some models may no longer be available. In warranties involving discontinued product, Floortex will provide, at its discretion, a product with the specification that most closely match the original type purchased or if no replacement is available, Floortex may retract the warranty.

### **Floortex Polycarbonate Chair Mats**

After 24 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 [CustomerService@FloortexLLC.com](mailto:CustomerService@FloortexLLC.com) or can be downloaded from [www.floortex.com](http://www.floortex.com)

## **Floortex Glaciermat Glass Chair Mats**

### **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 using on hard flooring you may need to add self-adhesive silicon dots to the underside of the mat, placing them around the edge of the mat, as required, about 1" 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 on 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 1" 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 leavers. 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 fluid and a soft cloth. Vacuuming around the edge / corners of the mat will keep it clean but care must be taken to avoid heavy contact with the edge of the mat.

## General

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

Claim forms can be requested from: [CustomerService@FloortexLLC.com](mailto:CustomerService@FloortexLLC.com)  
or can be downloaded: [www.floortex.com](http://www.floortex.com)

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