**Mat Warranty**

Kleen-Tex offer a general five-year warranty and a two warranty on mats washed in industrial washing machines, both covering manufacturing faults or defects, as described in the appendix A, on all tufted-fabric/rubber-backed mat types. We also guarantee that all mats will conform to our standard product specifications.

This warranty does not cover mat damage due to misuse, damage caused by defective machinery, or not maintaining a regular or approved cleaning regime.

This warranty is subject to Kleen-Tex standard conditions of sale and that mats are processed and handled in accordance with Kleen-Tex recommendations, a copy of which can be obtained from Kleen-Tex Technical Department on request.

We reserve the right without prior notice for technical and supply chain reasons to change the raw material and specifications of the products used at any time.

Kleen-Tex cannot guarantee any specific time period as being a minimum ‘lifecycle’ for a mat.

Many factors that are not controlled by Kleen-Tex contribute towards the effective lifecycle of a dust-control mat e.g. climate, ozone level, foot-traffic, amount and type of soil tracked, plasticiser migration from floor-coverings, storage/handling, storage in sunlight, frequency of washing, wash temperature, detergent formulation, pH of wash liquor, added chemicals, extraction speed/pressure, drying time/temperature and defective machinery, transport methods and manual handling.

Kleen-Tex reserves the right to conduct onsite audits to ensure correct procedure are being followed.

For details of the claims procedure please contact your Account Manager or the Customer service department.

Last updated September 2018