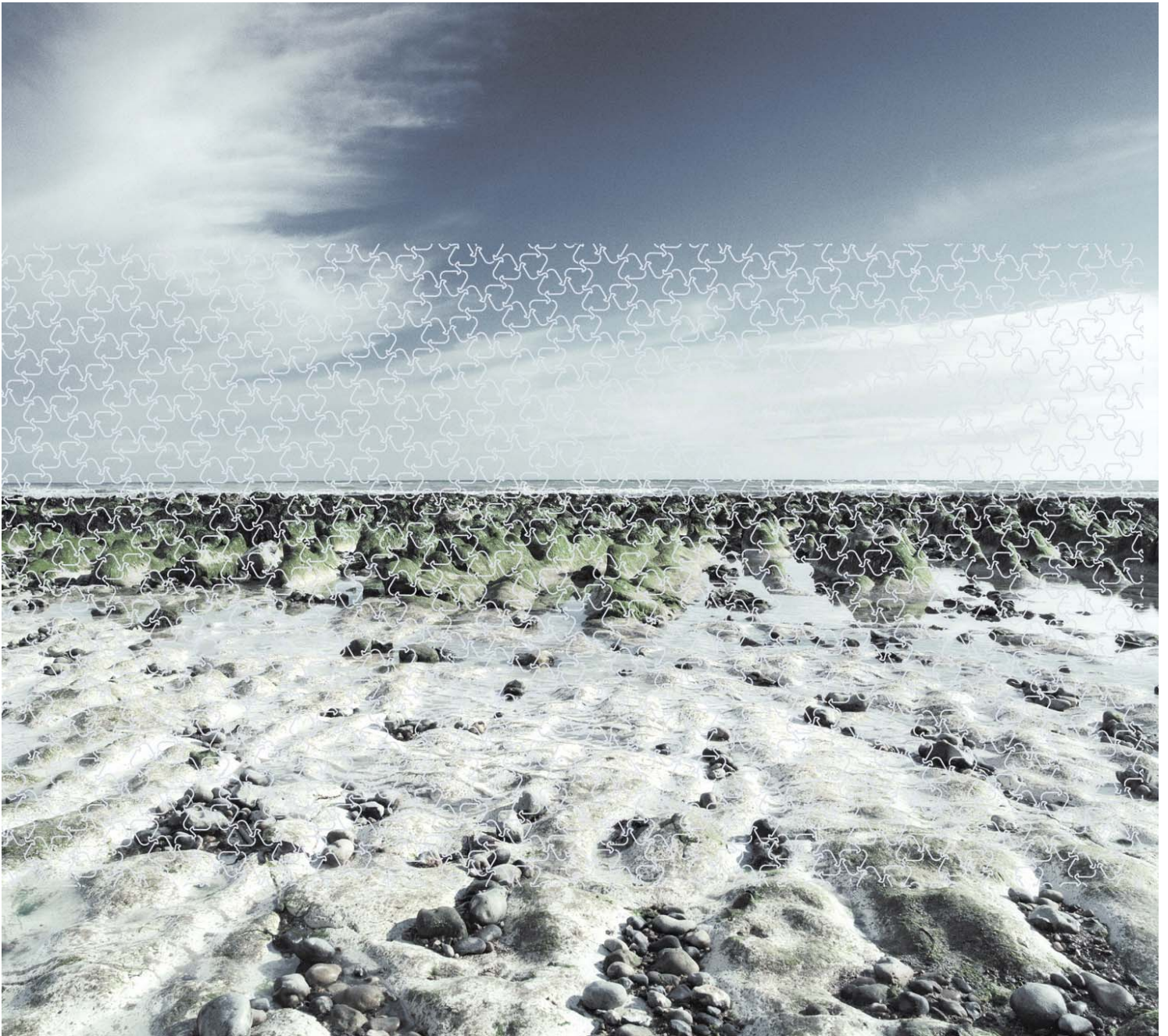




Processing and Handling Instructions  
Warranty Document  
For Rental Laundry Mats



WALK OFF<sup>®</sup> MATS



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## WALK OFF® MATS



## 1.0 Mat Processing Introduction

### 1.1 Wash Processes

All new Milliken Walk Off® mats should be processed once before placement at the end user's premises.

### 1.2 Machinery

Milliken does not advocate the use of any particular machinery for the washing of mats. Do not use flat bed washers, wet and dry vacuum systems, other systems substantially similar to either of these, or ozonated water systems for cleaning mats.

### 1.3 Pre-Shaking / Beating Machines

Shaking mats prior to washing to remove debris that can be disposed of as solid waste can be beneficial in the cleaning process. A variety of such machines are available that provide this function either in conjunction with tunnel washers or conventional washer extractors.

### 1.4 Detergents

Milliken does not advocate the use of any particular detergent. However, do not use (i) products containing optical brightening agents, (ii) chlorine, (iii) oxidizing bleaches, or (iv) wash or rinse baths with a pH below 6 or above 10.

### 1.5 Recycled or Reuse Water

Milliken does not warrant against damage to the mat caused by the use of recycled or reuse water. For example, recycled or reuse water may damage mats if it contains (i) optical brightening agents, (ii) chlorine and (iii) oxidizing bleaches. The use of recycled or reuse water must not result in wash or rinse bath with a pH below 6 or above 10.

**WALK OFF® MATS**



## 2.0 General Processing Warnings

Do not wash mats in an ozonated water system.

Do not wash mats in a dishwasher.

Do not dry-clean mats.

Do not wash mats that have been over-dyed with any other mats. Over-dyed mats must be washed separately.

Do not expose mats containing cotton or nylon to acids such as acetic acid, formic acid, peracetic acid and sulphuric acid where their results in a wash or rinse bath with a pH below 6. These acids should not be used as spotting agents.

Do not expose mats containing cotton or nylon to hydrogen peroxide, oxygen or chlorine bleaches, as such agents may damage the mats.

Do not expose mats containing cotton or nylon to chlorinated hydrocarbons, as such agents at higher temperatures may damage the mats.

Do not expose mats to vegetable or biodegradable oils, as such oils may affect the rubber and damage the mats by causing dimensional instability.

Do not expose mats to solvents such as ozone, ketones, esters, aldehydes, chlorinated and nitro hydrocarbons, aromatic and aliphatic hydrocarbons, as such solvents will cause damage to the rubber.

Care should always be taken when using spotting agents or exposing the mat to any chemical agent. Check with the chemical supplier to determine if the chemical agent is suitable for use with the type of mat being treated.

Chemical damage to mats may not show effects immediately, sometimes taking months or years to have a detrimental effect.

WOM Solution Dyed Mats, Absorba Mats, Cotton Plus Mats and Heavy Duty Scraper Mats should not be washed at temperature above 60 degrees C on a regular basis.

Prestige Millitron Dyed Mats, Colour Symphony Mats and Millitex mats should NEVER be washed at temperature above 50 degrees C.

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## 3.0 Extraction

Unless specifically requested or the mats are made outside normal manufacturing specifications, all the mats in the Milliken Walk Off® Mats product line are perforated.

These small perforations create micro valves that allow water to pass through them when sufficient pressure is applied. This provides a more efficient and effective extraction over the whole surface of the mat.

Membrane presses are not recommended for mat processing. If a membrane press is to be used for extraction, do NOT overload the pockets and do use a tamping action during pressing. Damage caused by use of membrane presses is not covered by the product warranty.

### 3.1 Calculating G-Forces Developed In Extractors

*Metric Measurements:*

$$\text{G-force} = \frac{0.56 \times \text{RPM}^2 \times \text{drum diameter (in metres)}}{1000}$$

*Imperial Measurements:*

$$\text{G-force} = \frac{0.9144 \times \text{RPM}^2 \times \text{drum diameter (in feet)}}{1790}$$

Where  $\text{RPM}^2$  = square of extractor speed (revolutions/minute).

### 3.2 Extraction Limitations

In performing extraction, do not exceed the following:

A G force of no greater than 300 G up to a maximum duration of 8 minutes.

(Note: 250G in washer extractors should provide optimal performance)

A G force from 300 to 600 G up to a maximum duration of 2 minutes.

(Note: 300 – 600 G are for use in continuous end of tunnel extractors)

G forces above 600 G are not approved.

**WALK OFF® MATS**



## 4.0 Drying

The use of tumble-drying of mats as part of the full processing cycle is optional. If tumble-drying is used, the following specifications must be met:

- Loading:** Refer to the dryer manufacturer's specifications.
- Temperature:** The maximum air outlet temperature setting of 80°C/175°F must be used. This minimizes the risk of over-drying or pile damage.
- Drying Times:** Refer to the dryer manufacturer's specifications.
- Moisture:** Do not over dry mats. As a general guideline, moisture weight should be 10 to 15% of the fabric weight.
- Cool Down:** All mats should be promptly removed from the dryer upon completion of the drying cycle and laid flat until cooled to at least 30°C/90°F. This minimizes any creasing memory that might be put into the rubber while still warm and minimizes the risk of mat "sweating".

**WALK OFF MATS**



## 5.0 Storage and Handling

### 5.1 Storage

Mats must never be stored folded after first laundering.

Mats must be stored flat or rolled at all times.

### 5.2 Temperature Limits

The ideal temperature for storage of mats ranges from 10°C/40°F to 21°C/70°F with a maximum limit of 40°C/100°F. If stored below 0°C/32°F, mats can become stiff & would require warming before being placed in service.

### 5.3 General

Storage in direct or reflected sunlight — even through windows — should also be avoided. Mats should be stored on a first in first out basis to facilitate full stock rotation.

**WALK OFF® MATS**



## 6.0 Mat Repairs

DO NOT USE DAMAGED MATS, AS THEY MAY POSE A SAFETY HAZARD.

Milliken's has available for purchase a special rubber compound and a kit of the tools for mat repairs. Except for Milliken provided repair materials, Milliken does not endorse any repair presses or other equipment or supplies.

There are a variety of commercially available presses promoted for repairing damaged mats. These presses are promoted for making edge repairs, repairs of centre cuts, to re-label mats, to attach R.F.I.D. transponders, and to re-attach hook and loop patches that have detached. Refer to the manufacturer's specifications for operating and safety guidelines.

Do not expose mats to temperatures above 175°C/350°F. Repair temperatures of 150°C/300°F to 175°C/350°F are acceptable for up to 4 minutes.

Repaired mats are not warranted as to future performance.

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## 7.0 Product Warranties

### 7.1 Warranty for Textile Mats

Milliken warrants that for a period of 5 years, the Milliken Walk Off® brand mats with cotton or nylon face material (but excluding nylon inlay design mats) (“Textile Mats”) will conform to Milliken’s standard specifications in effect at the time of delivery and that the Textile Mats will be free from manufacturing defects, as determined by Milliken in its sole discretion. Customer’s sole remedy, and Milliken’s sole liability to customer and any third person, for Milliken’s breach of this warranty, shall be, at Milliken’s sole discretion, (i) a refund of the full or partial purchase price (as specified below), exclusive of any taxes, shipping, handling or other costs, or (ii) replacement of the relevant Textile Mats. If a refund is chosen by Milliken, the following conditions shall apply; (a) during the first 2 years following purchase of the Textile Mat, the remedy shall be a 100% refund of the fully paid purchase price; (b) during the third year following the purchase of the Textile Mat, the remedy shall be a 50% refund of the fully paid purchase price; (c) during the fourth year following purchase of the Textile Mat, the remedy shall be a 30% refund of the fully paid purchase price; and (d) during the fifth year following the purchase of the Textile Mat, the remedy shall be a 10% refund of the fully paid purchase price. This warranty is subject to the Warranty Terms and Conditions provided below.

### 7.2 Warranty for Rubber Mats

Milliken warrants that for a period of 1 year, the Milliken Walk Off® brand mats with rubber face material (“Rubber Mats”) will conform to Milliken’s standard specifications in effect at the time of delivery and that the Rubber Mats will be free from manufacturing defects, as determined by Milliken in its sole discretion. Customer’s sole remedy, and Milliken’s sole liability to customer and any third person, for Milliken’s breach of this warranty, shall be, at Milliken’s sole discretion, (i) a refund of the purchase price, exclusive of any taxes, shipping, handling or other costs, or (ii) replacement of the relevant Rubber Mat. This warranty is subject to the Warranty Terms and Conditions provided below.

### 7.3 Warranty for Nylon Inlay Design Mats

Milliken warrants that for a period of 2 years, the Milliken Walk Off® brand mats with a nylon inlay design on its face (“Inlay Design Mats”) will conform to Milliken’s standard specifications in effect at the time of delivery and that such Inlay Design Mats will be free from manufacturing defects, as determined by Milliken in its sole discretion.

**WALK OFF® MATS**



Customer's sole remedy, and Milliken's sole liability to customer and any third person, for Milliken's breach of warranty, shall be, at Milliken's sole discretion, (i) a refund of the purchase price, exclusive of any taxes, shipping, handling or other costs, or (ii) replacement of the relevant Products. This warranty is subject to the Warranty Terms and Conditions provided below.

#### 7.4 Warranty Terms and Conditions

The warranties provided herein are in lieu of any and all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose. These warranties are subject to the limitations and exclusions set forth in these Warranty Terms and Conditions and in the individual warranties. These warranties only apply to Milliken Walk Off® mats stored, handled, maintained and used in accordance with *Milliken's then current published Processing and Handling Instructions*. These warranties shall not apply to mats which have been placed in storage for extended periods, exposed to temperature extremes, bent or deformed, previously repaired or borderless mats that have not been backed on 3mm specification rubber. Additionally, these warranties do not cover damage arising from any use that is different from the normal, intended use of mat, including, but not limited to, (i) damage caused by improper cleaning methods, machines or processes; (ii) damage caused by exposure to substances or contaminants which degrade or destroy mat material; (iii) damage caused by the use of membrane presses, and (iv) damage caused by, sharp objects and the like. Milliken is not responsible for any change or modification to the mats which might occur after it leaves Milliken's premises, including, but not limited to the presence of chemicals or materials which were not specified as components of the mats. In no event shall Milliken be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability, or otherwise.

Warranty periods, whatever the length and wherever referenced in this document, begin at the date of the applicable invoice.

Warranty coverage is limited to the original purchaser of the mats and is not transferable. Milliken requires the original sales receipt or other documentation as proof of warranty coverage.

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## 7.5 Claims Procedure

To make a claim, customer must send a written claim identifying the claimed defect, a copy of the original invoice or other verification that the claim is within the warranty period, and the mat with the claimed defect to the nearest Milliken Walk Off® Mats Customer Service Centre for inspection. At Milliken's election, inspection may be conducted by an on site customer visit.

### **Milliken Walk Off® Mats Customer Service Centers**

Milliken® Walk Off® Mats Europe  
Hilton Fold Lane, Middleton  
Manchester M24 2HZ  
England

Milliken® Walk Off® Mats Asia Pacific  
Unit 7, 87 O'Sullivan's Beach Road  
Lonsdale  
South Australia

Milliken Denmark A/S  
Fabriksvej 5  
8544 Moerke  
Denmark

Milliken® Walk Off® Mats Americas  
201 Lukken Industrial Drive  
LaGrange, GA 30240  
USA

Milliken® Walk Off® Mats Japan  
Milliken Design Center Yonezawa  
3-4452-33 Hachimanpara  
Yonezawa-City  
Yamagata Prefecture 992-1128  
Japan

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## 8.0 Miscellaneous

### 8.1 Staining of Floor Coverings

While Milliken Walk Off® mats are designed to minimise the possibility of staining floor coverings, circumstances may arise that can lead to staining of floor coverings and are beyond Milliken's control. These include but not are limited to: processing of the mat, positioning of the mat, any local products used on or under or around the mat, and the condition of the floor covering on which the mat is placed.

### 8.2 Trip Hazard

Milliken Walk Off® mats are designed to lay flat. A properly placed mat should enhance safety. However, the positioning of the mat and its surroundings are major factors in the overall performance of the mat, including its contribution towards safety. Care needs to be taken when positioning a mat so that it cannot become a tripping or other hazard by itself or because of its surroundings. If a mat is damaged or appears to pose a hazard, do not use the mat.

### 8.3 General

The rental company/customer of the mats must ensure that the mats are properly placed, cleaned in accordance with these instructions, stored in accordance with instructions, delivered in accordance with instructions and are free of contaminants. The end users must ensure that local cleaning and maintenance does not contribute to staining of the floor covering or damage the mats and that the mats are not moved, or treated in such a way where they can reduce safety or become a hazard.

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