



THE CUSTOM MAT CO.

Your Brand In Luxury Carpet

PLUSH MAT CARE INSTRUCTIONS:

Please use this care guide as a reference to help with common wear and tear maintenance. If you are ever uncertain about the best practice to take, please do not hesitate to call us. (904)619-6667

Initial receipt of Mat:

- It is completely normal to see a slight opening or “smiling” at the seams when your mat is initially opened. The will correct itself over time and once the mat is flat, the “smiling” will disappear.

Transportation:

- Keep your mat flat at all times if possible, even for transportation.
- If rolling cannot be avoided, ALWAYS loosely roll your mat face-up/logo side in. Rolling face-down/logo side out places unnecessary stress on seams and may cause damage. Rolling face out will void your mat’s warranty, which protects against any manufacturer defects for a year after purchase.
- NEVER place heavy objects on top of your mat when it is rolled for transport, this can place unnecessary stress on seams.
- Cellophane wrap is recommended to secure, DO NOT use adhesive tapes.
- Your plush mat is fabricated for INDOOR use only, never use your mat in adverse conditions such as rain. This will destroy the product and void your warranty.

Cleaning:

- Use any roller brush vacuum as frequently as needed.
- If soiling occurs spot cleaning and dry cleaning are the best practices. Never wet clean, steam clean, or overly saturate the carpet as this will degrade the integrity of the fibers.
- Our recommended spot cleaner is Folex Instant Carpet Spot Cleaner. Always test a small inconspicuous spot prior to using it throughout your mat. Lightly mist the soiled area and let it sit for a few minutes. Then, using a clean, white towel, blot the treated area. Try to not rub aggressively back and forth as this can affect the twist of the yarn.
- Our recommended dry cleaning service is Host Dry Cleaning (hostdry.com)

9774 Florida Mining Blvd W Ste 705, Jacksonville, FL. 32257

tel (904) 619-6667 | fax (904) 647-5919

web www.thecustommatco.com