



## FREQUENTLY ASKED QUESTIONS

### **ARE YOUR MATS ENVIRONMENTALLY FRIENDLY?**

Yes, our mats have a greater life expectancy, keeping Smart Step Mats out of the landfills and thus contributing to a greener environment. After their minimum 20-year life expectancy, Smart Step Mats can be recycled.

### **ARE YOUR MATS SAFE AND NON-TOXIC?**

Yes. Smart Step's 100% polyurethane does not contain PVCs or BPAs and has been rigorously tested and proven to be safe. Smart Step Mats are also latex and odor free.

### **ARE SMART STEP MATS SAFE FOR RADIANT FLOORS?**

Yes. Smart Step Mats are flame resistant, will never ignite, and have a melting point of 400°(f) making them safe for radiant flooring systems. We have passed CFR 1630/1631 Standard for the Surface Flammability of Carpets and Rugs.

### **HOW THICK ARE SMART STEP MATS?**

Most Smart Step Mats are 3/4" thick. That's 50% more (mat = comfort) than many other premium mats on the

market. Some Smart Step Mats are 5/8" thick.

### **CAN I CUT SMART STEP MATS TO "FIT" CUSTOM SPACES (I.E: CORNER, PILLAR, LAZY SUSAN)?**

Yes, you can cut Smart Step Mats without compromising the properties of your mat or voiding the warranty. With our unique one-piece construction, your Smart Step Mat will never separate or delaminate when cut. Custom cutting is available upon request.

### **DO SMART STEP MATS HAVE AN ODOR?**

The polyurethane construction of our mats will not produce "off-gassing", unlike rubber, vinyl and/or biodegradable foam mats.

### **HOW DO I CLEAN MY SMART STEP MAT?**

Our mats require little to no special care. You can spot clean, sweep, stick vacuum (non-brush-rolled), or mop as needed. Most spills can be easily cleaned with a towel. For more difficult stains, clean with mild soap and water. Smart Step recommends that you always test our products with any chemicals to be used. A free test sample is available.

## **WHAT ARE YOUR MATS MADE OF?**

All Smart Step Mats are made with our proprietary SmartTech Polyurethane™ (STP). The core of STP is polyurethane – a premium standard for anti-fatigue mats. It is more expensive than other commonly used materials but offers the best support and comfort every time you stand on one and it provides exceptional value over time. This gives our mats an extended life-cycle, making them environmentally friendly.

## **WHAT DOES ANTI-MICROBIAL MEAN?**

Anti-microbial is a term given to an object that is capable of destroying or inhibiting the growth of disease-causing microorganisms. Other mats use additive anti-microbial liquid bases to coat their mats. Coated type mats tend to wear off over time and could cause the growth of bacteria. Smart Step Mats are 99.99% anti-microbial – by design...inherent in our material formulation. No additives are necessary.

## **WHERE CAN SMART STEP MATS BE USED?**

Our mats can be used anywhere in the home or workplace where standing occurs. Our mats are perfect for use on assembly lines, in laboratories, at service counters and more commercial or workplace environments. Smart Step Mats are also commonly found in the kitchen, vanity, grilling & garage areas or fitness room.

## **WILL SMART STEP MATS STAIN MY FLOOR?**

The bottom of our mats are free of paints and coatings that cause staining; our unique proprietary engineering allows the color pigment to be directly injected into the polyurethane. Company research has found that some types of flooring, and Linoleum, in particular, may be made from raw, sometimes inexpensive materials including linseed oil. This type of flooring and floors sealed with a non-urethane based sealer may have a tendency to cause slight discoloring when covered. Although very rare, a few cases are known where linseed oil or the adhesives used to seal floors have an oxidation effect due to lack of UV light over time. This adverse effect could happen with any type of floor covering. If you have any concerns about the chance of any discoloration or material reaction, it is our recommendation that you contact your floor installer to learn more about your finish.

If you have further questions, please email us and a customer service representative will be happy to assist you.

## **WHERE ARE SMART STEP MATS MADE?**

Our mats are 100% Made in the USA at our manufacturing facility outside of St. Louis, Missouri.