



First Impression Systems, Inc.
Safety, Performance, Image

Warranty Information

5Star Plush

3 Year Limited Manufacturers Warranty-

First Impression Systems, Inc. (FIS), warrants this product to be free from defects of workmanship. FIS warrants that, from the original date of purchase, FIS matting will retain 80% of its pile fiber when properly maintained as recommended in the care and maintenance instructions.

- First Year 100% of Replacement Cost
- Second Year 66% of Replacement Cost
- Third Year 33% of Replacement Cost

Spots or spills should be cleaned within 6 hours. Regular vacuuming and/or light extraction is usually the only cleaning necessary. However, in situations with high traffic, shampooing methods, hot water extraction or pressure washing is recommended.

The following are not covered by warranty:

- Improper maintenance burns crushing, rips or acts of God.
- Tears, pulls, cut and damage due to material handling equipment or concealed damage caused during shipping. (Claims for damage during shipping must be made with the delivering carrier and is the responsibility of the owner consignee.)
- Damage to Edging
- Damage due to the applications of non-approved cleaning agents or maintenance methods.
- Deterioration in appearance not related to loss of pile fiber.
- Wrinkling or buckling of mat or Edging.
- Improper installation from a non-FIS installation

No warranty is extended for use of the products on stairs, in athletic playing areas, or for product which has been taken up from the location where it was originally installed.

- Claims for damage during shipping must be made with the delivering carrier and is the responsibility of the owner consignee.
- For full warranty information please visit www.firstimpressionsystems.com