



## Troubleshooting

### **BORDER CUTS, SPLITS, OR TEARS**

#### **Gaps between the dryer basket and housing:**

The cure for this is to use proper gaskets supplied by the equipment manufacturer and to insure basket supports are properly adjusted.

#### **Customer abuse:**

Customers sometimes cut mats to make them fit around equipment or furniture. Also, mats occasionally are cut by electric doors or other customer equipment. Service people should be made aware of such problems so they can be eliminated.

#### **Sharp edges in processing equipment:**

These are usually found in dryers and can best be located by feel.

#### **Excessive extractor pressure or speed:**

A high speed centrifugal extractor can stretch mats to the point of bursting. Maximum centrifugal extractor pressure should not exceed 250 G's. Ram extractors are not recommended for mats.

#### **Product design:**

Some manufacturers choose not to reinforce their mat borders which enables mats to tear or split more easily.

### **BURNED OR MELTED CARPET**

#### **Excessive dryer temperatures:**

Nylon melts at approximately 500F. If mats have been exposed to these temperatures, the carpet surface will feel rough and coarse. It may also be possible to see burn marks caused by dryer ribs or basket perforations. Inspect dryers to insure they are properly maintained. For more information, refer to Tech Tip #111 Mat Drying.

#### **Cigarette burns:**

These should be self-evident. The service department should be advised so the damage can be eliminated. Avoid using solid color mats in areas where this problem exists.

#### **Chemical burns, welding burns:**

Damage of this nature should be self-evident.

### **CHEWING GUM OR TAR ON CARPET SURFACE**

It is possible to remove most gum and/or tar by using De-Solve-It, a citrus based solvent available from M+A Matting. Please note: Follow directions on the bottle. Wash mats immediately after using De-Solve-It to prevent damage to rubber backing.

## **DELAMINATIONS - CARPET SEPARATES FROM RUBBER BACKING**

This problem is rarely encountered. It is generally due to a manufacturing defect. There is no cure other than replacement by the manufacturer.

## **DINGY & DULL MATS**

Poor cleaning during washing. This can be caused by too low wash temperatures, too much or too little detergent or inadequate rinsing. Refer to Tech Tips # 101, #102, #103 for recommended wash formulas.

## **DYE CROSS STAINING**

This problem is usually seen on light colored mats that have been washed with dark colored mats. High wash temperatures and/or high pH chemicals usually cause this problem. Refer to Tech Tip # 101 for recommended wash formula.

## **COLOR LOSS**

Color loss can be caused by high wash temperatures and/or high pH detergents. Refer to Tech Tips # 101, #102, #103 for proper wash procedures.

## **FLOOR BENEATH MAT TURNS YELLOW OR BROWN**

Yellowing is normally attributed to moisture. The moisture is typically already present on the floor when mats are placed, and since the mats prevent the moisture's evaporation, the moisture becomes trapped in the floor surface, causing discoloration.

On hard surface floors, the use of carpet-cleated mats will reduce trapped moisture. On carpet, this problem is caused by placing mats on wet carpet. Again, the mats prevent the moisture from evaporating which causes severe yellowing or browning of the carpet color. Discolored carpet of this nature is very difficult or impossible to clean.

## **FADED PROPERTY MARKS**

As mats age, it is normal for property marks to fade. This is more commonly seen on labels placed on borders or corners of mats. The fading is caused by the abrasion of mats in the washing and drying process.

## **LINT FROM OTHER MATS ON CARPET & ON CLEATED BACKING**

This problem is caused by poor tuft lock between carpet and rubber backing. M+A mats are made with a special polyester substrate to prevent this problem. However, all mat producers do not use this product. Once mats of this nature are in your system, there is little that can be done to prevent the fiber loss. The lint can be removed from mats by drying mats for 5-10 minutes.

## **POOR OVERDYE RESULTS**

### **Not using enough dye kits for amount of mats being dyed:**

Use 1 to 200 pound dye kit per 200 pounds of mats.

### **Temperatures in the steam-up portion of the procedure are too low:**

Insure that 195 ° F (95 ° C) is reached and then maintained for a minimum of 15 minutes.

### **Leaky dump valves allow dye bath to leak out:**

As water refills the washer, the dye bath is diluted and the bath temperature is reduced. Ensure that dump valves seal properly before beginning over-dye process.

### **Water levels are too high in dye formula:**

High water levels dilute the acid used in the dye kit. Ensure that recommended water levels are used. Refer to Tech Tip # 201 for further information.

## **ODORS IN MATS AFTER WASHING**

Odors result from mats not being properly cleaned. This problem can be made worse by not drying mats. Refer to Tech Tips #101, #102, #103 for laundering instructions. In severe cases, it may be necessary to use the Heavy Soil Wash Formula.

## **OZONE DAMAGE**

Ozone is a naturally occurring ground level gas. Over time, rubber that is exposed to ozone can become weakened and damaged. Mats experiencing ozone damage exhibit cracking on the rubber side of the mat similar to a spider web. Mats that are stored over significant amounts of time should be rolled with the carpet-side out. This will decrease the likelihood of ozone damage.

## **RIPPLED OR DISTORTED MATS**

### **High temperatures:**

High temperature in the wash, or over-drying mats, can cause the carpet to shrink, leading to distorted or rippled edging. The rubber will not support the tension created by the yarn shrinkage.

### **Excessive extraction pressure:**

Centrifugal extraction with high G forces can stretch, ripple and otherwise damage mats. Consult with M+A Matting or your equipment supplier to ensure proper extraction pressures are used.

### **Stretching of mats, particularly runners, when removing them from washers and dryers:**

Instruct operators not to pull on borders of mats when unloading tangled mats.

### **Exposure to strong solvents and petrochemicals can cause rubber to swell:**

This swelling can cause ripples in the borders of mats.

### **Allowing mats to cool without laying them flat:**

When mats cool in a wrinkled or folded state, they retain the "heat set." Heating effected mats to normal drying temperature usually cures this problem.

## **SAND BUILD-UP IN CARPET SURFACE**

This problem is the result of not drying mats. Damp mats retain sand. A short 5-10 minute drying cycle will eliminate this problem.

## **SPOT COLOR LOSS**

Exposure to bleach - This problem can be difficult to diagnose as the color loss caused by the bleach does not necessarily occur before mats are picked up. It occurs when the mats are washed. Service people should be conscious of bleach odors in mats, particularly in food handling establishments where bleach is used as a disinfectant.

## **STREAK COLOR LOSS**

Streak color loss is usually caused by a defect in tufting or yarn production. Consult with your mat supplier to remedy this problem.

## **SPOT SWELLING ON CARPET & RUBBER**

Exposure to solvents and petrochemicals can cause spot swelling. Common examples are gasoline, hydraulic, or transmission fluid.

## **STAINED MATS**

Certain stains are difficult to remove using normal wash procedures. If heavy soil wash formulas do not produce desired results, treat stains with De-Solve-It. Please note: Follow directions on the bottle. Wash mats immediately after using De-Solve-It to prevent damage.

## **STATIC SHOCKS**

All M+A Matting nylon on rubber mats contain conductive carbon fibers to make them static dissipative. Most static problems can be cured by using M+A Classic Carpets, Classic mats and Safety, Quality or Greeting mats. Refer to M+A sales literature for details.

## **WET FLOORS BENEATH MATS**

This problem can be caused by floors sweating beneath mats. Use of mats with carpet cleat backing will usually reduce or eliminate the problem. CAUTION: Mats should not be placed on wet floors.

## **YELLOWING OR BROWNING OF LIGHT BLUE OR SILVER-COLORED MATS**

This problem seems to vary depending on local water conditions. Some customers have no problems, while others experience significant difficulties. The use of chemicals such as sodium percarbonate or hydrogen peroxide minimizes this problem.