

1. Do mats from The Andersen Company meet ADA requirements? Yes
2. What is the average shipping time on a non-logo mat order?  
Average ship times for all orders for non-logo mats is 2.27 working days from the time the order was entered.
3. What is the average shipping time on a logo mat order? Our average shipping time for all logo mat orders is 2.99 working days from the time we had approval. Art proofs on new logo mat designs are sent out within .69 working days.
4. With the new OSHA ergonomic requirements coming into effect do Andersen anti-fatigue mats comply with these new standards?  
OSHA has not set forth any standards regulating anti-fatigue mats, however, Andersen anti-fatigue mats may be used in an ergonomic program to help eliminate MSD(Musculoskeletal Disorders) problems. For more in depth information please refer to OSHA 29CFR1910-900.
5. How do I determine the best mat for the application? We have several mat placement guides under the Tools and Resources tab.
6. Does The Andersen Company have any existing logos to choose from? We have over one million designs in our logo database. You can search by clicking on the Logo Mats tab, then Logo Data Base.
7. Are Andersen Company mats guaranteed? All of our mats are covered by our 100% customer satisfaction guarantee. If at any time you are not happy with one of our products we will do whatever it takes to correct the problem.
8. Is it possible to send logo artwork by Email? Artwork email instructions are under the Logo Mats tab.

9. Will high heel shoes catch in the depressions in WaterHog mats? The WaterHog mat has been in use since 1986 and walking on the surface of this mat with high heel shoes has not proven to be a problem. We believe that this is due in part to the design of the WaterHog mat with its rubber reinforced face pattern and the narrow gaps between these raised surfaces. Combine this design feature with the beveled border and you have a safe walking surface that effectively removes and traps dirt and moisture away from the traffic level. Containing the dirt and moisture on the mat greatly improves the safety of the surrounding floor surfaces.
10. Are Andersen mats anti-static or static dissipative? Please refer to our **ESD Sheet**.
11. What causes yellowing of tile floors underneath mats? From time to time customers complain that mats cause the floors beneath them to discolor. This complaint has applied both to carpet and hard surface floors such as vinyl or tile. The discoloration is usually a yellow or brown color. The most likely cause for this is moisture. There are several potential ways that moisture can cause discoloration.
- Moisture from the ground comes up through the floor until it reaches the floor surface. This moisture normally evaporates and goes unnoticed. Placement of a mat on the floor prevents the evaporation, therefore trapping the moisture, thus causing the discoloration. This seems to be most common at entrances where cold or warm air enters buildings when the door is opened causing condensation (sweating).
  - Placement of mats on freshly cleaned and still damp carpet. This prevents carpet from fully drying, thereby causing discoloration.
  - Moisture from the back of mats. If not properly dried, the back of mats can be damp, thereby providing moisture to cause discoloration.
  - There can be a reaction between chemicals in the rubber backing and the floors or floor finishes used on hard surface floors.
  - Lack of exposure to sunlight. It is common to see floors change color when they are covered by counters, file cabinets, etc. This is caused by both lack of exposure to sunlight and restricted airflow.
- In most instances where mats are placed on the floor discolorations results, the customer is faced with a difficult decision. Use no mat and the floor doesn't discolor; however, the floor is damaged by tracked in soils, moisture and dirt, and the entire are deteriorates. Or use a mat and

Protect the floor with resulting discoloration in the area underneath the mat. Of the Two, most customers select the latter.

Corrective actions: Discoloration can usually be removed by stripping and rewaxing. In the case of carpet, professional carpet cleaning is usually required.

12. Are there recommended backing types for different floor covering surfaces? Cleated backing for placement on carpet or smooth backing for hard floor surfaces.

13. Ordering Instructions For The Logo Mat Collection.  
**Ordering Instructions**

14. **Chemical Compatibility Chart**

15. **Mat Placement by Market Segment**

Type Facility or application	Recommended mat product(s)
Manufacturing	Entrance mats, traction control, anti-fatigue, interior mats, message mats (safety, quality, etc.)
Hospitality	Logo mats – entrance and interior, regular entrance mats, anti-fatigue mats for registration desks, laundry, and food service areas
Healthcare	Entrance and interior mats both regular and logo, anti-fatigue mats at nurse's stations and in laundry and food service areas, environmental control mats for infection control
Office buildings/Schools	Logo mats – entrance and interior, regular entrance mats, interior mats for vending, coffee and copy machine areas

16. **Instructions for Sending Logo Artwork By Email**