



StepWell™ Sanitizing Mats FAQ

Is there a specific chemical solution I can/should use with the StepWell mat or can I use any solution?

The StepWell mat works best with quaternary ammonium and hydrogen peroxide sanitizing solutions. Instructions for proper dilution for the particular solution chosen should be followed.

The StepWell mat can also be used with chlorine bleach solutions, but failure to adhere to recommended dilution of 0.4% (0.5 ounces per gallon) for 6% chlorine bleach can damage the carpeted portion of the mat.

Mixing chemicals can be dangerous. Please use proper precautions when working with chemicals, and certainly if you combine them.

Is there a specific contact/dwell time recommended for the mat?

The efficacy of the mat for sanitizing/disinfecting is dependent upon the chemical used in the well. Instructions for contact/dwell time for the solution chosen should be followed. Longer dwell times are probably less feasible for most use case scenarios, so we recommend selecting a solution with a shorter, more feasible dwell time for mat use.

Please also note that dwell times for disinfecting are typically much longer than dwell times for sanitizing. The StepWell mat is ideal for sanitizing shoes, not disinfecting. For disinfecting-level cleaning, mats are less than ideal because of the dwell time required.

Is there a time limit in which the quaternary disinfectant becomes ineffective due to interaction with the fibers of the mat in the well?

One of the keys to maintaining an effective sanitizing solution is to keep the insert saturated. The StepWell insert is made with PET (polyethylene terephthalate) fibers. Highly absorbent fibers like cotton are more susceptible to "quat binding" (making solution ineffective), but PET fibers have a moisture regain rate of 0.4% which is very low and helps reduce the likelihood of quat binding. Quat test kits can be purchased to regularly evaluate your solution's effectiveness.

Does the "wipe & dry" portion of the StepWell mat remove all the moisture from shoes?

The "wipe and dry" section of the StepWell mat is designed to remove excess moisture from the shoes to help prevent slip-and-fall accidents following sanitation. However, it is unlikely to remove 100% of the moisture from the shoes unless the user wipes for quite some time. Some residual moisture/solution will likely remain on the shoes. If you feel residual moisture presents a problem, you may wish to add an additional carpeted mat for drying.



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FAQ

Continued

Is the StepWell mat commercially launderable?

The StepWell product is constructed with material that is commercially launderable, however the edges of the rubber at the base of the well may be susceptible to tearing after repeated washings. The inserts will not hold up to repeated washing and drying. All commercial laundry equipment and processes are different – we would encourage you to run a few internal wash tests to determine the life span of the mat if laundered.

How do I clean my StepWell mat?

Wipe the well down or hose it off and allow to dry. The insert can be rinsed in a sink or hosed off.

The carpeted portion of the mat can be cleaned in several different ways:

- Vacuum regularly (daily in high-traffic areas; weekly in lower-traffic applications)
- Clean with an extractor. Hang to dry.
- Hose off. Hang to dry.

How long does the insert last?

The life of your insert will depend greatly on the amount of foot traffic your mat receives. The insert should be replaced at your discretion, but we recommend replacing it when it begins to show signs of wear.

Can the StepWell mat be customized with logos and text? Is it available in other languages, like Spanish and French?

For quantities exceeding 250 units, we would be able to explore customization options. Please reach out to your sales representative for more information.

