



# LastingComfort

Everything you need to know about StableComfort  
and our comfort systems.



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## Introducing StableComfort by Promat

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With roots in agriculture, Promat Inc. was founded on serving the dairy industry when they discovered their mattress formula could benefit the equine industry as well. StableComfort was then created out of the many years of knowledge and research from agriculture experts eager to provide comfort solutions to equine.

Bedding solutions are an important part of proper care for your animals. Providing adequate sleep, resting and stable environments foster a space for healthy animals. At our core we value animal caregivers and are committed to our mutual success, growth, performance and animal welfare.

Horses from various equine disciplines are enjoying the benefits and comfort of our layered StableComfort stall flooring system since 1999.



# Our Stall Systems + Benefits

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StableComfort™ by Promat Inc., is a revolutionary horse stall flooring system designed with both horse and owner in mind. Being designed for health, comfort, cleanliness, and performance at its core, StableComfort™ is the global standard in equine flooring.

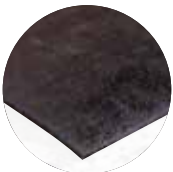
While standing, this stall flooring system provides a supportive, even surface. While lying down the StableComfort stall flooring decreases the timeline of injury rehabilitation and aids in loosening stiff joints.

StableComfort™ and StableComfort™ Premium by Promat is available for any stall size, and is customized per stall ordered.

## Our Original StableComfort™ system by Promat is a 3-layer system.



The first layer is the mattress. This multi-celled mattress is made up of polypropylene fabric with nylon stitches. It is filled with recycled vehicle tires which have been broken down into uniformly-sized rubber crumb. The rubber crumb never loses its resilient properties as it is inert and will not break down.



The second layer is a one-piece protective top cover. Our top cover has two sides, the bottom side is made of a polypropylene fabric. It is a needle-punched geotextile and tightly woven industrial grade fabric. The top of the fabric is impregnated twice with a complex rubber compound to increase durability which makes the top cover both non-absorbent and non-draining. The top cover is fastened to the walls ensuring that it stays in place, restricting bedding and other waste from getting underneath the system.



The third component is a plastic fastening strip which acts as a long washer to hold the fabric in place, snug against each wall or floor.

## Upgrade to StableComfort Premium



### Our Original StableComfort™ Premium is a 4-layer system.

Upgrade to StableComfort Premium by adding an extra layer of our optimum density foam. This is a 3/4" premium pad which is ideal for high performance horses, horses with lameness issues or recovering from lameness.



# Our Stall Systems + Benefits

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## Benefits:

There are many benefits to the StableComfort™ system, both economic savings for the horse owner and health benefits for the horse. These benefits are proven through research and testimonials from satisfied customers.

1

### Less Bedding Needed

Up to 75% less depending on type of bedding.

Bedding is not needed for comfort, but only to absorb urine and assist in the removal of manure. These three layers combine to have the same shock absorbency as 6-8" of wood shaving.

2

### Dust-free Eating Surface

The "pasture grazing" position is the most natural way for the horse to eat.

Hayracks are sometimes used to separate bedding from the hay and encourage the horse to eat in at an unnecessary elevation, which is unnatural for the horse. With StableComfort™ you can separate hay and bedding and feed, leaving the feed area free of bedding. This also prevents breathing in unnecessary dust particles.

3

### Reduced Airborne Dust Particles

Air quality is drastically improved with the decreased bedding needs. This is especially important for horses already suffering from respiratory challenges. Studies conducted at the Equine Research Center showed that StableComfort was able to reduce the number of airborne dust particles. Through using measuring devices that were placed on the horses' halter as well as used by hand at set intervals.

4

### Reduced Ammonia Levels

High ammonia levels from horse urine that is not properly removed from the barn harms the respiratory tract of horses and humans alike. With our top cover being one solid sheet of waterproof rubber no urine will seep into the bed. Other bedding solutions that have gaps will increase ammonia levels as they are difficult to clean properly and often lock in the urine.

5

### Better Waste Management and Labour Savings

With the use of less shavings StableComfort flooring systems prevents 2/3 less soiled bedding from being disposed. Decreasing the bedding helps save time and helps cut back on material and labour costs. StableComfort users see a 50% reduction in stall muck-out/cleaning time due to the reduction of bedding and the smooth easy to clean surface. Our top cover can be easily disinfected with one of our disinfectant products or effectively swept or mopped.

## Our Stall Systems + Benefits

6

### Lower Maintenance Costs – no Dips and Holes to Fill

StableComfort™ limits and even eliminates digging or pawing in many cases. Horses dig and paw because they are uncomfortable and are attempting to create their own comfort within the stall. With StableComfort™, there is noticeable relaxation in the horse as they enjoy the comfort built into the flooring.

7

### Non-Slip Surface

There is a saying “No Foot: No Horse”. If a horse thinks it will slip when trying to lie down or get up, chances are it will not lie down at all. One bad fall on a hard and slippery floor could cause severe injuries, from which the horse may recover, but only with veterinary care and close monitoring. StableComfort™ prevents damaging falls by providing the horse with traction (the rubber coating) when its body weight depresses the mattress.

8

### Reduces or Eliminates Hock Sores

Hock sores or capped sores are caused by abrasion from rough or hard flooring such as screenings, cement, interlocking brick, wood or gravel, or simply from slippage when trying to get up which causes the hock to rub against the floor. StableComfort™ alleviates this by providing a smooth, comfortable surface that is not abrasive to the horse.

9

### Easily Disinfected

Disease and bacteria are known to cause problems in the holes and cracks in ground-based or screening-based stalls, and rubber mats. Disinfecting ground-based stalls is difficult because of the terrain. These stalls have many hiding places the disinfectant may not reach. Disinfecting rubber-matted stalls is difficult due to the weight of the mats and the need to be turned over or fully removed to clean beneath.

StableComfort™ is very easy to clean because of its smooth, one-piece surface. It can be efficiently hosed down and even mopped clean (we do not recommend a pressure-washer).

10

### StableComfort Provides an Excellent Environment for Foaling

StableComfort systems provide good insulation for early born foals in colder climates. The non-slip surface is also great footing for the active and energetic newborn.

# Our Research

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- StableComfort™ provides an even lying surface, aiding in loosening stiff joints and decreasing the injury rehabilitation schedule.
- Satisfied StableComfort™ users report that horses are now lying down when they did not prior to the new flooring. Horses also walk confidently out of the stalls whereas before they walked out sore or lame after prolonged time in a stall. Also, injured horses recover quicker than before.
- Through rigorous testing our Clegg Hammer research firm has shown that StableComfort has a similar surface to an average outdoor grass pasture (average referring to a pasture that is neither too wet, or too dry which would affect its hardness)
- Studies conducted at the equine research center, university of Guelph showed that there was no change in horse behaviour (lying time, standing time, amount of weight shifting etc.) when transferred from a StableComfort stall with less than 1" of shavings to a regular bedded stall with at least 5" of shavings
- Additional before and after time-lapse videos have shown a 30% increase in the amount of time spent laying down on StableComfort systems vs regular bedded stalls with 5" of shavings. StableComfort™ also significantly increased the number of lying sessions within a set time period.



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The level of comfort given by StableComfort™ is best illustrated by simply standing on the product. If people feel the level of comfort, imagine how a horse feels it, being about 10 times our weight with a smaller surface area to disperse this increased weight. Because StableComfort™ is manufactured using rubber crumb, this yielding effect does not diminish with use or time.





## **Additional Products fit for Your Stable**



# StableWall by StableComfort

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StableWall is the perfect addition to any horse stall. StableWall is comprised of pre-engineered foam panels covered with the durable StableComfort™ top cover which can then be fastened to stable walls. When combined with our StableComfort™ flooring system it creates the perfect stall environment for your horse.

StableWall is fully customizable to the size of your specific stall dimensions.



## Benefits:

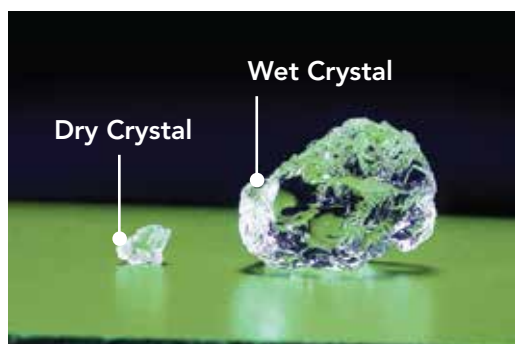
- Prevents injury head to hoof
- Helps to prevent casting
- Easy to install and maintain
- Inhibit stall wall kickers – decreases damage to walls and wearing down of the hoof
- Top cover will withstand the abuse from wall kickers
- Easy to clean and disinfect
- High density shock absorbing pre-engineered foam
- Thermal barrier in the stalls
- Water resistant

## Uses:

- Horse stall walls
- Rehabilitation stalls
- Foaling stalls
- Horse trailers
- Isolation barns

# Dust-Free Riding Arena

StableComfort™ Dust-Free is a safe, non-toxic crystal that absorbs 150+ times itself in water then gradually releases moisture back into the footing, rehydrating it and effectively eliminating dust while reducing the need to water the arena. It is a potassium-based crystal that turns to gel when watered. It also adds additional cushion & rebound to the footing all while being an economical alternative to other products while also being longer lasting.



**StableComfort™ Dust-Free -Riding Arena Dust Eliminator will last in most indoor arenas for up to three years depending on the maintenance and traffic.**

**In an outdoor arenas StableComfort™ Dust-Free will last approximately one year depending on the maintenance, traffic, and the type of elements the arena is exposed to.**

- Dust-Free can be used indoors or outdoors to help keep dust down.
- Dust-Free is 100% non-toxic so there is no harm in turning horses out in the rings after application
- Dust-Free will not draw moisture out of the environment.
- Potassium based crystal not a sodium-based gel.
- Re-hydrates with watering – a single application can last up to 3 years.
- Retains water & reduces watering by over 50%.
- Creates a dust free riding environment that is healthier for both horse and rider.
- Less expensive than other applications.
- Binds to footing to provide more cushion and rebound.
- One 55lb (25kg) bag will cover 10,000 square feet (929 square meters) of footing.



**Before Dust-Free**



**After Dust-Free**

# StableComfort Dust-Free Riding Arena vs. Magnesium Chloride

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Magnesium Chloride is a completely different product than StableComfort™ Dust-Free -Riding Arena Dust Eliminator. Magnesium Chloride, when applied to footing, will draw moisture out of the environment and anything it comes in contact with (including horses' feet, tack, etc.) Magnesium Chloride can also prematurely rust any steel or metal that is left on the footing.

Magnesium Chloride requires large quantities of product to eliminate the dust from the footing, and it is not long lasting. If watered or the arena becomes flooded, the product will be washed out of the footing, which then renders it useless.

When dust free is flooded by rain or other elements, it will return to its original state.

StableComfort™ Dust-Free -Riding Arena Dust Eliminator is a potassium-based crystal that turns to gel when watered. It is 100% non-toxic so there is no harm in turning horses out in the rings after application and it will not draw moisture out of the environment. It also adds additional cushion & rebound to the footing all while being a cheaper alternative to other products & longer lasting. A 55lbs (25kg) bag will cover up to 10,000 square feet (929 square meters). So, there is very little gel to sand ratio.

Because StableComfort Dust-Free is potassium based and not a magnesium-based product, it will not prevent freezing. While you wouldn't want to water in freezing temperatures, StableComfort Dust-Free should retain moisture without freezing your footing. Once the product thaws it will go back to working as if it was never frozen, no matter how many times it freezes or thaws.



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## Application Instructions: For use in indoor and/or outdoor riding arenas.

Work riding arena to desired depth (we recommend no deeper than 6" [15cm]) to get best results) then evenly distribute 0.0055Lbs (2.5g) of StableComfort™ Dust-Free per square foot or riding surface (1lb [0.4535 kg] per 182 square feet [16.9 square meters]).

A seed spreader can be used to distribute the crystals.

Lightly work into the footing (no deeper than 3" [7.6cm]).

Next, water generously and leave it to absorb.

Roughly 12 hours after watering, drag product well into the arena and repeat the watering process for 4+ days, dragging the riding arena prior to each watering. New watering rates can now be established.

Re-applying is also determined by your climate, if you start noticing the arena is dusty again, consider re-applying. If you currently water once a week without any product, you would be looking at watering with dust free every 3 weeks.

Note: If desired, apply an additional 0.0055lb (0.0025kg) per square foot to the high traffic areas.



# Dry-Bed-Sani

Proper care of the bedding material used is a vital aspect of overall equine hygiene and health. Dry-Bed-Sani is a high-quality absorbent. It does not release water and it does not become muddy or slippery. It forms a complex mix for easier cleaning. Dry-Bed-Sani creates a pleasant environment as it contains Eucalyptus Globulus Oil which helps reduce ammonia odors in the stable and ensures a more healthy and comfortable environment. Dry-bed-Sani users have also seen a decrease in the number of flies in the stable.

## Very Absorbent:

Dry-Bed-Sani is a high-quality absorbent that provides very dry bedding. Since it contains hydrosilicate it absorbs more moisture than any other bedding conditioner.

## Anti-bacterial:

Dry-Bed-Sani contains thymol which is a medical grade and general-purpose disinfectant which reduces bacteria in the stall.

## Fresh Environment:

Dry-Bed-Sani creates a pleasant environment, it contains Eucalyptus oil, helps reduce ammonia odors, and ensures a more comfortable environment

## Easy to use Product:

Dry-Bed-Sani is safe for your equine, the environment and people. It is safe to apply by hand and is EU Organic Certified.

## Application:

The crystal is sprinkled over bedding to help reduce flies and as an anti-bacterial bedding conditioner.





# Stable Cleanser

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Our preferred and recommended solution for cleaning your StableComfort stall flooring. StableComfort StableClean is safe for equine and your flooring investment. It also has a fresh citronella scent to deter insects.



## Application Instructions:

Prior to use, remove all animals and their feed from the premises and empty all feeding and watering applications.

Use 45-50 ml of StableClean One-Step Cleanser per litre of warm water.

Use a brush, sponge, mop or mechanical coarse spray to apply the product, making sure all surfaces are thoroughly wetted.

Allow surface to remain wet for 10 minutes and rinse with clean water.

Allow surface to dry before re-use.

After cleaning, do not house animals until areas have been ventilated. All surfaces and/or objects that will contact feed or drinking water should be rinsed with portable water before reuse.



# Pavers

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## Keystone Rubber Pavers

StableComfort Keystone Rubber Flooring offers a patented true 4 way interlock with the elegance of the keystone-cobble pattern.

StableComfort Keystone Rubber Pavers are the ideal alternative to brick pavers and replacement for concrete or gravel. The pavers are safe with anti-slip surfacing with all weather durability made from 100% recycled tires all in an elegant design.



## I-Tiles

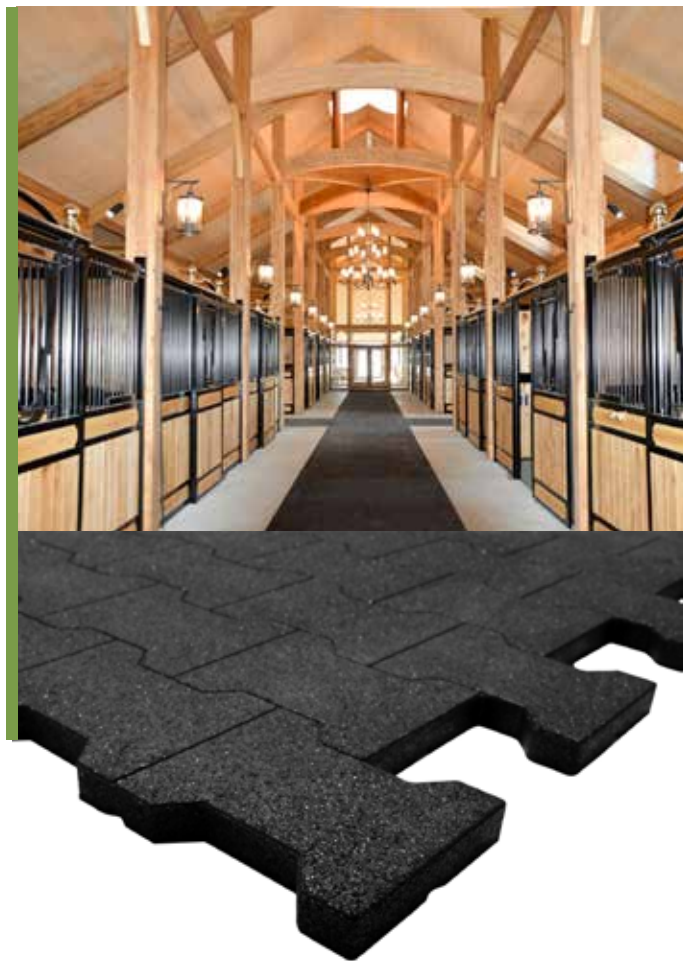
We also offer premium quality rubber interlocking I-Tiles that are a beautiful and safe flooring alternative for anywhere that requires a clean, cushioned and non-slip surface. I-Tiles are commonly used in aisle ways, wash stalls, tack rooms, arena entrances and grooming stalls. They can also be used for other arenas such as patios and walkways. These tiles provide horses and riders with a safe, sturdy and comfortable footing material that remain so over time. When wet, I-Tiles provide grip and elasticity to prevent slips and falls.

**With a fast-paced lifestyle in mind, these tiles are easy to maintain:**

- The small grooves make them easy to clean while eliminating loss of loose footing material. With this flooring, having a spotless barn can become less of a dream and more of a reality.
- I-tiles are perfect flooring solution that are cost effective, reliable and eye catching.
- They are also environmentally friendly as they are made from 100% recycled rubber.
- This high-quality flooring is available in multiple colours, allowing you to pick the colour, style and design that best suits your needs and desires.

### Technical Specifications:

- Made from 100% rubber
- Interlocking design, can be laid directly on stone dust, concrete, pavement, or any hard level surface
- UV stabilized for indoor or outdoor use
- Made in Germany
- Available in 1." (25 mm)
- Each tile measures 3.28" x 3.69" (1m x 1.12m), covering approximately 12 square feet/tile (1.11 square meters/tile).
- Available in black, grey, red and brown.



### I-Tile installation instructions:

Interlocking I-Tiles are better to install with a "half and half method." Tiles should join together with minimal space between each mat. It is required to have a solid support border on the outside of the tiles.





## Warranty Information

# Best Practices

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## Bedding:

Bedding varies from place to place, and is based on the needs of each individual horse. StableComfort™ only requires a small amount of absorbent bedding to keep the stall dry.

- Bed where the horse urinates. There is enough comfort built into the system, and the bedding is only required to soak up the urine.
  - For mares, bed where they urinate
  - For geldings and stallions, put a pile of bedding in the middle of the stall. They will move it around to their preference.

## Maintenance:

If you experience loose top cover or a slice/rip/hole/etc. in your top cover, please contact the dealer you purchased from for service.



## Cleaning/Sanitizing:

- Our preferred method of cleaning your stablecomfort stall flooring system is to use our stable cleanser product.
- Using a mop/bucket and hose, StableComfort™ can also be cleaned and disinfected with a diluted 5% bleach-to-water ratio. Simply clean the stall with the solution, and hose out when finished.
- Do **NOT** use harsh brushes, brooms, metal forks, metal shovels, or pressure washers to clean your StableComfort™ system. Use of these tools will void the warranty of your system.



# Warranty Details

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CGW Canada Inc.-Promat Division warrants to the original purchaser of its products (including custom seamed top cover) that the product manufactured and supplied by it, shall be free from defects in material or workmanship: up to 3 years from date of purchase. If a defect is discovered in the product, the original purchaser must report the defect to the dealer. The dealer will then report the defect to Promat using the proper warranty claim. Promat will, at its discretion, authorize the dealer to repair or replace the defect. If wear through occurs in the normal wear area a patch of sufficient size should be used. Promat will supply this material. Product (if needed / used) will be reimbursed to the dealer according to the coverage schedule. Promat reserves the right to retain the defective product, which shall be shipped back to Promat if requested.

This warranty does not cover defects which Promat's sole opinion are caused by improper installation of its products, or damage caused by unreasonable use, improper maintenance or use of chemical or cleaning products not approved by Promat. This warranty is the only warranty offered with respect to Promat products.

This warranty does not cover damages as a result of UV rays from direct sunlight. All fabric and mattresses are to be kept away from sunlight until they are installed. It is not necessary to store indoors, simply make sure the mats protective wrapper in place. Indirect sunlight occurring in a typical barn is not deemed to be damaging to the fabric.

This warranty does not cover damages from excessive shoeing (ex. corks, studs, etc.). Any damage caused by this is not covered under warranty.

All other warranties expressed or implied whether pursuant to statute, at common law or otherwise are expressly excluded. Except as set out in this warranty, Promat shall not be responsible for any loss or damage incurred by any party whether direct, indirect or consequential resulting from defective materials, faulty workmanship or otherwise.

It is the customer's / installer's responsibility to re-stretch a cover if it wrinkles, as wrinkling typically occurs due to improper installation techniques or installation being attempted using a cold cover (below room temperature). A wrinkled cover is prone to tearing, and will not be warranted by Promat if Promat deems a re-stretch could have been completed.



# Warranty Details

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## Notes:

- Promat is not responsible for failure due to faulty installation.
- Promat is not responsible for damage, which may occur to the fabric or mattress by use of chemicals or substances known to be damaging.
- Promat provides this warranty on the complete system only (mattresses, top cover, strips). Use of one piece of our system not in conjunction with the other pieces will render this warranty null and void.
- Damage caused by sharp objects or by overly aggressive cleaning is not covered.
- Mechanical equipment, skid loaders, power brushes, etc. are not covered.
- If damage should occur to the top cover, it is the customer's responsibility to notify the dealer immediately.
- It is the dealer's responsibility to see that repairs take place before damage occurs to the mattress.
- If the mattress is damaged due to negligence on the customer or dealer's part, no warranty applies.
- Adequate ground preparation and proper installation of the product are both requirements for warranty purposes.
- Occasionally some types of shoeing can result in damage of the top cover. This is NOT covered under warranty, so be sure to notify the customer of this.
- All top covers and mattresses are to be kept away from sunlight until they are installed. It is not necessary to store indoors, simply make sure the mat's protective wrapper is in place.
- Rolls of top cover should be stored inside or protected by a tarp and should be installed at room temperature. Indirect light occurring in a typical barn is not deemed to be damaging to the fabric.



# Commonly Asked Questions

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## How does StableComfort differ from competitor horse stall systems?

StableComfort is the only flooring company that offers a mattress. All our stall systems have a rubber crumb filled mattress at it's base. This soft yet durable foundation was designed to mimic the natural pasture providing your equine with familiar and preferable comfort in the stall.

We pride ourselves on a tough and durable system with our top cover and foam being high quality and ideal thicknesses. Our top cover is 1/4" thick where comparable brands use a 1/8" top cover. The thicker top cover prevents wear and will last longer without compromising comfort. Our premium density foam in our StableComfort Premium product is the ideal thickness for proper softness, support and footing for your equine.

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## How long does the product last?

The answer to this question depends on the amount of use the stall receives.

Some factors that could affect the longevity of the StableComfort™ system are:

- Shoeing of the horse
- Amount of time in the stall
- Behaviour of the horse

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I installed StableComfort stall flooring in one stall about 18 years ago and was so thrilled, I immediately added it to my other four. The stall mattresses have made barn life easier by cutting down on cleaning time and bedding costs while keeping my horses comfortable every day. The durability has truly impressed me — it's stood the test of time. I've raised five horses in these stalls since they were babies, and none have ever had leg issues. I highly recommend choosing StableComfort and no other substitute for your stalls.

**Sheryl Steckle**

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## What happens to the urine?

The urine stays on top of the system. Since just enough bedding is added to the mattress, urine is absorbed into the bedding and removed from the barn. We have found this method to deliver the lowest amount of toxic ammonia odors in a barn.

We pride ourselves on creating a fully waterproof system as a measure to reduce ammonia levels in the stables. Research conducted at the Equine Research Center (university of Guelph) which showed that when urine is allowed to drain into a flooring system, the resulting ammonia levels are significantly higher than when the urine is absorbed into bedding material and removed from the barn.

In stall flooring solutions where the urine drains through the floor, unobstructed; stables with floors that have a base of dirt, gravel, or earth often believe that urine is absorbed by the ground and removed from the barn. In actuality, the top inches of the base become saturated with urine and bacteria creating a layer of contaminants that is constantly in the stall which is difficult to clean or remove.

### Does the cover absorb urine?

No, the top cover does not absorb fluids. It is impermeable so liquid will stay on top of the bed.

### Does urine erode the top cover?

No, Promat has done private testing through an independent laboratory to be sure that urine does not attack or eat away at the top cover.

# Commonly Asked Questions

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## What about rodents?

We recommend that rodent problems must be solved prior to installation. Rodents have been known to make their way through many materials, including concrete.

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## Is StableComfort too soft for horses' health?

Promat has done extensive testing on animal comfort needs and our flooring was designed to mimic the outdoor pasture. Our durable yet nonslip flooring imitates the outdoor pasture the box stall. With just the right amount of support and give needed for proper traction and stability. StableComfort™ is not like standing on a waterbed, it is more forgiving and resilient than it is 'spongy'. Every time the horse steps you see a slight depression, which means that the horse is well supported.



Photo showing slight depression of the horse's hoof

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## What about hock sores?

An aggressive bed beneath the horse that irritates the skin and removes the hair on the hock causes hock sores. They are also caused when a horse tries to get up and rubs its hock raw. Our StableComfort™ top cover is a smooth non-slip surface that is gentle on hocks. Customers have seen improvement and in some cases their equine is cured from hock sores caused by their previous stall flooring.

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## What is a "seamer"?

A unique feature about StableComfort™ is our ability to make custom sized top cover, for any sized stall. Our standard top cover is 12'8" wide, and can be cut at any length. This cover is for any stall that is 12' wide or narrower. We can offer what is called a "seamer" for "oversized" (Larger than 12') stalls. This cover still offers all the benefits our StableComfort top cover, but is "seamed" together (in our warehouse with a special textile welding machine) to create 1 piece of cover to that fits the oversized dimensions of your stall.

During this process we take two or more pieces of cover and use a special "textile welding machine" to bind the multiple pieces of material together. This creates a very durable, waterproof cover. There will be a small space between the covers which is sealed with a special glue to create an even finish between the separate pieces.

Over time, you may choose to replace the calking but it does not affect the integrity or waterproofing of the mat.





# Shipping Information

# Kit Specifications

Below is what you can expect to receive in your shipment based on the stall size and system you ordered.

STALL SIZE	StableComfort				StableComfort Premium				
									
	Mats (for floor)	Mats (for crumb)	Cover	Strips	Mats (for floor)	Mats (for crumb)	Pad	Cover	Strips
10 x 10 ft	5	1	11	5	5	1	6	11	5
12 x 10 ft	6	1	11	5	6	1	7	11	5
12 x 12 ft	7	2	13	5	7	1	8	13	5
12 x 14 ft	8	2	15	6	8	1	8	15	6
12 x 16 ft	9	2	17	6	9	1	11	17	6
12 x 18 ft	11	2	19	7	10	2	12	19	7
12 x 20 ft	12	2	21	7	11	2	13	21	7
12 x 22 ft	13	2	23	7	13	1	14	23	7
12 x 24 ft	14	3	25	8	14	1	16	25	8
Non-standard / oversized kits to be priced by Head Office									
14 x 14 ft	10	2	19	6	9	2	11	19	6



# Shipping Details by Product Type

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## Mattresses

The mattresses are to be purchased from Promat in full skid lots or stall kits unless being shipped directly to the end-customer's location. The mattresses are stacked on standard skids at a maximum of 27 mattresses per skid. The skids are always covered and wrapped for outdoor storage. Please note that moisture in the mattresses after shipment is normal and does not damage the mattresses.

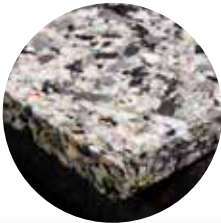
(One mattress weighs approximately 130lbs)



## Top Cover

The precut or seamed top cover is shipped in long carpet rolls. Precut rolls are 12'8" long, and may have 2 or 3 covers rolled together into one roll. Rolls must be stored inside at all times and kept protected from weather elements. Rolls should be stored at minimum room temperature, ensuring that the cover is protected and never installed when cold. A cold cover will not stretch properly when installed, and wrinkling may occur when warmer temperatures are later experienced.

(One linear foot of top cover weighs 5.77lbs, 1-13' roll weighs 75lbs, 1-11' roll weighs 65lbs)



## Premium Pad

Premium Pad is available at 46" wide, 60 sheets per pallet or can be sent with stall kits. Premium Pad must be stored indoors.

(One sheet of Premium Pad weighs 14lbs)



## Strips

Plastic strips are packaged maximum 36 to a bundle. Strips required for full stall kits are shipped inside rolls of covers unless otherwise specified.

(One strip weighs 2lbs)

All products can be ordered individually as well and shipped at the customer's expense.

Some of our products are safely stored outside and in transit. If you notice that your product has arrived wet, it will not affect or harm the integrity or quality of the product you received.

# Shipping Policy

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CGW Canada Inc.-Promat Division has built relationships with trucking companies in order to provide you with the best freight rates possible. Unless otherwise discussed, your freight rate includes ONE hour of unloading time (full truck loads-allow TWO hours) and you, the customer, are solely responsible for a pallet cart and forklift/tractor for unloading. The product is delivered on a 53' long closed in transport truck and trailer.

The driver is NOT required to assist in unloading of the product. If the driver assists at the time of unloading, any additional charges that may occur, are at the full responsibility of the customer. If a flatbed trailer or specialty truck is required, this must be noted at the time of the quote request. Any changes or charges that occur after the original quote has been sent, are the responsibility of the customer. Driveways must be easily accessible, and have enough space for the truck and trailer to make it safely in and out of the driveway. The space must be clear of trees, obstructions, power lines, etc. If the driver feels that they cannot make it safely down the driveway, any additional charges for relocation and unloading will be the responsibility of the customer. It is recommended that you have access to a pallet cart and forklift/tractor rated to a minimum of 4,500 lbs. You may use alternative methods of unloading, provided that the unloading is completed within the ONE-hour time allotted and the methods are approved by either CGW Canada Inc.-Promat Division or the freight company involved. Any extra fees charged by the freight company for alternative methods (lift gate, extended wait time, etc.) is the sole responsibility of the customer.

All customers will be notified of delivery time within 24-48 hours of delivery, with a phone call directly from the freight broker to confirm details. Promat is not responsible for notifying the customer of delivery time. The customer needs to be available for delivery after the carrier has called to confirm estimated arrival time. Your delivery is loaded and delivered based on a specific delivery route, if a delivery has to be rescheduled or rerouted all charges that may incur are at the expense of the customer. It is the responsibility of the customer to ensure that ALL product is accounted for at time of delivery. Any shortages must be presented to Promat Inc. within 48 hours of delivery. Any product shortages presented after the fact will be shipped at the expense of the customer. Once product has been shipped, it needs to be received before it can be returned to StableComfort. We are unable to cancel orders or redirect shipments once they have left our facility and are still in transit. Contact your dealer should you need return information.



THIS IS AN EXAMPLE OF ROLLS OF TOP COVER  
PLEASE NOTE, WE OFTEN PLACE STRIPS INSIDE ROLLS,  
UNLESS OTHERWISE SPECIFIED AT TIME OF ORDER.  
ROLLS ARE NO SHORTER THAN 13' LONG



THIS IS AN EXAMPLE OF HOW A SKID OF MATS  
WILL ARRIVE TO YOU. MATS WEIGH UP TO 135 LBS/MAT.  
A MAXIMUM OF 27 MATS WILL BE ON ONE SKID.



53' TRANSPORT TRAILER  
\*STANDARD\*



53' FLAT BED TRAILER  
\*ONLY BY SPECIAL REQUEST\*

I acknowledge that I have read and understand the shipping policy.

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Signature

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Date





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