



GENIEGRIPS®

FREQUENTLY ASKED QUESTIONS

▲ Where is your head office?

GenieGrips® head office is located at 5 Kimberly Road, Dandenong South VIC 3175.

▲ What is the cost of your products?

As we stock over 20 sizes of GenieGrips® Mats we ask that you please use our How to Measure template to confirm the size your forklifts to ensure we are quoting you the correct size. We also ask that you provide some information about your workplace and the issues that you are having so we can recommend the correct GenieGrips® product. Please contact us with your correct measurements and company insight for a quote.

▲ What sizes do GenieGrips® Mats and Caps come in?

GENIEGRIPS® MATS

Length:	Width:
• 1070 mm	• 100 mm
• 1150 mm	• 125 mm
• 1220 mm	• 150 mm
• 1300 mm	
• 1370 mm	
• 1450 mm	
• 1520 mm	
• 1605 mm	
• 1680 mm	
• 1830 mm	

GENIEGRIPS® CAPS

Width:
• 125mm

For sizes not mentioned above, please do not hesitate to contact us for your customised order.

▲ Can GenieGrips® operate in high and low temperature environments?

GenieGrips® are ideal for operating in extreme outdoor environments and in refrigerated and frozen environments. GenieGrips® Caps and Mats maintain product integrity in temperatures ranging from -40°C degrees to +110°C.

▲ Do you provide demonstrations?

We would be happy to organise a team demonstration, please contact us to arrange a time (*location permitting).

▲ Do you offer free trial pairs?

No, unfortunately we are unable to offer customers free trials. Alternatively please contact us for a demonstration (*location permitting).

▲ Can we leave them on all the time?

Yes, GenieGrips® Mats and Caps can be left on all the time. Alternatively they can be conveniently stored behind the driver seat in the forklift or in the bag provided.

▲ What is the warranty on your products?

GenieGrips® offer a 12 month warranty on Caps and Mats

▲ Can we change the type of rubber or steel used?

Yes, we are able to change the rubber or steel type to suit your needs. We can manufacture the GenieGrips® products with UV Resistant Rubber for extreme outdoor use, with Heat Resistant Rubber for high temperature environment or alternatively Fire Retardant Rubber (FARS). We cannot guarantee the rubber will be yellow if customised. All Steel components can be substituted with Stainless Steel for anti-static applications. Please contact us for more information

▲ Are GenieGrips Food Grade Certified?

Yes, GenieGrips® can be customised to meet Food Grade certifications. The hinges and hooks can be made from stainless steel and the rubber made from Food Grade Rubber. Please contact us for more information.

▲ Who uses them?

Anyone with a forklift can use the GenieGrips® products

▲ What is the cost of delivery?

Freight costs are quoted for each individual order from our Australian factory. We use a variety of national and international shipping companies. Please note freight costs do not include duties and taxes to international customers. Please contact us or see online ordering information for shipping quotes and delivery times.

▲ Can we collect?

Yes, you can collect directly from our factory. Please contact us or select "pick up" in the online ordering section.



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▲ What are the lead times for your products?

Australian orders in Standard Sized items are available in 5 -10 working days.

International orders in Standard Sized items are available in 10 -15 working days.

▲ Are we able to select express delivery?

For urgent orders of GenieGrips® Mats or Caps, please contact your local customer service.

▲ What is the durability of your products?

The GenieGrips® Mats and Caps come with a 12 month warranty and if used correctly will maintain their integrity for much longer than that.

▲ Do you have distributors?

No, we currently distribute factory direct from Melbourne, Australia.

▲ Do you have an Australian standard for your product?

Unfortunately, there is no Australian standard that suit our innovative product. We have however had the GenieGrips® Mats verified to AS 2359.15 and all products are manufactured under ISO 9001 quality system.

▲ How thick/wide does the GenieGrips® Mats/Caps make the tyre?

Please refer to our Tolerance Table as measurements differ with each width.

▲ We have multiple sites that need GenieGrips® Products?

When you need multiple pairs of GenieGrips® product, please contact your local customer service to discuss your needs further as we have options for bulk purchases.



GET A GRIP!

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