



Customer Care Manual

Practice, Improve & Thrive 365



Thank You

I would like to personally thank you for your recent purchase of Skate Anytime Synthetic Ice. I have put together this customer care manual to help guide you through the process as well as answer any questions that you may have. With a shared and sincere appreciation for flexibility, innovation, and continued improvement, we are confident that you will find Skate Anytime to be the company that is best suited to meet and exceed your expectations.

Lastly, it is important to us that we can provide the services and guidance necessary to continue our mission of creating “Next Generation Hockey Training”

Sincerely,
Michael A. Pace
Founder



www.SkateAnytime.com



Installation Guide

The Skate Anytime panels need to be installed on a firm and level surface of asphalt, concrete, wood or similarly stable material.

Place the tiles together in the same direction. Lining up the interlocking system and tap in place using a rubber mallet.

Once the rink is in place, check to make sure that all the of interlocking panels are flat. Once all the panels are in place and flat, it is ready for skating. If the edge of the surface needs to be adjusted due to the use of boards or other limitations, the tiles may be cut to fit with any type of reciprocating saw.



Maintenance

To achieve optimal performance and the most “ice” like feel, Skate Anytime requires only straightforward maintenance.

Regular cleaning of the surface and application of the Skate Anytime Glide/Cleaner ensures that the system performs to the max!



www.SkateAnytime.com



Expectations and Tips

Your first experience with synthetic ice will feel different than skating on a regular ice surface. Allow time to get used to the surface before hard skating.

It is suggested to “walk skate” first and slowly push off your inside edge to glide on the surface. Once you are comfortable with the synthetic feel, you can now push off harder and skate normally.

Here are a few tips to help you with your Skate Anytime Experience

- Your first stride is always the hardest on synthetic ice, once you gain momentum, your second stride will be much easier.
- Sharpen your blades at 5/8 grind. If your blades are too sharp, it will feel like you are skating in quicksand.
- As you continue to skate on the surface, your blades will heat up. This lowers the coefficient of friction and allows for a better glide.
- Just as you get ice shavings when performing on a traditional ice rink, you need to expect plastic shavings on your Skate Anytime rink. This is normal and does not impact the quality of your rink. Simply sweep or vacuum the shavings.
- Keep the surface clean from dirt and debris. For a deep cleaning, a power washer can be used to wash the panels.
- Questions? Please let us know! We are here to help.

www.SkateAnytime.com



FREQUENTLY ASKED QUESTIONS

- Can a goalie use the surface?

Yes, this synthetic ice is a great training tool for goalies. For the optimum sliding and less pad wear, it is recommended to use slide plates or goalie pad sleeves.

- Will there be shavings?

Yes, you need to expect shavings when performing hockey stops. Simply broom or vacuum the shaving after each use.

- How do I clean the surface?

After removing all debris, simply mop the surface with the glide/cleaner solution. If the panels are very dirty, clean using a power washer or floor scrubber.

- Can the panels be installed outside?

Yes! Since this is an “iceless ice skating rink,” the plastic ice panels are made to withstand all weather conditions.

- Do I need special skates?

No! You can wear your regular hockey or figure skates.

- Can you walk on the surface?

Yes, you can! You can even park on it!

- Will the sun harm the surface?

No, the panels are UV protected.

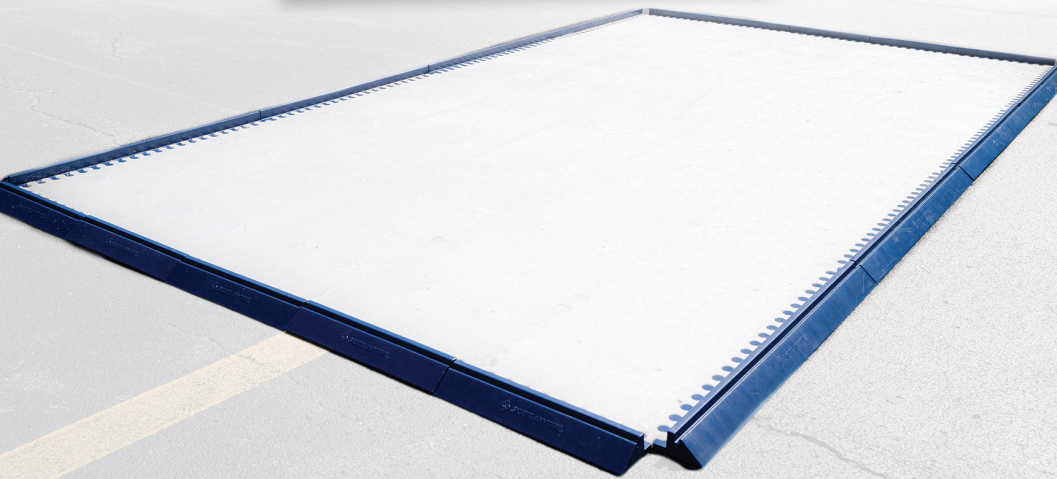
- Will the panels expand and contract with temperature change?

Yes, allow room for expansion and contraction as the temperature changes.

- Will tape on my stick leave marks?

Yes, colored tape will leave marks that are hard to remove. It is recommended that you remove the tape on your stick blade before you use the synthetic ice.





EXPANDABLE | 5-YEAR MANUFACTURER'S WARRANTY | ALL WEATHER | EASY TO ASSEMBLE AND STORE

CONNECT PANELS TOGETHER TO BUILD YOUR DREAM RINK

Contact Our Rink Experts @ 716-821-0837 / Info@SkateAnytime.com

For Information & Details to Create The Perfect Size Surface

PASS ANYTIME REBOUNDER



Easy to Attach



Made in USA



Quick Puck Return



Customize Your
Training Surface

Affordable, all-weather durable and easily reconfigurable, Pass Anytime Rebounders & Puck Stopper Edging add the perfect finish to your Skate Anytime Surface



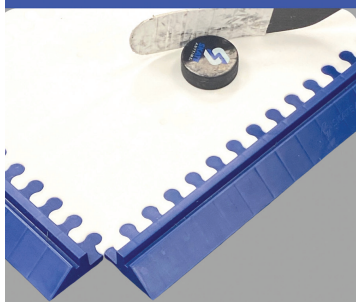
You Are Invited...

Become a Skate Anytime
Brand Ambassador

www.Skateanytime.com/ambassador

HOCKEY PUCK STOPPER EDGING

No More Retrieving Pucks!



AS SEEN ON
CBS NEWS abc NBC FOX



Stop Pucks From
Leaving Surface



Keeps The Game Going



Easy To Use & Install

www.SkateAnytime.com



GROW YOUR GAME

Practice, Improve, & Thrive 365

SKATEABLE SYNTHETIC ICE

Patented interlocking panels ensure a superior glide and perfectly smooth ice-like experience for skating, shooting and stickhandling.

EXPANDABLE

Shooting Pads, Starter Kits and Rink Bundles are precision engineered to fit together. Start with a Shooting Pad and incorporate into a Personalized Training Surface of Any Size!

DURABLE

Advanced injection molded technology ensures the panels are battle-tested for many years of hockey training. Use indoors or outdoors in any climate.

UNLIMITED ICE TIME

Practice drills & skills with unlimited ice time. Great for basements, driveways, decks, garages and more. Easy to assemble, move and store.



Skateable, Modular & Expandable Synthetic Ice

www.SkateAnytime.com