



# HARD SURFACE

FLOOR CARE &  
WARRANTY GUIDE

ROOM

by

ROOM





**ROOM**  
by **ROOM**

**CONTENTS**

**THE BEAUTIFUL GUARANTEE® ..... 3**

**HARDWOOD ..... 8**

LIMITED WEAR AND PERFORMANCE WARRANTY..... 9

LIMITED INSTALLATION WARRANTY.....16

GENERAL TERMS AND CONDITIONS FOR ALL HARDWOOD WARRANTIES.....20

HARDWOOD CARE AND MAINTENANCE.....23

**WATERPROOF FLOORING ..... 27**

LIMITED WEAR AND PERFORMANCE WARRANTY.....28

LIMITED INSTALLATION WARRANTY.....37

GENERAL TERMS AND CONDITIONS FOR ALL WATERPROOF WARRANTIES.....42

WATERPROOF FLOORING CARE AND MAINTENANCE..... 44

**WARRANTY RECORDS .....49**



# THE BEAUTIFUL GUARANTEE®

## A LIMITED ONE-TIME REPLACEMENT WARRANTY

### HARDWOOD, LAMINATE, AND LUXURY VINYL FLOORING

#### What is The Beautiful Guarantee?

*The Beautiful Guarantee* is our promise that you will love your *Room by Room* floor, or we will replace it. All *Room by Room* hardwood, laminate and luxury vinyl flooring products carry *The Beautiful Guarantee*, such that if at any time during your warranty period and after your floor is installed you wish to change your *Room by Room* floor to a different style or color, your *Carpet One Floor & Home* retailer will replace your existing *Room by Room* floor with another *Room by Room* flooring product of your choice, subject to the following terms.

#### To whom does The Beautiful Guarantee apply?

*The Beautiful Guarantee* applies to the original purchaser of the *Room by Room* flooring product at the original installation site only, and shall not apply to subsequent owners or renters of the *Room by Room* floor or the residence in which such flooring product was installed.

#### How long does The Beautiful Guarantee last?

*The Beautiful Guarantee* begins at the time your *Room by Room* flooring product has been fully installed. The length of your




## THANK YOU FOR PURCHASING YOUR NEW ROOM BY ROOM™ FLOOR FROM CARPET ONE FLOOR & HOME®

To assist you with any questions you may have about your new floor, we have compiled this easy-to-read guide, which gives information on caring for and maintaining your floor and the limited warranties that accompany your floor. We hope that it will serve as a handy reference tool. If you have any questions, please contact your local *Carpet One Floor & Home* retailer.

The warranties set out in this document are offered by the independently owned and operated *Carpet One Floor & Home* retailer where you purchased the product. The contact information for your *Carpet One Floor & Home* retailer can be found here: [www.carpetone.com/locations](http://www.carpetone.com/locations).

Enjoy your new floor!

warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the flooring product that you purchased, as shown.

THE BEAUTIFUL GUARANTEE		
	THREE DIAMOND	<b>120 DAYS</b>
	TWO DIAMOND	<b>60 DAYS</b>
	ONE DIAMOND	<b>30 DAYS</b>

**I want to replace my Room by Room floor under The Beautiful Guarantee. What do I need to do? What is covered? What is my cost?**

If you wish to replace your *Room by Room* floor under *The Beautiful Guarantee*, then you must call your local *Carpet One Floor & Home* retailer within the applicable warranty period and indicate that you want to choose another *Room by Room* hardwood, laminate or luxury vinyl flooring product. *The Beautiful Guarantee* allows you to replace your existing *Room by Room* floor with another *Room by Room* hardwood, laminate or luxury vinyl flooring product of equal or lesser value at no additional cost to you, except as set forth below. You will not be entitled to a refund of the difference if your new *Room by Room* floor costs less than your originally selected floor. If you choose to replace your existing *Room by Room* floor with a new *Room by Room* hardwood, laminate or luxury vinyl flooring product costing

more than your originally installed floor (for example, you wish to replace your *Room by Room* laminate floor with a *Room by Room* hardwood floor, or a more expensive laminate *Room by Room* product), you will be required to pay the difference in cost for such upgraded flooring product. Additionally, you will have to pay the difference in cost in the event of a price increase of your originally chosen *Room by Room* flooring product during your warranty period.

Replacement of your floor under *The Beautiful Guarantee* includes materials and labor (removal of old floor, disposal and re-installation of your new floor). Labor to remove baseboards and quarter-round, move furniture, permanent construction (built-ins, cabinets and bookcases), equipment, electronics, large and specialty items (such as pianos, organs, exercise equipment, and aquariums), and other obstacles to installation are your responsibility. Failure to remove all such obstacles from applicable areas prior to installation may delay installation of your new *Room by Room* floor. Replacement of such obstacles and further replacement of baseboards and quarter-round and painting of baseboards, quarter-round and surrounding walls following the installation of your replacement *Room by Room* floor are also your responsibility.

**What is NOT covered by The Beautiful Guarantee?**

*The Beautiful Guarantee* allows for a one-time only replacement of your *Room by Room* floor during your warranty period. Claims made after the warranty period ends, or additional claims made after the first replacement is performed, will not be accepted by *Carpet One Floor & Home*.

No replacement will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, water, lightning, or any other casualty event. *The Beautiful Guarantee* is a warranty based on customer satisfaction with the color and styling of the *Room by Room* product, and is not applicable to other matters covered by other warranties provided in this document. This warranty applies only to the original purchaser of a *Room by Room* flooring product that has been professionally installed by a *Carpet One Floor & Home* retailer or *Carpet One Floor & Home* authorized independent installer. Replacement can only be made with another *Room by Room* hardwood, laminate or luxury vinyl flooring product under *The Beautiful Guarantee*, carpet is not eligible as a replacement product under this guarantee.

All custom installations of flooring products, including but not limited to custom installation of any hardwood floor installed with patterns, medallions, or a border, are excluded from *The Beautiful Guarantee*. No replacement of custom installed flooring is covered under *The Beautiful Guarantee*.



# HARDWOOD

## EXCLUSIVE CARPET ONE FLOOR & HOME® ROOM BY ROOM™

### LIMITED HARDWOOD WARRANTIES

Each of the following warranties gives you specific legal rights, and you may have other rights that vary from State to State or Canadian jurisdiction to jurisdiction. Each of the following warranties (Limited Wear and Performance Warranty and Limited Installation Warranty) are subject to the general terms and conditions for *Room by Room* Hardwood products, located on page 20 of this Warranty Guide.




 <b>50 YEAR</b> <b>PERFORMANCE &amp; INSTALLATION</b>	<b>120 DAY</b> <b>THE BEAUTIFUL GUARANTEE®</b>
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 <b>35 YEAR</b> <b>PERFORMANCE &amp; INSTALLATION</b>	<b>60 DAY</b> <b>THE BEAUTIFUL GUARANTEE®</b>
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 <b>25 YEAR</b> <b>PERFORMANCE &amp; INSTALLATION</b>	<b>30 DAY</b> <b>THE BEAUTIFUL GUARANTEE®</b>
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## LIMITED WEAR AND PERFORMANCE WARRANTY

Subject to the general terms applicable to warranties for all *Room by Room* hardwood flooring products found on page 20 of this Warranty Guide, this Limited Wear and Performance Warranty covers the repair or replacement, as applicable, of that portion of your *Room by Room* hardwood floor affected by wear conditions or performance failures as described below.

HARDWOOD			
WARRANTY LEVEL	 THREE DIAMOND	 TWO DIAMOND	 ONE DIAMOND
WEAR	50 YEARS	35 YEARS	25 YEARS
PERFORMANCE	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
INSTALLATION	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
<b>THE BEAUTIFUL GUARANTEE®</b>	<b>120 DAYS</b>	<b>60 DAYS</b>	<b>30 DAYS</b>

### To whom does this warranty apply?

This Limited Wear and Performance Warranty applies to the original purchaser of the *Room by Room* hardwood flooring product at the original installation site only, and shall not apply to subsequent owners or renters of the *Room by Room* floor



or the residence in which such hardwood flooring product was installed.

### **How long does the Limited Wear and Performance Warranty last?**

This Limited Wear and Performance Warranty begins at the time of installation of your hardwood flooring product. The length of your warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the hardwood flooring product that you purchased, as shown. “Life of Floor” is determined to be the same length of time as the Wear Warranty for your level of warranty coverage. If you make a Limited Wear and Performance Warranty claim, with the passage of time, usage and labor costs will be imposed, as further described below.

### **Which aspects of wear and performance are covered by this Limited Wear and Performance Warranty?**

When *Room by Room* hardwood floors are (i) used under normal residential traffic conditions - those daily activities commonly associated with typical residential use, (ii) properly cared for and maintained, and (iii) properly installed by a *Carpet One Floor & Home* retailer or *Carpet One Floor & Home* authorized independent installer, your *Carpet One Floor & Home* retailer warrants to the original purchaser of *Room by Room* hardwood floors the following:

#### **WEAR**

- **WEAR-THROUGH:** the finish of your hardwood floor will not wear through during your warranty term. Wear-through is defined as complete loss of the floor’s wear layer, which is the protective coating that is factory applied to the surface

of the wood flooring. Gloss reduction is not considered wear and is not covered by this warranty.

- **FINISH WEAR:** your hardwood floor will not experience lack of finish adhesion or finish peel off of its face surface wear layer during your warranty period.

#### **PERFORMANCE**

- **MANUFACTURING DEFECTS:** your hardwood floor will be free from manufacturing defects; including milling, assembly, dimension and grading during your warranty period.
- **STRUCTURAL INTEGRITY:** the plies of your engineered hardwood floor will not separate during your warranty period.
- **LOCKING SYSTEM:** for those products which are manufactured with a locking system, the joints of your hardwood floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking during your warranty period. Additionally, your hardwood floor will not allow water to pass through the joints or experience joint separation to compromise the joint integrity when installed properly. Please note that not all *Room by Room* hardwood floors have a locking system, so this section of the warranty may not apply to you.
- **WATERPROOF:** for those products which carry a waterproof warranty, your hardwood floor will resist damage from damp mopping and everyday splashes and spills which are promptly removed. For the length of the warranty of your *Room by Room* hardwood floor, the floor planks of your hardwood floor are warranted to be waterproof,

meaning that the structural integrity of the floor plank will not be significantly diminished by exposure to topical liquid. When properly installed, your *Room by Room* hardwood floor will not swell, cup, or crack due to exposure to water from topical spills. This limited warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). Please note that not all *Room by Room* hardwood floors carry a waterproof warranty, so this section of the warranty may not apply to you.

- **PET STAINS:** for those products which carry a “pet proof” warranty, your hardwood floor will resist staining caused by urine, feces, and vomit from domestic cats or dogs. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains during your warranty term. This warranty excludes any urine, feces, or vomit stains other than from domestic dogs or cats. Cleaning of affected areas should begin immediately upon discovery in order to maximize stain removal. Please note that not all *Room by Room* hardwood floors carry a pet proof warranty, so this section of the warranty may not apply to you.

### **What is NOT covered by this Limited Wear and Performance Warranty?**

The Limited Wear and Performance Warranty does not cover any wear, performance failures, indentations, scratches, stains, or damage to your hardwood floor which is directly or indirectly caused by:

- lack of proper care and maintenance (see page 23 for care and maintenance requirements);
- insufficient protection from furniture weight and movement;
- misuse or abuse (being any use of the flooring which is unreasonable considering the normal and expected uses of hardwood floors in residences);
- negligence, excessive moisture, hydrostatic pressure or moisture from the subfloor or other conditions that result in water or moisture being under the floor, wet mopping, steam cleaning, erosion, pebbles, sand or other abrasives, spiked-heel shoes, or pets (except as explicitly set forth above); water or moisture ‘wicking up’ through the subfloor; and/or
- casualty events and abnormal use or conditions, including but not limited to those involving water saturation, damage caused by flooding, plumbing, leaky pipes, faucets, or household appliances, and failures normally covered by homeowners’ insurance (such as water from fires, storms or floods); damage from smoke, fire, earthquakes, tornadoes, hurricanes, or other acts of God, uncontrolled humidity and/or temperatures in the residence, damage from excessive radiant heat installed under the floor; exposure to extreme heat, dryness, insects, or stains as a result of chemical or industrial products, other than recommended cleaning products; damage due to extended direct exposure to sunlight, mold or mildew, or installation over insufficient substrates.

Color variations in your hardwood floor, color or appearance variations which occur when furniture or area rugs are



moved and no longer blocking sunlight, naturally occurring wood characteristics, and improper alterations of the original manufactured product are not covered by this Limited Wear and Performance Warranty. Normal characteristics are not construed as defects. This Limited Wear and Performance Warranty does not cover natural color variations or the normal differences between color samples or photographs and colors of installed floors. Reasonable selectivity is required to eliminate objectionable naturally occurring blemishes. Any product deformity that is not measurable or that is visible only in certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Defects are evaluated by their visibility from reasonable vertical distance (standing height) from the floor. Minor separations between boards do occur and are not covered by this warranty.

Not all *Room by Room* hardwood flooring products are approved for the installation of radiant heat below the floor. Please confirm with your *Carpet One Floor & Home* dealer that your chosen floor is approved for installed radiant heat prior to installing. Damage caused by radiant heat to hardwood floors not approved for use with radiant heat shall not be covered by this warranty.

**How to make a claim under your Limited Wear and Performance Warranty.**

If you believe that your *Room by Room* hardwood floor is not wearing properly or fails to perform in accordance with this Limited Wear and Performance Warranty, contact your local *Carpet One Floor & Home* retailer. Your retailer will work with you to verify your warranty claim, and will notify you if or when your claim has been accepted.

**What your Carpet One Floor & Home retailer will do to resolve your claim.**

Should you make a verified and accepted claim for included wear or performance failure under this Limited Wear and Performance Warranty during your applicable warranty period, your *Carpet One Floor & Home* retailer will repair or replace the area affected by such wear or performance failure – your retailer will not be required to replace your entire floor. *Room by Room* hardwood flooring which has failed to perform under this Limited Wear and Performance Warranty will be repaired, or if repair is not feasible, then replaced with the same style of hardwood flooring, if available. If the same style of hardwood flooring is not available, your *Carpet One Floor & Home* retailer will replace the damaged area with a comparative style of flooring that most closely approximates the originally installed *Room by Room* flooring product, in the discretion of the *Carpet One Floor & Home* retailer.

During the first five years of your Limited Wear and Performance Warranty, there will be no usage charge to you for repair or replacement of the damaged area. After the first five years, you will be assessed a usage charge based on the number of years the original product has been installed. The usage charge is a percentage of the invoice price for the original hardwood floor, as shown.




<b>1st - 5th YEAR</b>	NO USAGE	<b>6th YEAR</b>	50% USAGE
<b>7th YEAR</b>	60% USAGE	<b>8th YEAR</b>	70% USAGE
<b>9th YEAR</b>	80% USAGE	<b>10th YEAR +</b>	90% USAGE

For the first two years of your Limited Wear and Performance Warranty, reasonable labor costs for repair or replacement will

be covered by your *Carpet One Floor & Home* retailer. For years three through five, 50% of reasonable labor costs will be covered. After year five there will be no coverage for the cost of labor. All installation must be performed by a qualified installer.

## LIMITED INSTALLATION WARRANTY

Your *Carpet One Floor & Home* retailer guarantees the quality of installation of your *Room by Room* floor by such *Carpet One Floor & Home* retailer or a *Carpet One Floor & Home* authorized installer to be professional and in keeping with the standards set by the wood flooring industry. Should further service be required attributable to the original installation of your hardwood floor, your *Carpet One Floor & Home* retailer will return and provide that service at no cost to you for the life of the floor.

HARDWOOD			
WARRANTY LEVEL	 THREE DIAMOND	 TWO DIAMOND	 ONE DIAMOND
WEAR	50 YEARS	35 YEARS	25 YEARS
PERFORMANCE	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
INSTALLATION	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
<b>THE BEAUTIFUL GUARANTEE®</b>	<b>120 DAYS</b>	<b>60 DAYS</b>	<b>30 DAYS</b>

### To whom does this warranty apply?

This Limited Installation Warranty applies to the original purchaser of the *Room by Room* hardwood flooring product at the original installation site only, and shall not apply to subsequent owners or renters of the *Room by Room* floor or the residence in which such hardwood flooring product is installed.

### How long does the Limited Installation Warranty last?

This Limited Installation Warranty begins at the time of installation of your hardwood flooring product. The length of your warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the hardwood flooring product that you purchased, as shown. "Life of Floor" is determined to be the same length of time as the Wear Warranty for your level of warranty coverage.

### What is covered by this Limited Installation Warranty?

Subject to the general terms applicable to warranties for all *Room by Room* hardwood flooring products found below, this Limited Installation Warranty covers additional service which may be required in order to fix installation defects resulting from the original installation of your hardwood floor by a *Carpet One Floor & Home* retailer or a *Carpet One Floor & Home* authorized installer.

### What is NOT covered by this Limited Installation Warranty?

Wood is a natural product; variations in its grain pattern, color, and/or texture are normal and are not considered to be installation-related deficiencies. Your *Carpet One Floor & Home* retailer does not warrant the product against variations in grain or texture.

Hardwood flooring will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separations occur, it is not considered a product or installation defect and is not covered by this warranty.

The Limited Installation Warranty does not cover any defects not attributable to the original installation of your hardwood floor, including but not limited to wear, performance failures, indentations, scratches, stains, or damage to your hardwood floor which is directly or indirectly caused by:

- lack of proper care and maintenance (see page 23 for care and maintenance requirements);
- insufficient protection from furniture weight and movement;
- misuse or abuse (being any use of the flooring which is unreasonable considering the normal and expected uses of hardwood floors in residences);
- negligence, excessive moisture, hydrostatic pressure or moisture from the subfloor or other conditions that result in water or moisture being under the floor, wet mopping, steam cleaning, erosion, pebbles, sand or other abrasives, spiked-heel shoes, or pets (except as explicitly set forth above); water or moisture 'wicking up' through the subfloor; and/or
- casualty events and abnormal use or conditions, including but not limited to those involving water saturation, damage caused by flooding, plumbing, leaky pipes, faucets, or household appliances, and failures normally covered by homeowners' insurance (such as water from fires, storms or

floods); damage from smoke, fire, earthquakes, tornadoes, hurricanes, or other acts of God, uncontrolled humidity and/or temperatures in the residence, exposure to extreme heat, dryness, insects, or stains as a result of chemical or industrial products, other than recommended cleaning products; damage due to extended direct exposure to sunlight, mold or mildew, or installation over insufficient substrates.

Color variations in your hardwood floor, color or appearance variations which occur when furniture or area rugs are moved and no longer blocking sunlight, naturally occurring wood characteristics, and improper alterations of the original manufactured product are not covered by this Limited Installation Warranty. Normal characteristics are not construed as defects. This Limited Installation Warranty does not cover natural color variations or the normal differences between color samples or photographs and colors of installed floors. Reasonable selectivity is required to eliminate objectionable naturally occurring blemishes. Any product deformity that is not measurable or that is visible only in certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Defects are evaluated by their visibility from reasonable vertical distance (standing height) from the floor. Minor separations between boards do occur and are not covered by this warranty.

Not all *Room by Room* hardwood flooring products are approved for the installation of radiant heat below the floor. Please confirm with your *Carpet One Floor & Home* dealer that your chosen floor is approved for installed radiant heat prior to installing. Damage caused by radiant heat to hardwood floors not approved for use with radiant heat shall not be covered by this warranty.



## How to make a claim under your Limited Installation Warranty.

If you believe that your *Room by Room* hardwood floor was improperly installed, contact your *Carpet One Floor & Home* retailer. Your retailer will work with you to verify your warranty claim, and will notify you if or when your claim has been accepted.

## What your Carpet One Floor & Home retailer will do to resolve your claim.

Should you make a verified and accepted claim for defective installation under this Limited Installation Warranty during your applicable warranty period, your *Carpet One Floor & Home* retailer will provide such additional services as are required to cure such defective installation in the affected areas, at no cost to you.

## GENERAL TERMS AND CONDITIONS FOR ALL HARDWOOD WARRANTIES

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties for *Room by Room* hardwood flooring unless otherwise specified.

- These limited warranties apply only to hardwood installed in owner-occupied residential space where no commercial activity takes place. If a specific style is approved for commercial use by the manufacturer and installed as such, then the manufacturer's commercial warranties apply. For purposes of these limited warranties, the terms "commercial activity" and "commercial use" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including

but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility or other place of business or residential dwelling.

- Product determined to have any possible defect by the person doing the installation should be returned to your *Carpet One Floor & Home* retailer for inspection and possible replacement PRIOR TO INSTALLATION. All *Carpet One Floor & Home* warranties shall be deemed voided and no longer applicable with respect to your floor if you are aware of a possible or actual defect in your flooring before it is installed, and you approve the installation of such flooring anyway.
- *Carpet One Floor & Home's* sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective.
- Proof of purchase is necessary to verify all warranty claims. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase by the person making the claim must be supplied.
- None of the warranties herein are transferable or assignable.
- These warranties apply only to residential installations performed by a *Carpet One Floor & Home* retailer or a *Carpet One Floor & Home* authorized independent installer.
- *Carpet One Floor & Home* recommends the homeowner cover surrounding floors before construction begins and during all construction. Ask your *Carpet One Floor & Home*

retailer about thick covering options not susceptible to breakage.

- Due to color variations of product and/or samples, *Carpet One Floor & Home* is not responsible for the failure of any hardwood flooring product to match (1) flooring products in adjacent space or (2) other wood products such as cabinets, stair railings, trim and molding. A change in shading of the wood is a natural characteristic and does not constitute any type of product defect.
- *CARPET ONE FLOOR & HOME* SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or Canadian jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. All warranties are governed by the law of the state or Canadian jurisdiction in which the product is installed.
- This warranty is conditioned upon your *Carpet One Floor & Home* retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

## HARDWOOD CARE AND MAINTENANCE

Like any floor covering, real wood floors will show signs of wear over time, depending on the size and lifestyle of your family. But by observing a few precautions and using the cleaning and maintenance program recommended by the manufacturer, you can expect years of beauty from your wood floor.

Never clean or mop your hardwood floor with water or steam. Do not use any wax or cleaner that must be mixed with water such as oil, soap, or paste wax products; or other household cleaners that contain lemon oil, tung oil, or ammonia as this may damage your floor and result in a loss of warranty. The manufacturer of your hardwood floor may recommend certain cleaning products for the routine maintenance of your floor. Always follow the recommendations and instructions on the cleaning products.

Water can dull the finish and permanently damage the floor. To help eliminate fine particles of dirt and grit that act like sandpaper and will scratch any floor, vacuum or sweep daily. The vacuum head must be a felt or brush type. Be certain that the wheels of the vacuum are clean and do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD, UNLESS THE BEATER BAR IS SWITCHED OFF.**

Remove spills promptly using a soft cloth and cleaning products recommended by the manufacturer. Be sure to keep pet nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains. Place protective pads beneath furniture legs to reduce scratches and dents. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances. Some objects may be too heavy to move across a hardwood floor under any circumstances.

Certain types of casters on furniture may damage hardwood flooring. Barrel-type wheels (a minimum 1" continuous width is recommended) or wide, flat glides are best for protecting your hardwood floor.

A humidifier is recommended to prevent excessive shrinkage of and damage to wood floors due to low humidity levels. Wood stoves and electric heat tend to cause very dry conditions. In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating system during periods of high humidity in the summer months. Relative humidity in the area of use must be kept within a normal range. Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30-50 percent and a temperature range of 60 degrees to 80 degrees Fahrenheit. (In some climates, the ideal humidity range might be higher or lower, 25-45 percent or 45-65 percent, for example.)\* Use of a hygrometer (humidity gauge) is highly recommended. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. It is recommended that you rearrange rugs and furniture periodically, so the floor ages evenly.

For more information regarding relative humidity and its importance in maintaining your hardwood floor, contact the National Wood Floors Association at 800.422.4556 or visit [NWFA.org](http://NWFA.org).

Remove shoes with spiked or damaged heels before walking on the floor. Spike or stiletto high-heel shoes may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. Such footwear can produce

dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of slight or average build.

As added protection, use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease, and oil off your hardwood floor.

The foregoing standards are the minimum standards for proper care and maintenance of your hardwood floors. Failure to comply with these minimum standards will be deemed "lack of proper care and maintenance" of your floors, and damage caused by lack of proper care and maintenance is not covered under the limited warranties above.

*\*Compliments of the National Wood Flooring Association. Copyright 2017.*





# WATERPROOF FLOORING

## EXCLUSIVE CARPET ONE FLOOR & HOME® ROOM BY ROOM™ LIMITED WARRANTIES

### WATERPROOF FLOORING (INCLUDING LUXURY VINYL FLOORING & LAMINATE, BUT EXCLUDING HARDWOOD)

Each of the following warranties gives you specific legal rights, and you may have other rights that vary from State to State or Canadian jurisdiction to jurisdiction. Each of the following warranties (Limited Wear and Performance Warranty and Limited Installation Warranty) are subject to the general terms and conditions for *Room by Room* waterproof flooring products located on page 42 of this Warranty Guide.

 <b>50 YEAR</b> PERFORMANCE & INSTALLATION	<b>120 DAY</b> THE BEAUTIFUL GUARANTEE®
 <b>35 YEAR</b> PERFORMANCE & INSTALLATION	<b>60 DAY</b> THE BEAUTIFUL GUARANTEE®
 <b>25 YEAR</b> PERFORMANCE & INSTALLATION	<b>30 DAY</b> THE BEAUTIFUL GUARANTEE®

## LIMITED WEAR AND PERFORMANCE WARRANTY

Subject to the general terms applicable to warranties for all *Room by Room* waterproof flooring products found on page 42 of this Warranty Guide, this Limited Wear and Performance Warranty covers the repair or replacement, as applicable, of that portion of your *Room by Room* waterproof floor affected by wear conditions or performance failures as described below.

WATERPROOF (INCLUDES ALL LAMINATE & LUXURY VINYL)			
WARRANTY LEVEL	 THREE DIAMOND	 TWO DIAMOND	 ONE DIAMOND
WEAR	50 YEARS	35 YEARS	25 YEARS
PERFORMANCE	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
INSTALLATION	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
SCRATCH	15 YEARS	10 YEARS	5 YEARS
	120 DAYS	60 DAYS	30 DAYS

### To whom does this warranty apply?

This Limited Wear and Performance Warranty applies to the original purchaser of the *Room by Room* waterproof flooring product at the original installation site only, and shall not apply to subsequent owners or renters of the *Room by Room* floor or the residence in which such waterproof flooring product was installed.

### How long does the Limited Wear and Performance Warranty last?

This Limited Wear and Performance Warranty begins at the time of installation of your waterproof flooring product. The length of your warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the waterproof flooring product that you purchased, as shown. “Life of Floor” is determined to be the same length of time as the Wear Warranty for your level of warranty coverage. If you make a Limited Wear and Performance Warranty claim, with the passage of time, usage and labor costs will be imposed, as further described below.

### Which aspects of wear and performance are covered by this Limited Wear and Performance Warranty?

When *Room by Room* waterproof floors (including luxury vinyl flooring and laminate flooring products, but excluding hardwood flooring) are (i) used under normal residential traffic conditions - those daily activities commonly associated with typical residential use, (ii) properly cared for and maintained, and (iii) properly installed by a *Carpet One Floor & Home* retailer or *Carpet One Floor & Home* authorized independent installer, your *Carpet One*

*Floor & Home* retailer warrants to the original purchaser of *Room by Room* waterproof flooring products the following:

## **WEAR**

- **WEAR-THROUGH:** the image layer of your waterproof floor will not wear through during your warranty term. Wear-through is defined as loss of the decorative surface image due to normal household use. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater.
- **FINISH WEAR:** your waterproof floor will not experience lack of finish adhesion or finish peel off of its face surface wear layer during your warranty period.
- **FADING, STAIN RESISTANCE AND DISCOLORATION:** for the length of your warranty period, your waterproof floor will not fade or discolor from normal levels of exposure to sunlight or artificial light and will not permanently stain from common household use.
- **RIPS, TEARS, GOUGES AND INDENTS:** during your warranty period, your waterproof floor will not contract, expand, curl, crack, rip, tear, indent or gouge from common daily activities in the home.
- **SCRATCH RESISTANCE:** for those products which carry a scratch resistance warranty, your waterproof floor will be scratch resistant during your warranty period. A "scratch" is defined as a permanent break or score in the flooring's surface caused by a sharp or pointed object that is not removable by cleaning. To be covered by this warranty, the scratch must be evident in size and visible from a standing

position in normal lighting. Please note that not all *Room by Room* waterproof flooring products carry a scratch resistance warranty, so this section of the warranty may not apply to you.

## **PERFORMANCE**

- **MANUFACTURING DEFECTS:** your waterproof floor will be free from manufacturing defects during your warranty period.
- **STRUCTURAL INTEGRITY:** the layers of your waterproof floor will not separate during your warranty period.
- **LOCKING SYSTEM:** the joints of your waterproof floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking during your warranty period. Additionally, your waterproof floor will not allow water to pass through the joints or experience joint separation to compromise the joint integrity when installed properly.
- **WATERPROOF:** your waterproof floor will resist damage from damp mopping and everyday splashes and spills which are promptly removed. For the length of the warranty of your waterproof floor the floor planks or tiles of your waterproof floor are warranted to be waterproof, meaning that the structural integrity of the floor plank or tile will not be significantly diminished by exposure to topical liquid. Additionally, your waterproof floor will not discolor, deform or damage from normal (non-excessive) topical moisture. This limited warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.).



- **PET STAINS:** your waterproof floor will resist staining caused by urine, feces, and vomit from domestic cats or dogs. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains during your warranty term. This warranty excludes any urine, feces, or vomit stains other than from domestic dogs or cats. Cleaning of affected areas using cleaning products recommended by the manufacturer should begin immediately upon discovery in order to maximize stain removal.

### **What is NOT covered by this Limited Wear and Performance Warranty?**

The Limited Wear and Performance Warranty does not cover any wear, performance failures, indentations, scratches, stains, fading, discoloration or damage to your waterproof floor which is directly or indirectly caused by:

- lack of proper care and maintenance (see page 44 for care and maintenance requirements);
- misuse or abuse (being any use of the flooring which is unreasonable considering the normal and expected uses of luxury vinyl floors or laminate floors, as applicable, in residences);
- negligence, excessive moisture, hydrostatic pressure or moisture from the subfloor or other conditions that result in water or moisture being under floor, wet mopping, steam cleaning, erosion, pebbles, sand or other abrasives, narrow or spiked-heel shoes, cleats or boots, or pets (except as explicitly set forth above), burns, cuts, damage caused

by vacuum cleaner beater bars and metal casting wheels, water or moisture ‘wicking up’ through the subfloor;

- abnormal environmental conditions, excessive temperatures (temperature of floor must not exceed 85 degrees Fahrenheit) or excessive exposure to sunlight; use of latex or rubber-backed floor mats and discoloration caused by asphalt; and/or
- casualty events and abnormal use or conditions, including but not limited to those involving water saturation, damage caused by flooding, plumbing, leaky pipes, faucets, or household appliances, and failures normally covered by homeowners’ insurance (such as water from fires, storms or floods); damage from smoke, fire, earthquakes, tornadoes, hurricanes, or other acts of God, uncontrolled humidity and/or temperatures in the residence, damage from excessive radiant heat installed under the floor; exposure to extreme heat, dryness, insects, or stains as a result of chemical or industrial products, other than recommended cleaning products; damage due to extended direct exposure to sunlight, mold or mildew, or installation over insufficient substrates.

Excluded from “common household use” is the use of any caustic chemicals on your floor, the use of any cleaning solution on your floor not approved by the manufacturer, or exposure of the floor to other substances not part of ordinary household use.

This warranty excludes coverage for damage caused by furniture weight, insufficient furniture protection and by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across

it. Furniture glides are also an acceptable method of moving appliances, heavy furniture or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

While products carrying a scratch resistance warranty offer a higher level of scratch resistance for everyday scratches, no flooring product is fully scratch proof. Heavy and sharp objects can and will severely damage any floor if the proper precautions are not taken. Examples of damage not covered by this warranty include dragging heavy objects (appliances, furniture, safe, etc.) across the floor without proper protection, damaged or dirty caster wheels, unprotected furniture, table and chair feet, severe impact from falling objects, or rocks/abrasive debris tracked in on shoes.

Always utilize protective coverings/pads on the feet of all furniture, tables and chairs. Casters should be fitted with soft rubber wheels, and an adequate protective mat or protective caster cups should be placed under furniture. Walk off mats at every outside entrance should be utilized to limit the amount of abrasive debris the floor will be exposed to.

Improper alterations of the original manufactured product are not covered by this Limited Wear and Performance Warranty. Normal characteristics are not construed as defects. This Limited Wear and Performance Warranty does not cover differences in color between samples or photographs and colors of installed floors.

Not all *Room by Room* waterproof flooring products are approved for the installation of radiant heat below the floor. Please confirm with your *Carpet One Floor & Home* dealer that your chosen floor is approved for installed radiant heat prior to installing. Damage caused by radiant heat to a waterproof flooring product not approved for use with radiant heat shall not be covered by this warranty.

### **How to make a claim under your Limited Wear and Performance Warranty.**

If you believe that your *Room by Room* waterproof floor is not wearing properly or fails to perform in accordance with this Limited Wear and Performance Warranty, contact your local *Carpet One Floor & Home* retailer. Your retailer will work with you to verify your warranty claim, and will notify you if or when your claim has been accepted.

### **What your Carpet One Floor & Home retailer will do to resolve your claim.**

Should you make a verified and accepted claim for included wear or performance failure under this Limited Wear and Performance Warranty during your applicable warranty period, your *Carpet One Floor & Home* retailer will repair or replace the area affected by such wear or performance failure – your retailer will not be required to replace your entire floor. *Room by Room* waterproof flooring which has failed to perform under this Limited Wear and Performance Warranty will be repaired, or if repair is not feasible, then replaced with the same style of waterproof flooring, if available or, if not available, with the style of flooring that most closely approximates the originally installed *Room by Room*

flooring product, in the discretion of the *Carpet One Floor & Home* retailer.

During the first five years of your Limited Wear and Performance Warranty, there will be no usage charge to you for repair or replacement of the damaged area. After the first five years, you will be assessed a usage charge based on the number of years the original product has been installed. The usage charge is a percentage of the invoice price for the original waterproof floor, as shown.

<b>1st - 5th YEAR</b>	NO USAGE	<b>6th YEAR</b>	50% USAGE
<b>7th YEAR</b>	60% USAGE	<b>8th YEAR</b>	70% USAGE
<b>9th YEAR</b>	80% USAGE	<b>10th YEAR +</b>	90% USAGE

For the first two years of your Limited Wear and Performance Warranty, reasonable labor costs for repair or replacement will be covered by your *Carpet One Floor & Home* retailer. For years three through five, 50% of reasonable labor costs will be covered. After year five there will be no coverage for the cost of labor. All installation must be performed by a qualified installer.

## LIMITED INSTALLATION WARRANTY

Your *Carpet One Floor & Home* retailer guarantees the quality of installation of your *Room by Room* floor to be professional and in keeping with the standards set by the flooring industry. Should further service be required attributable to the original installation of your waterproof floor, your *Carpet One Floor & Home* retailer will return and provide that service at no cost to you for the life of the floor.

WATERPROOF (INCLUDES ALL LAMINATE & LUXURY VINYL)			
WARRANTY LEVEL	 THREE DIAMOND	 TWO DIAMOND	 ONE DIAMOND
<b>WEAR</b>	50 YEARS	35 YEARS	25 YEARS
<b>PERFORMANCE</b>	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
<b>INSTALLATION</b>	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
<b>SCRATCH</b>	15 YEARS	10 YEARS	5 YEARS
<b>THE BEAUTIFUL GUARANTEE®</b>	<b>120 DAYS</b>	<b>60 DAYS</b>	<b>30 DAYS</b>

### **To whom does this warranty apply?**

This Limited Installation Warranty applies to the original purchaser of the *Room by Room* waterproof flooring product at the original installation site only, and shall not apply to subsequent owners or renters of the *Room by Room* floor or the residence in which such waterproof flooring product is installed.

### **How long does the Limited Installation Warranty last?**

This Limited Installation Warranty begins at the time of installation of your waterproof flooring product. The length of your warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the waterproof flooring product that you purchased, as shown. "Life of Floor" is determined to be the same length of time as the Wear Warranty for your level of warranty coverage.

### **What is covered by this Limited Installation Warranty?**

Subject to the general terms applicable to warranties for all *Room by Room* waterproof flooring products found on page 42 of this Warranty Guide, this Limited Installation Warranty covers additional service which may be required in order to fix installation defects resulting from the original installation of your waterproof floor by a *Carpet One Floor & Home* retailer or *Carpet One Floor & Home* authorized installer.

### **What is NOT covered by this Limited Installation Warranty?**

The Limited Installation Warranty does not cover any defects not attributable to the original installation of your waterproof floor, including but not limited to wear, performance failures,

indentations, scratches, stains, fading, discoloration or damage to your waterproof floor which is directly or indirectly is caused by:

- lack of proper care and maintenance (see page 44 for care and maintenance requirements);
- misuse or abuse (being any use of the flooring which is unreasonable considering the normal and expected uses of waterproof floors in residences);
- negligence, excessive moisture, hydrostatic pressure or moisture from the subfloor or other conditions that result in water or moisture being under floor, wet mopping, steam cleaning, erosion, pebbles, sand or other abrasives, narrow or spiked-heel shoes, cleats or boots, or pets (except as explicitly set forth above), burns, cuts, damage caused by vacuum cleaner beater bars and metal casting wheels, water or moisture 'wicking up' through the subfloor;
- abnormal environmental conditions, excessive temperatures (temperature of floor must not exceed 85 degrees Fahrenheit) or excessive exposure to sunlight; use of latex or rubber-backed floor mats and discoloration caused by asphalt; and/or
- casualty events and abnormal use or conditions, including but not limited to those involving water saturation, damage caused by flooding, plumbing, leaky pipes, faucets, or household appliances, and failures normally covered by homeowners' insurance (such as water from fires, storms or floods); damage from smoke, fire, earthquakes, tornadoes, hurricanes, or other acts of God, uncontrolled humidity and/or temperatures in the residence, exposure to extreme heat, dryness, insects, or stains as a result of chemical or



industrial products, other than recommended cleaning products; damage due to extended direct exposure to sunlight, mold or mildew, or installation over insufficient substrates.

Excluded from “common household use” is the use of any caustic chemicals on your floor, the use of any cleaning solution on your floor not approved by the manufacturer, or exposure of the floor to other substances not part of ordinary household use.

This warranty excludes coverage for damage caused by furniture weight, insufficient furniture protection and by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

While products carrying a scratch resistance warranty offer a higher level of scratch resistance for everyday scratches, no flooring product is fully scratch proof. Heavy and sharp objects can and will severely damage any floor if the proper precautions are not taken. Examples of damage not covered by this warranty include dragging heavy objects (appliances, furniture, safe, etc.) across the floor without proper protection, damaged or dirty caster wheels, unprotected furniture, table and chair feet, severe

impact from falling objects, or rocks/abrasive debris tracked in on shoes.

Always utilize protective coverings/pads on the feet of all furniture, tables and chairs. Casters should be fitted with soft rubber wheels, and an adequate protective mat or protective caster cups should be placed under furniture. Walk off mats at every outside entrance should be utilized to limit the amount of abrasive debris the floor will be exposed to.

Improper alterations of the original manufactured product are not covered by this Limited Installation Warranty. Normal characteristics are not construed as defects. This Limited Installation Warranty does not cover differences in color between samples or photographs and colors of installed floors.

Not all *Room by Room* waterproof flooring products are approved for the installation of radiant heat below the floor. Please confirm with your *Carpet One Floor & Home* dealer that your chosen floor is approved for installed radiant heat prior to installing. Damage caused by radiant heat to a waterproof flooring product not approved for use with radiant heat shall not be covered by this warranty.

### **How to make a claim under your Limited Installation Warranty.**

If you believe that your *Room by Room* waterproof floor was improperly installed, contact your local *Carpet One Floor & Home* retailer. Your retailer will work with you to verify your warranty claim, and will notify you if or when your claim has been accepted.

## What your Carpet One Floor & Home retailer will do to resolve your claim.

Should you make a verified and accepted claim for defective installation under this Limited Installation Warranty during your applicable warranty period, your *Carpet One Floor & Home* retailer will provide such additional services as are required to cure such defective installation in the affected areas, at no cost to you.

## GENERAL TERMS AND CONDITIONS FOR ALL WATERPROOF WARRANTIES

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties for *Room by Room* waterproof flooring unless otherwise specified.

- These limited warranties apply only to waterproof flooring installed in owner-occupied residential space where no commercial activity takes place. If a specific style is approved for commercial use by the manufacturer and installed as such, then the manufacturer's commercial warranties apply. For purposes of these limited warranties, the terms "commercial activity" and "commercial use" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility or other place of business or residential dwelling.
- Product determined to have any possible defect by the person doing the installation should be returned to your *Carpet One Floor & Home* retailer for inspection and

possible replacement PRIOR TO INSTALLATION. All *Carpet One Floor & Home* warranties shall be deemed voided and no longer applicable with respect to your floor if you are aware of a possible or actual defect in your flooring before it is installed, and you approve the installation of such flooring anyway.

- *Carpet One Floor & Home's* sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective.
- Proof of purchase is necessary to verify all warranty claims. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase by the person making the claim must be supplied.
- None of the warranties herein are transferable or assignable.
- These warranties apply only to residential installations performed by a *Carpet One Floor & Home* retailer or a *Carpet One Floor & Home* authorized independent installer.
- *Carpet One Floor & Home* recommends the homeowner cover surrounding floors before construction begins and during all construction. Ask your *Carpet One Floor & Home* retailer about thick covering options not susceptible to breakage.
- *CARPET ONE FLOOR & HOME* SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR

ANY OTHER LEGAL CLAIM. Some states or Canadian jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. All warranties are governed by the law of the state or Canadian jurisdiction in which the product is installed.

- This warranty is conditioned upon your *Carpet One Floor & Home* retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

## WATERPROOF FLOORING CARE AND MAINTENANCE

### LUXURY VINYL FLOORS

By observing a few precautions, and with proper care and maintenance, you can ensure that your luxury vinyl floor always looks its best.

For general cleaning, sweep your floor regularly (at least once a week) and be sure to wipe up spills promptly. Occasional mopping with a manufacturer recommended cleaning solution may be needed when dirt builds up and sweeping alone is not sufficient. Please note that soap or detergent products are not recommended for luxury vinyl floors as they will leave a dulling film on the surface.

**CAUTION:** Luxury vinyl floors can be slippery when they become wet. Use extreme caution when walking on a wet floor. Use doormats outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats on your floor. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface.

Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including luxury vinyl floors, to fade or discolor.

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least 1" in diameter, made of non-pigmented hard plastic, and rest flat on the floor.

Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or greater are recommended for all moveable furniture. Make sure any floor protectors made of metal are rustproof. Replace your narrow dome furniture rests with wide-bearing ones.

The overall stain resistance of luxury vinyl flooring is excellent, and most spills will wipe off quickly and easily with a clean white cloth. Removing certain substances may take a little extra effort. Always use a clean, white cloth for wiping up stains, and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry. Repeat if necessary.

The foregoing standards are the minimum standards for proper care and maintenance of your luxury vinyl floors. Failure to comply with these minimum standards will be deemed "lack of proper care and maintenance" of your floors, and damage caused by

lack of proper care and maintenance is not covered under the limited warranties above.

## LAMINATE FLOORING

While laminate flooring is remarkably durable, there is of course no such thing as an indestructible flooring material. By observing the following precautions, you can expect years of beauty from your *Room by Room* laminate floor.

For general cleaning, use a dust mop or wipe occasionally with a damp cotton or cloth mop. If heavier cleaning is needed, an occasional damp mopping with a floor cleaner suggested by the manufacturer of the flooring or other mild cleaning product is suggested. Do not use soap or detergent-based cleaners, wax-based products, or any type of polish as they leave a dull, filmy residue. Do not flood your floor with water or clean with a steam cleaner.

To help eliminate fine particles of dirt and grit which act like sandpaper and will scratch any floor, vacuum or sweep daily. The vacuum head must be a felt or brush type. Be certain that the wheels of the vacuum are clean and do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD UNLESS THE BEATER BAR IS SWITCHED OFF.**

Remove spills promptly using a soft cloth and such cleaning products as recommended by the manufacturer. Be sure to keep pet nails trimmed and paws clean and free of dirt and gravel that may scratch your floor.

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least 1" in diameter, made of non-pigmented hard plastic, and rest flat on the floor.

Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or greater are recommended for all moveable furniture. Make sure any floor protectors made of metal are rustproof. Replace your narrow dome furniture rests with wide-bearing ones. Lift rather than slide heavy objects across the floor.

Remove shoes with spiked or damaged heels before walking on the floor. Spiked or stiletto high-heel shoes may cause damage to laminate floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of slight or average build.

As added protection, use dirt-trapping walk-off mats at all exterior doors to help keep sand, dirt, and grit off your laminate floor.

The foregoing standards are the minimum standards for proper care and maintenance of your laminate floors. Failure to comply with these minimum standards will be deemed "lack of proper care and maintenance" of your floors, and damage caused by lack of proper care and maintenance is not covered under the limited warranties above.





# WARRANTY RECORDS

*Carpet One Floor & Home Sales Professional* is required to complete. Customer, please retain this information for your reference.

Store Name	Sales Professional	
City	State/Prov.	Zip/Postal Code

## PRODUCT 1

Date of Purchase	Invoice #	
Date of Installation	Sq. Ft. Purchased	Warranty Level
Style Name	Brand	Color

## PRODUCT 2

Date of Purchase	Invoice #	
Date of Installation	Sq. Ft. Purchased	Warranty Level
Style Name	Brand	Color

## PRODUCT 3

Date of Purchase	Invoice #	
Date of Installation	Sq. Ft. Purchased	Warranty Level
Style Name	Brand	Color



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