

SOFT SURFACE

FLOOR CARE &
WARRANTY GUIDE



ROOM

by

ROOM



ROOM
by **ROOM**

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THE BEAUTIFUL GUARANTEE®

A LIMITED ONE-TIME REPLACEMENT WARRANTY

CARPET

What is The Beautiful Guarantee?

The Beautiful Guarantee is our promise that you will love your *ROOM by ROOM* carpet, or we will replace it. All *ROOM by ROOM* carpet products carry *The Beautiful Guarantee*, such that if at any time during your warranty period and after your carpet is installed you wish to change your *ROOM by ROOM* carpet to a different style or color, your *Carpet One Floor & Home* retailer will replace your existing *ROOM by ROOM* carpet with another *ROOM by ROOM* carpet 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* carpet 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* carpet has been fully installed. The length of your *The Beautiful Guarantee* warranty depends on the level of warranty (One




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

To assist you with any questions you may have about your new carpet, we have compiled this easy-to-read guide, which gives information on caring for and maintaining your carpet and the limited warranties that accompany your carpet. 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.

Enjoy your new floor!

Diamond, Two Diamond or Three Diamond) which accompanies the carpet that you purchased, as shown below.

THE BEAUTIFUL GUARANTEE		
	THREE DIAMOND	120 DAYS
	TWO DIAMOND	60 DAYS
	ONE DIAMOND	30 DAYS

I want to replace my ROOM by ROOM carpet 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 carpet 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 carpet product. *The Beautiful Guarantee* allows you to replace your existing ROOM by ROOM carpet with another ROOM by ROOM carpet 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 carpet costs less than your originally selected carpet. If you choose to replace your existing ROOM by ROOM carpet with a new ROOM by ROOM carpet costing more than the carpet originally installed, 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 carpet during your warranty period.

Replacement of your carpet under *The Beautiful Guarantee* includes materials and labor (removal of old carpet, disposal and re-installation of your new carpet). 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 carpet. 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 carpet 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 carpet 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* carpet 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* carpet product under *The Beautiful Guarantee*; hard surface flooring (including, but not limited to, hardwood, laminate, luxury vinyl and vinyl sheet flooring) is not eligible as a replacement product under this guarantee.

No replacement of custom installed carpet (including but not limited to patterned installation, inlays and borders) is covered under *The Beautiful Guarantee*.



CARPET

EXCLUSIVE CARPET ONE FLOOR & HOME ROOM BY ROOM LIMITED CARPET 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* carpet products, located on page 24 of this Warranty Guide.



25 YEAR
PERFORMANCE & INSTALLATION

120 DAY
THE BEAUTIFUL GUARANTEE®



20 YEAR
PERFORMANCE & INSTALLATION

60 DAY
THE BEAUTIFUL GUARANTEE®






15 YEAR
PERFORMANCE & INSTALLATION

30 DAY
THE BEAUTIFUL GUARANTEE®

LIMITED WEAR AND PERFORMANCE WARRANTY

Subject to the general terms applicable to warranties for all *ROOM by ROOM* carpet products found on page 24 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* carpet affected by wear conditions or performance failures as described below.

CARPET			
WARRANTY LEVEL	 THREE DIAMOND	 TWO DIAMOND	 ONE DIAMOND
WEAR	25 YEARS	20 YEARS	15 YEARS
PERFORMANCE	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
INSTALLATION	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
THE BEAUTIFUL GUARANTEE®	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* carpet 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 carpet product was installed. Please note that warranty protection for carpet installed on stairs and in hallways is only applicable to carpet products carrying a Three Diamond warranty.

How long does the Limited Wear and Performance Warranty last?

This Limited Wear and Performance Warranty begins at the time of installation of your carpet. The length of your warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the carpet that you purchased, as shown above. “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.

Please note that for any *ROOM by ROOM* carpet that is professionally installed as a *Healthier Living™* or *Neutralize™* installation (with *Healthier Living* or *Neutralize* cushion) the length of the warranty with respect to Wear and Texture Retention (as described below) will be two times the applicable warranty length of those *ROOM by ROOM* carpets not installed as a *Healthier Living* or *Neutralize* installation. This warranty applies to *ROOM by ROOM* carpet flooring and approved manufacturers only. Additional information on the terms of repair or replacement of *Healthier Living* installed carpet can be found on page 18.

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

When *ROOM by ROOM* carpet is (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 and 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* carpet products the following:

WEAR

- **WEAR:** The pile of your carpet will not wear by more than 10% from normal foot traffic during your warranty term. “Wear” is defined as abrasive fiber loss and not a change in appearance. If your carpet suffers excessive wear (more than 10% by weight) during your warranty period, please contact your *Carpet One Floor & Home* retailer as discussed below.
- **TEXTURE RETENTION:** the surface pile will not exhibit abnormal loss of texture retention from normal foot traffic in residential use for the term of the warranty. Texture retention is defined as the ability of the carpet tufts to retain their visible shape as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured by using an international standardized rating scale ranging from 5.0 (new or no change) to 1.0 (severe change), CRI TM-101.
- Note that carpets depress under weight and often show footprints and vacuum marks. These inherent characteristics do not meet the definition of loss of texture retention. Changes in appearance caused by soiling or furniture depressions also do not meet the definition of loss of texture retention. Over time all carpets will lose some of their twist and exhibit what is termed as “tip bloom.” This is normal and is not considered loss of texture retention. Abnormal loss of texture retention

is defined as a rating of less than 2.5 when measured against standardized rating scales.

- **FADE:** For those products which carry a fade warranty, your carpet will not show a permanent color change due to exposure to sunlight or exposure to atmospheric contaminants (including ozone or oxides of nitrogen) for the period specified by the warranty level of the product purchased from the original date of installation. Permanent color change is defined as a rating of greater than one unit as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale for standard comparison of the extent of color differences. Please note that not all *ROOM by ROOM* carpet products carry a fade warranty, so this section of the warranty may not apply to you.

PERFORMANCE

- **MANUFACTURING DEFECTS:** Your *ROOM by ROOM* carpet will be free from manufacturing defects during your warranty period.
- **STRUCTURAL INTEGRITY:** The carpet backing and face fibers will not separate during your warranty period.
- **STAINS:** Certain *ROOM by ROOM* carpets have been specially treated to resist stains. Stain resistance means the ability of the carpet pile to resist (minimize or withstand) permanent stains. We recommend cleaning spills and accidents immediately upon discovery using those cleaning products recommended by the applicable manufacturer in order to minimize staining. No carpet is fully stain-proof. Therefore, this limited warranty excludes stains from:

1. Non-food and non-beverage substances

2. Such foods and beverages that contain strongly colored natural substantive dyes as found, for example, in mustard and hot beverages
3. Substances that destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, and plant food/fertilizers
4. Vomit, urine, and feces

The fiber manufacturer provides most stain warranties. Contact the following fiber manufacturers for further information on care and cleaning and limited stain warranties for your specific carpet. Carpets made from fibers by:

ANSO®: Call Anso® Smart Lines Consumer Hotline at 1-800-441-7429

SMARTSTRAND SORONA, WEAR-DATED®: Call 1-800-266-4295

Please note that not all *ROOM by ROOM* carpet products carry a stain warranty, so this section of the warranty may not apply to you.

- **SOIL:** Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. This warranty is limited to color changes in your carpet during your warranty period which are due to deposits of dry soil as a result of foot traffic from normal indoor household use which cannot be corrected. Specifically excluded are: color changes from grease, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners, and plant food), urine, feces, vomit; appearance or color changes on stairs or

due to burns, pets, tears, cuts, pulls, shading or pile reversal; furniture depressions; or athletic equipment.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet. If the affected area remains unsatisfactory, then you must have the affected area professionally cleaned. If the affected area still remains unsatisfactory after professional cleaning, you must contact your *Carpet One Floor & Home* retailer where purchased within 30 days of the professional cleaning.

- **PET PROOF:** For those products which carry a “pet proof” warranty, your carpet will resist staining caused by urine, feces, and vomit from domestic cats or dogs. Stain resistance means the ability of your carpet 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* carpets carry a pet proof warranty, so this section of the warranty may not apply to you.
- **WATERPROOF:** For those products which carry a waterproof warranty, your carpet will resist damage from everyday splashes and spills which are promptly removed. For the length of the warranty of your *ROOM by ROOM* carpet, the carpet is warranted to be waterproof, meaning that the structural integrity of the carpet will not be significantly diminished by exposure to topical liquid. When properly installed, your *ROOM by ROOM* carpet will keep liquid spills above the backing polymer layer. This limited warranty covers topical moisture as long as the water does not flow over the edge

of the surface (i.e. edge of the room). Please note that not all *ROOM by ROOM* carpet products carry a waterproof 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, stains, or damage to your carpet which is directly or indirectly caused by:

- lack of proper care and maintenance (see page 26 for care and maintenance requirements);
- misuse or abuse (being any use of the flooring which is unreasonable considering the normal and expected uses of carpet flooring in residences);
- buckling of the carpet resulting from improper heating/cooling or from HVAC systems being turned off for extended periods. See the manufacturer’s guidelines for heating and cooling requirements;
- negligence, excessive moisture, hydrostatic pressure or moisture from the subfloor or other conditions that result in water or moisture being under the floor, erosion, pebbles, sand or other abrasives, 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.

Unless your carpet carries a “Three Diamond Warranty”, the Limited Wear and Performance Warranty does not apply to carpet installed in hallways and on stairs. The Limited Wear and Performance Warranty does not apply to carpet installed outdoors or in any high moisture areas, including but not limited to bathrooms, kitchens, on boats, in boat houses, etc.

Commercial installations are excluded from this Limited Wear and Performance Warranty. This Limited Wear and Performance warranty does not cover defects caused by abuse, accidents, and crushing caused by furniture or objects other than foot traffic.

Any charges for carpet disposal, new padding, or moving furniture, equipment, etc., are the customer’s responsibility. This Limited Wear and Performance warranty covers only abrasive wear resulting in loss of fiber. Please note that “Shading,” sometimes referred to as “watermarking” or “pooling,” is an inherent characteristic of some fine cut pile carpets and is not considered a manufacturing defect. Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading or pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded

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

If you believe that your *ROOM by ROOM* carpet 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 Carpet 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 (the damaged or defective area and adjacent areas extending to the nearest wall, doorway, or entrance) - your retailer will not be required to replace your entire floor. A *ROOM by ROOM* carpet 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 carpet flooring, if available. If the same style of carpet flooring is not available, your *Carpet One Floor & Home* retailer will replace the damaged area with a comparative style of carpet that most closely approximates the originally installed *ROOM by ROOM* carpet, 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 carpet has been installed. The usage charge is a percentage of the invoice price for the carpet purchased, as shown on your original invoice.

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

Responsibility for labor to replace carpet under the warranty varies with each style, however, labor is covered for a minimum of one year. Beyond one year, in most cases, labor is not covered. Some mills may make exceptions on a case-by-case basis.

HEALTHIER LIVING INSTALLATION

If your *Neutralize* or *Healthier Living* installed carpet shows significant loss of texture retention (as a result of yarn tufts losing their twist) or exhibits fiber loss by more than 10% by weight from normal foot traffic (wear), *Carpet One Floor & Home* will arrange a replacement based on the pro-rate schedule (above) from the date of installation.

Notes: The texture of any carpet will change to some degree in heavy traffic areas and is considered normal wear and tear and is not covered under this warranty.





This warranty applies to carpet installed in owner-occupied residential space where no commercial activity takes place and is not transferable.

Labor for the replacement is the responsibility of the customer (removal of the original carpet and labor for installation of replacement carpet).

CARPET ONE FLOOR & HOME WARRANTY	STANDARD PRO-RATED SCHEDULE	NEUTRALIZE OR HEALTHIER LIVING DOUBLE WARRANTY	NEUTRALIZE OR HEALTHIER LIVING PRO RATED SCHEDULE
 <p>THREE DIAMOND 25 YEARS</p>	1 st -5 th YEAR NO USAGE 6 th YEAR 50% USAGE 7 th YEAR 60% USAGE 8 th YEAR 70% USAGE 9 th YEAR 80% USAGE 10 th -25 th YEAR 90% USAGE	50 YEARS	1 st -25 th YEAR NO USAGE 26 th YEAR 50% USAGE 27 th YEAR 60% USAGE 28 th YEAR 70% USAGE 29 th YEAR 80% USAGE 30 th -50 th YEAR 90% USAGE
 <p>TWO DIAMOND 20 YEARS</p>	1 st -5 th YEAR NO USAGE 6 th YEAR 50% USAGE 7 th YEAR 60% USAGE 8 th YEAR 70% USAGE 9 th YEAR 80% USAGE 10 th -20 th YEAR 90% USAGE	40 YEARS	1 st -20 th YEAR NO USAGE 21 st YEAR 50% USAGE 22 nd YEAR 60% USAGE 23 rd YEAR 70% USAGE 24 th YEAR 80% USAGE 25 th -40 th YEAR 90% USAGE
 <p>ONE DIAMOND 15 YEARS</p>	1 st -5 th YEAR NO USAGE 6 th YEAR 50% USAGE 7 th YEAR 60% USAGE 8 th YEAR 70% USAGE 9 th YEAR 80% USAGE 10 th -15 th YEAR 90% USAGE	30 YEARS	1 st -15 th YEAR NO USAGE 16 th YEAR 50% USAGE 17 th YEAR 60% USAGE 18 th YEAR 70% USAGE 19 th YEAR 80% USAGE 20 th -30 th YEAR 90% USAGE

LIMITED INSTALLATION WARRANTY

Your *Carpet One Floor & Home* retailer guarantees the quality of installation of your *ROOM by ROOM* carpet 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 carpet flooring industry. Should further service be required attributable to the original installation of your carpet, your *Carpet One Floor & Home* retailer will return and provide that service at no cost to you for the life of the floor.

CARPET			
WARRANTY LEVEL	 THREE DIAMOND	 TWO DIAMOND	 ONE DIAMOND
WEAR	25 YEARS	20 YEARS	15 YEARS
PERFORMANCE	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
INSTALLATION	LIFE OF FLOOR	LIFE OF FLOOR	LIFE OF FLOOR
	120 DAYS	60 DAYS	30 DAYS

To whom does this warranty apply?

This Limited Installation Warranty applies to the original purchaser of the *ROOM by ROOM* carpet 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 carpet is installed

How long does the Limited Installation Warranty last?

This Limited Installation Warranty begins at the time of installation of your carpet. The length of your warranty depends on the level of warranty (One Diamond, Two Diamond or Three Diamond) which accompanies the carpet that you purchased, as shown above. “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* carpet products found on page 24, this Limited Installation Warranty covers additional service which may be required in order to fix installation defects resulting from the original installation of your carpet by a *Carpet One Floor & Home* retailer or a *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 carpet, including but not limited to wear, performance failures, indentations, scratches, stains, or damage to your carpet which is directly or indirectly caused by:

- lack of proper care and maintenance (see page 26 for care and maintenance requirements);
- misuse or abuse (being any use of the flooring which is unreasonable considering the normal and expected uses of carpet flooring in residences);
- buckling of the carpet resulting from improper heating/cooling or from HVAC systems being turned off for extended

periods. See the manufacturer's guidelines for heating and cooling requirements;

- negligence, excessive moisture, hydrostatic pressure or moisture from the subfloor or other conditions that result in water or moisture being under the floor, erosion, pebbles, sand or other abrasives, 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.

The Limited Installation Warranty does not apply to carpet installed outdoors or in any high moisture areas, including but not limited to bathrooms, kitchens, on boats, in boat houses, etc.

Commercial installations are excluded from this Limited Installation Warranty. This Limited Installation Warranty does not cover defects caused by abuse, accidents, and crushing caused by furniture or objects other than foot traffic.

Any charges for carpet disposal, new padding, or moving furniture, equipment, etc., are the customer's responsibility. This Limited

Installation Warranty covers only abrasive wear resulting in loss of fiber. Please note that "Shading," sometimes referred to as "watermarking" or "pooling," is an inherent characteristic of some fine cut pile carpets and is not considered a manufacturing defect. Wear or damage from tears, pulls, cuts, pilling, shedding, matting, crushing, shading or pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded.

How to make a claim under your Limited Installation Warranty.

If you believe that your *ROOM by ROOM* carpet 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 CARPET 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* carpets unless otherwise specified.

- These limited warranties apply only to carpet 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* 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.

CARPET CARE AND MAINTENANCE

REQUIRED MAINTENANCE

No matter how often you vacuum, your carpet will still need heavy-duty cleaning from time to time. Use the cleaning method recommended by the carpet manufacturer to maintain your carpet's warranty and for daily and extended maintenance. Professional cleaning every 12-18 months is required to maintain your *Carpet One Floor & Home* warranty (unless there is heavier usage, in which case your carpet will have to be cleaned at closer intervals). We would be glad to advise you about which cleaning method is best for your particular carpet. Hot water extraction, either alone or in combination with cleaning, is required to maintain most warranties. Some styles, however, must be cleaned in other ways. Be sure to check with your *Carpet One Floor & Home* retailer for the recommended cleaning method for your particular carpet. A trained professional should perform this service at least every 12-18 months to refresh the texture and rejuvenate the fibers in your carpet. Have the cleaning professionals come to your home for a visual inspection, and obtain a written agreement before the work is started. You must retain your receipts for proof of maintenance service should a warranty claim arise. (See cleaning log on page 39.)

When you and your cleaning professional choose a cleaning method, fiber content is the most important concern. Most carpet today is constructed with synthetic fibers such as nylon, polyester, olefin, or triexta and may be cleaned with most cleaning methods. Natural fibers such as wool, cotton, silk, and sisal may require specialized care. Use a cleaning method recommended by the carpet manufacturer to maintain their warranty, and if you

should have any questions or concerns about your new carpet, just call your *Carpet One Floor & Home* retailer.

OTHER PREVENTATIVE MAINTENANCE

Being proactive with keeping dirt and soil from entering your home will help to keep your carpet looking its best over time.

Walk-off mats placed outside the entrances to your home will help to capture dirt, sand, soil, asphalt, soil, etc., before it is tracked inside. Clean those mats on a regular basis and as needed.

Occasionally moving your furniture will help avoid excessive pile crushing. Carpet protectors for furniture legs help with weight distribution and be sure to use chair pads designed for carpet for furniture with rollers or casters.

Protective barriers such as heavy cardboard or plywood between the furniture and carpet will prevent damage when moving heavy furniture (pianos, buffets, etc.) Even if on wheels, this type of barrier should be used.

Clean area rugs regularly. If you use area rugs on your carpet, clean and restore the pile of the carpet underneath as well. Check area rugs for colorfastness before placing them on carpet because the color in some rugs may bleed through. After professional cleaning of your carpet, allow it to dry completely before putting rugs back onto carpet.

Reduce periods of direct sunlight with blinds, shades, or awnings to avoid color loss.

CARPET CLEANING

A regular maintenance program will help keep your carpet looking great over time. Vacuum your heavy traffic areas, such as hallways, stairs, and exterior entry ways at least twice a week.

Vacuum less heavily used areas weekly. For best results, use a vacuum cleaner with an adjustable beater bar or rotating brush. Use manufacturers' recommended vacuum or refer to www.carpet-rug.org for a list of approved vacuum brands.

Carpet with thick loop pile construction, particularly wool and wool-blend styles, may be sensitive to brushing or rubbing of the pile surface and may become fuzzy. (Test to make sure the brush is not affecting the fiber tips before regular use.) For these products, and those styles with a combination thick or thin or cable yarn, higher pile shag or new generation soft carpets, a suction-only vacuum is recommended or a vacuum with an adjustable brush lifted away from the carpet so it does not agitate the pile. Be aware of vacuums that have aggressive action which may damage the surface of your carpet.

Carpet One Floor & Home does not recommend a vacuum brand. There are brands that offer adjustable beater bars or even a feature to turn the beater bar off in some cases. The Carpet & Rug Institute (carpet-rug.org) also offers information and ratings of vacuums.

Lack of apparent soiling does not eliminate the necessity of regular cleaning.

Most dry soil has razor-like edges that abrade carpet fibers, causing light to reflect differently and give a dull appearance. Soil can damage the fibers permanently if allowed to remain in the pile. Cooking vapors and air pollution can cause oily soil deposits on fibers and can cause gradual dulling as well as additional tracking of dry soil.

HELPFUL TIPS FOR CARPET CARE

CUSHION

A good quality carpet cushion provides better resilience and comfort underfoot. It can also extend the life of your carpet by absorbing walking impact over time and provide noise reduction and improved thermal insulation properties to the carpet.

VACUUM CARE INSTRUCTIONS

Extraordinarily soft carpets represent the latest in advanced extrusion technology. Because the fibers are so fine and dense, increased suction from a vacuum cleaner is created at the point of contact on the carpet surface.

Therefore, in order to provide maximum care, vacuums with specific features may be necessary to use for optimum maintenance of your extraordinarily soft carpet. The following vacuum cleaner characteristics are suitable for your exceptionally soft carpets:

- **ADJUSTABLE HEIGHT:** A manual height adjustment feature is imperative as it allows the user to accurately set the height of the brushing action to the proper level for better cleaning and mobility.
- **WIDE WHEEL SIZE:** Larger wheels will help the vacuum head from sinking into the carpet pile. They also improve the effectiveness of the depth-setting feature.
- **LIGHTER WEIGHT MODELS:** Weighing less, these vacuums will exert less weight while in use and not sink as deeply into the carpet pile, being easier to move.
- **ADJUSTABLE MOTOR SPEED:** The flexibility of adjustable motors often times lowers the brush roll rotation speed and allows easier operation and gentler cleaning.

- **OPTIONAL BRUSH ROLL CONTROL:** For ultra-high pile carpets, it may be necessary to disengage the roller as longer fibers may entangle in the brush roll, causing damage to the tips of the fibers. An option to use suction only is recommended with some fibers.

CARPET SPOT REMOVAL PROCEDURES

In between professional cleanings, you may have to spot clean your carpet. If you have a spill or spot, you must act quickly to minimize staining. The longer the delay, the greater the possibility that the stain will become permanent.

Complete removal of spills or spots may require use of those cleaning products suggested by the manufacturer or if you do not have on hand, a single solution applied of a CRI approved spot cleaner. If the use of a combination of solutions is helpful, follow these guidelines in sequence so as not to void your warranty.**

1. Blot liquids with a dry, white, absorbent cloth or white (no printing) paper towels. Do not scrub the area! Continue to blot until the area is completely dry. Gently scrape up semi-solids with a rounded spoon and vacuum. Do not add moisture.
2. Locate the spill on the stain removal chart on page 33, select the first stain removal solution recommended, and follow the spot removal methods listed on page 34.
3. Pretest any spot removal solution in an inconspicuous area to make certain the solution will not damage the fiber or the dye. After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds.
4. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, another cleaning solution should be selected.

5. Apply a small amount of the selected cleaning solution to a white cloth and work in gently. Work from the edges of the spill to the center to prevent the spill from spreading. Do not scrub! Blot, absorbing as much as possible, and repeat, if necessary. Do not saturate the area as this may cause the spill to penetrate into the backing.
6. Continue using the first cleaning solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions if the first solution removes the spill.
7. Rinse the affected area thoroughly with cold water after the spill has been removed. Blot with a dry cloth until all of the solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed.
8. Place a 1/2 inch layer of white paper towels over the affected area to absorb all the moisture, and weigh down with a flat, heavy object.

CARPET SPOT REMOVAL SOLUTIONS

We recommend the following solutions for removal of spots and stains.

If you have these on hand, you will be able to handle most common spills. Always use solutions in the concentrations recommended. See the chart on page 33 to find the best method for your stain. For assistance in choosing the correct solution, call your *Carpet One Floor & Home* retailer, and ask which is best for your particular type of carpet.

DETERGENT SOLUTION: Mix 1/4 teaspoon of a clear, non-bleach, non-lanolin, non-optical brightening dishwashing liquid per one cup of warm water. Allow the detergent to remain on the stain for eight to ten minutes. It may be necessary to rinse

with warm water several times to completely remove residues. Never use an automatic dishwashing detergent because many contain bleaching agents that may destroy the carpet color and damage fibers. Never use a laundry detergent of any type, because laundry detergents may contain optical brighteners (fluorescent dyes) that discolor the fiber.

DRY POWDER CLEANER: Use powdered carpet cleaners or comparable product.

DRY CLEANING FLUID: Use caution when using a dry cleaning fluid. A non-flammable spot removal solution is preferred. Transfer solution to the spot with a damp towel—do not apply directly to the spot since direct contact may destroy the backing.

NAIL POLISH REMOVER (without conditioners): Two types of nail polish removers are available. One type contains acetone, a dry cleaning solvent. Use the same precautions as with other dry cleaning solutions. The second type contains amyl acetate, which is used in many paint, oil, and grease removers. Amyl acetate nail polish remover leaves residue that may cause rapid soiling. When using, always rinse the area thoroughly with a dry solvent, such as rubbing alcohol. Consult your warranty before using either of these products.

WHITE VINEGAR SOLUTION: Mix one (1) cup vinegar with two (2) cups water.

CARPET STAIN REMOVAL CHART

	METHOD							
	A	B	C	D	E	F	G	H
ASPHALT/TAR	•							
BEER		•						
BERRIES		•				•		
BLOOD		•						
BUTTER/SHORTENING	•							
CANDLE WAX				•			•	
CANDY (SUGAR)		•						
KETCHUP/MUSTARD			•			•		
CHALK								•
CHARCOAL					•			
CHEWING GUM	•			•				
CHOCOLATE		•						
COFFEE/TEA		•				•		
COOKING OIL	•		•					
CRAYON	•	•						
DIRT		•	•					
DYES						•		
EXCREMENT		•						
FOUNDATION (MAKEUP)	•	•						
FRUIT DRINK/SOFT DRINK			•			•		
FURNITURE POLISH	•							
GRASS	•				•			
GREASE (AUTO, FOOD)	•							
GLUE (WHITE)		•	•					
GLUE (HOBBY)	•				•			
ICE CREAM		•						
INK (MARKER, PEN, INDIA)	•					•		
LIPSTICK/MASCARA	•							
MAYONNAISE		•						
MILDEW						•		
MILK		•						
MIXED DRINKS (LIQUEURS)		•				•		
MUD		•						
NAIL POLISH					•			
NEWSPRINT	•							
PAINT (LATEX)		•						
PAINT (OIL)	•							
PAPIER-MACHÉ		•						
PET FOOD			•			•		
PLAY-DOH	•							
SHOE POLISH	•					•		
URINE (DRY OR FRESH)		•						
VOMIT			•					
WINE (RED)						•		
WINE (WHITE)		•						
UNKNOWN	•	•						

For an extensive stain removal chart please reference the CRI website at www.carpet-rug.org.

CARPET SPOT REMOVAL METHODS

METHOD A

1. Apply a dry cleaning solvent - onto a damp towel
2. Blot - *don't rub*
3. Repeat solvent application as above, do not apply directly to carpet
4. Blot - *don't rub*
5. Water - apply with a damp towel
6. Blot - finish with weighted pad of paper towels

METHOD B

1. Scrape or blot up excess spill
2. Apply detergent solution - onto a damp towel
3. Blot - *don't rub*
4. Apply white vinegar (undiluted) - using a damp towel
5. Blot - *don't rub*
6. Water - apply with damp sponge
7. Blot - finish with weighted pad of paper towels

METHOD C

1. Scrape or blot up excess spill
2. Apply dry baking soda
3. Scrape and vacuum
4. Water - use damp sponge to rinse remaining baking soda - *don't over-wet*
5. Blot - *don't rub*
6. Apply detergent solution - onto a damp towel
7. Water - rinse as above
8. Blot - *don't rub* - dry well
9. Apply dry powder cleaner
10. Vacuum

METHOD D

1. Scrape or blot up excess spill
2. Freeze with ice cubes
3. Shatter - with blunt object like the back of a large spoon
4. Vacuum chips away before they melt

METHOD E

1. Apply nail polish remover (non-oily type) - use cotton swab to apply to the spill - don't wet through to carpet backing
2. Pick up softened materials - use clean white paper towels and push toward the center of the spill each time to avoid spreading the stain
3. Repeat above - soften and carefully remove a layer of the spill each time - haste may spread the stain and/or damage the carpet

METHOD F

1. Scrape or blot up excess spill
2. Apply detergent solution - use damp towel - leave on three to five minutes
3. Blot - don't rub
4. Apply white vinegar (undiluted) - using a damp towel
5. Blot - finish with weighted pad of paper towels

METHOD G

1. Scrape off excess material
2. Cover with brown paper
3. Apply warm iron until material is absorbed. Be sure paper is large enough to cover the stained area. Take care never to touch the iron to the carpet as the fiber may melt
4. Change paper or rotate to clean area and repeat until all material is absorbed

METHOD H

1. Vacuum away as much as possible loosen the remaining material by tapping with a scrub brush or toothbrush – tap and brush – do not scrub
2. Vacuum
3. Apply dry powder
4. Tap with brush to work powder into carpet tufts – do not scrub
5. Let powder dry – one hour or more
6. Vacuum
7. Repeat dry powder application, if necessary

FREQUENTLY ASKED QUESTIONS

- Q.** Why is my new carpet shedding?
- A.** balls of fluff, or loose fibers, found on carpet or in the vacuum cleaner bag are the normal result of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect carpet life or appearance. Because of their large size, these fibers are too big to become airborne or to be breathed in. With proper vacuuming and using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.
- Q.** Why does my carpet seem to change color when I look at it from different directions?
- A.** Light reflects differently as the pile is pushed in different directions. Foot traffic generally causes this, and the best solution is to sweep or vacuum the pile in a uniform direction.
- Q.** Some tufts are longer than others. What should I do?
- A.** Just snip the end to even the carpet surface. Never pull out long or loose ends as this can permanently damage your carpet. If a tuft becomes snagged or works loose, simply cut it off, and let the surrounding yarn fill in the space.
- Q.** What can I do about static?
- A.** When a room's relative humidity is very low, a static charge can build up in your carpet as you walk across it. If this occurs, a humidifier or other commercially available products can help.
- Q.** How can I avoid permanent indentations?
- A.** Your carpet pile may compress due to heavy foot traffic or weight of furniture. Rotating furniture may help reduce indentations. You can work the pile back into place with the

edge of a coin. Sometimes, passing a hot garment steamer over the spot can also help, but keep the steamer at least four inches above the carpet.

CLEANING LOG

Customer, please retain your receipts.

<i>Date</i>	<i>Company</i>
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WARRANTY RECORDS

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

Store Name	Sales Professional
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City	State/Prov.	Zip/Postal Code
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PRODUCT 1

Date of Purchase	Invoice #
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Date of Installation	Sq. Ft. Purchased	Warranty Level
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Style Name	Brand	Color
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PRODUCT 2

Date of Purchase	Invoice #
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Date of Installation	Sq. Ft. Purchased	Warranty Level
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Style Name	Brand	Color
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PRODUCT 3

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