

Floor Care & Warranty Guide

Everything you need to know
to protect your flooring investment.

CARPET



FlooringAmerica.

FlooringCanada.

Contents

Carpet FAQ.....	3
Carpet Care and Maintenance.....	4
Exclusive Flooring America®/Flooring Canada® Residential Five-Star Carpet Warranties	13
Downs® Carpet	18
Resista® Carpet	25
Just Shorn® Carpet	26
Tigressá® H2O™ Carpet	30
Commercial Carpet	32
Cushion	36
Warranty Records	38

Thank You For Purchasing Your New Floor From Flooring America®/Flooring Canada®.

To assist you with any questions you may have about your new floor, we have compiled this easy-to-read warranty guide. We hope that it will serve as a handy reference tool. If you have any questions, please contact your local Flooring America®/Flooring Canada® retailer.

Enjoy your new floor!

Your Complete Guide to Flooring Care and Warranties

It's easy to maintain the beauty of your new floor, and proper care and cleaning will enhance its life and performance, giving you years of enjoyment. To assist you, we've prepared our best tips for cleaning, care, and maintenance. Plus, we've compiled detailed warranty information that you will find easy to reference.

Please consult your specific warranty for detailed cleaning instructions. The minimum requirement for carpet cleaning is every 12-18 months. Some manufacturers have precise warranty maintenance requirements. See warranty details for additional information.

Use the Cleaning Log on page 38 to keep track of your carpet care and cleaning maintenance. Remember to retain your receipts.

Frequently Asked Questions About Carpet

Q. Why is my new carpet shedding?

- A.** The 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 steam iron over the spot can also help, but keep the iron at least four inches above the carpet.

Carpet Care and Maintenance

A regular maintenance program extends the life of the original appearance of your carpet. Today's carpet fibers are designed to hide dirt and reflect light, and they have the ability to resist soiling and stains. However, the lack of apparent soiling does not eliminate the necessity of regular cleaning.† Give your carpet the normal protection from direct sunlight that you would give to any colored fabric. Carpet should also be protected from direct sunlight to avoid color loss.

You will need to vacuum your heavy traffic areas, such as hallways, stairs, and exterior entryways at least twice a week. Vacuum less heavily used areas weekly. For best results, use a vacuum cleaner with a beater bar or rotating brush and with a strong enough airflow to penetrate to the carpet backing.

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. For these products, and those styles with a combination of thick or thin or cable yarn, a suction-only vacuum or a vacuum with an adjustable brush lifted away from the carpet is recommended so it does not agitate the pile. A vacuum with a beater bar or rotating brush can be tested for excessive fuzzing in an inconspicuous location before regular use. Be aware of vacuums that have aggressive action which may damage the surface of your carpet.

Flooring America®/Flooring Canada® 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 and Rug Institute (www.carpet-rug.org) offers information and ratings of vacuums.

Most dry soil has razor-like edges that abrade carpet fibers, causing light to reflect differently and give carpet a dull appearance. Soil can damage the fibers permanently if allowed to remain in the pile.

No matter how often you vacuum, your carpet will still need heavy-duty cleaning from time to time. Professional cleaning is required to maintain your Flooring America®/Flooring Canada® 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 Flooring America®/Flooring Canada® retailer for the recommended cleaning method for your particular carpet. **It is required that a trained professional 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. You can keep track of your carpet care and cleaning maintenance using the Cleaning Log on page 36.

† Courtesy of the Carpet and Rug Institute, Copyright 2015.

* The warranty requirement for hot water extraction of all Stainmaster carpet is once every 18 months.

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, triexta, or olefin and may be cleaned with most cleaning methods. Do not apply stain-repellent treatments which contain silicone, as they are unnecessary and tend to accelerate soiling on carpets. 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 Flooring America®/Flooring Canada® retailer.

Carpet Care And Maintenance – New Generation Soft Carpets Including Stainmaster® TruSoft®, Tigressá Cherish™ and Innovia Touch™

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, will not sink as deeply into the carpet pile, and will be 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, and cause damage to the tips of the 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 a single solution applied repeatedly or the use of a combination of solutions. Follow these simple guidelines in sequence.**

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 spot removal chart on page 9, select the first spot removal solution recommended, and follow the spot removal methods listed on page 8.***
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 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 made of natural fibers requires special care. See methods specifically recommended for those carpets.

*** For an extensive list, please reference the CRI website at www.carpet-rug.org.

† Courtesy of the Carpet and Rug Institute, Copyright 2006.

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 9 to find the best solution for your stain. For assistance in choosing the correct solution, call your Flooring America®/Flooring Canada® 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 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 such as Resista® Floor Care Cleaner 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: 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.

Carpet Spot Removal Methods (referenced on page 5)

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
- 2 LOOSEN the remaining material by tapping with a scrub brush or toothbrush – tap and brush – do not scrub
- 3 VACUUM
- 4 APPLY DRY POWDER
- 5 TAP with BRUSH to work powder into carpet tufts – do not scrub
- 6 LET POWDER DRY – one hour or more
- 7 VACUUM
- 8 REPEAT dry powder application, if necessary

Carpet Stain Removal Chart

	METHOD							
	A	B	C	D	E	F	G	H
Asphalt/Tar	•							
Beer		•						
Berries		•						
Blood		•				•		
Butter/Shortening	•							
Candle Wax				•			•	
Candy (Sugar)		•						
Catsup/Mustard			•			•		
Chalk								•
Charcoal					•			
Chewing Gum	•			•				
Chocolate		•						
Coffee/Tea		•				•		
Cooking Oil	•		•					
Crayon	•	•						
Dirt		•	•					
Dyes (Blue, Black, Green, Red)						•		
Excrement		•						
Foundation (Makeup)	•	•						
Fruit Drinks**/Soft Drinks			•			•		
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	•	•						

** Fruit Drinks include: Artificially colored fruit drinks, Kool-Aid®, and lemonade.
The Carpet and Rug Institute, Copyright 1996, Updated 2006, All Rights Reserved.



Confidence Warranty

All of our star rated floors carry a 30-day Confidence Warranty. If at any time during the first 30 days after your carpet is installed you wish to change your new carpet for any reason (other than as expressly provided below), present your sales receipt, and the store where you made your purchase will replace it with another style or color of carpet of equal value. Should you wish to replace the carpet with an upgrade, you may do so by paying the difference in price. Any increase in cost due to industry price increases will be the customer's responsibility. No monetary compensation will be paid if a floor of lower price is selected. This is a one-time replacement only and does not include replacement of cushion or reinstallation charges. This is a replacement warranty and does not apply to matters covered by other warranties. Any replacement carpet cannot be the same style and color as the original purchase. Replacement quantity must be the same as the original purchase. This warranty is valid only for original owner-occupied residential installations. No replacements will be made with respect to carpet that has been glued down, subject to abuse, vandalism, alteration or damage caused by smoke, fire, flood, wind, lightning, or any disaster. This warranty applies only to the original purchaser of flooring that has been professionally installed by your retailer. Customer is responsible for all labor and reinstallation charges of all materials, including, but not limited to, flooring, walls, and countertops.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Confidence Plus™ Warranty

If you don't love your new floor, we'll replace it. We'll even pay for labor on four and five star rated floors.

All Five-Star and Four-Star carpet carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star carpet; 60 days after installation for Four-Star carpet) and after 30 days of living on your new floor, you wish to change your carpet for any reason, your retailer will replace it with another style or color of equal value. Should you wish to replace the carpet with an upgrade, you may do so by paying the difference in price. Any increase in cost due to industry price increases will be the customer's responsibility. No monetary compensation will be paid if a lower priced carpet is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated carpet under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties. Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement carpet cannot be the same style and color as the original purchase.

No replacement will be made with respect to carpet that has been glued down, subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style carpet that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

NOTE: Custom installations of any carpet installed with inserts or a border are excluded from the Confidence Plus™ Warranty. No replacement of either the carpet, inserts, or border are covered under this warranty. (See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Price Protection Guarantee

Our 560-store buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market. We assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower advertised price on first-quality merchandise of the same brand and style as the flooring you purchased, we will happily refund the difference. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and Wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking and phone contact information listed in a public phone directory.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Lifetime Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the carpet industry. Should installation service attributable to the original installation be required during the life of your floor, your Flooring America®/Flooring Canada® retailer will provide that service at no cost to you. "Life of Carpet" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See the Warranty Information on page 13 for further details.

This warranty is valid only for original owner-occupied residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer and will be invalid if the carpet condition is due to improper maintenance or cleaning, abuse, excessive moisture, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

Please note that in most installations, seams are necessary. Our installers are trained to minimize seams; however, seams are inevitable and will not be invisible. This is quite normal, should be expected, and is not considered a defect under this Limited Installation Warranty.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Exclusive Flooring America®/Flooring Canada® Residential Five-Star Carpet Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

STAR RATING					
TEXTURE RETENTION	25 Years	20 Years	15 Years	10 Years	N/A
STAIN	Life Of Carpet	Life Of Carpet	Life Of Carpet	10 Years	5 Years
SOIL	Life Of Carpet	Life Of Carpet	15 Years	10 Years	N/A
WEAR WARRANTY	25 Years	20 Years	15 Years	10 Years	5 Years
FADE RESISTANCE*	25 Years	20 Years	15 Years	N/A	N/A
PET STAIN RESISTANCE**	25 Years	20 Years	15 Years	N/A	N/A
CUSHION	Life Of House	Life Of House	Life Of House	Life Of House (Labor Excluded)	N/A
INSTALLATION	Life Of Carpet	Life Of Carpet	Life Of Carpet	Life Of Carpet	Life Of Carpet
STAIRS & HALLWAYS***	Yes	Yes	Yes	N/A	N/A
REPLACEMENT WARRANTY	90 Day Confidence Plus™ Warranty	60 Day Confidence Plus™ Warranty	30 Day Confidence Warranty	30 Day Confidence Warranty	30 Day Confidence Warranty

* Only available on Innovia™, Innovia Touch™, SolarMax® & solution dyed fibers.

** Pet stain excludes all olefin & wool fiber styles.

*** Covers Tigressá® H2O™ and SoftStyle.

Additional Warranties



Ultimate

Five Star ratings are awarded only to the best products in their category. These carpets and floors are all performance tested to give you quality that surpasses the toughest industry standards.



Premium

The Four Star collection offers a high level of performance. These carpets and floors give you the high standard of luxury and performance you desire. The Four Star combination includes extended performance warranties.



Best

Our Three Star group offers the broadest selection of performance-tested carpets and floors meeting high standards for durability critical to busy families. These products feature a wide selection of nationally known brands.



Better

The Two Star group contains an impressive array of quality carpets and floors, in a wide range of colors for any room. The collection offers a good value where performance is desired but where budget restraints are also important.



Good

One Star carpets and floors are the most economical solution where price is key. This basic product combination offers the minimum level of performance at very affordable prices.

Limited Wear Warranty

Your Flooring America®/Flooring Canada® retailer warrants that with proper care and maintenance the pile of your new carpet will not wear by more than 10% by weight from normal foot traffic for the period specified by the warranty level of the product purchased.

Wear is defined as abrasive fiber loss and not a change in appearance. “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. Should you feel that your carpet is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If your carpet suffers excessive wear (more than 10% by weight) during the warranty period, your Flooring America®/Flooring Canada® retailer will replace the affected area (the worn area and adjacent areas extending to the nearest wall, doorway, or entrance) with the same carpet; or if the carpet has been discontinued, carpet of comparable quality will be substituted.

During the first 5 years of any wear warranty*, there will be no charge for replacement carpet. Replacement carpet is pro-rated based on the number of years it has been installed.

The Usage Fee will be determined as a percentage of the original purchase price, as follows:

0-10 Year Pro-Rated Schedule

1 st - 5 th Year	100% Coverage	8 th Year	30% Coverage
6 th Year	50% Coverage	9 th Year	20% Coverage
7 th Year	40% Coverage	10 th - 25 th Year	10% Coverage

* Area Rugs are excluded from this warranty.

Any charges for carpet disposal, new padding, or moving furniture, equipment, etc., are the customer’s responsibility. This Limited Wear Warranty does not apply to carpet installed on stairs, hallways, and in high moisture areas such as bathrooms, kitchens, boats, etc. This limited warranty covers only abrasive wear resulting in loss of fiber. 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.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Limited Stain Warranty

Most carpets have been specially treated to resist stains. Stain resistance means the ability of the carpet pile to resist (minimize or withstand) permanent stains. 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 Usage Fee will be determined as a percentage of the original purchase price, as follows:

0-Lifetime Pro-Ration Schedule for Stain & Soil

1st - 7th Year	100% Coverage	15th Year	40% Coverage
8th - 10th Year	90% Coverage	16th Year	30% Coverage
11th Year	80% Coverage	17th Year	25% Coverage
12th Year	70% Coverage	18th Year	20% Coverage
13th Year	60% Coverage	19th Year	15% Coverage
14th Year	50% Coverage	20+ Years	10% Coverage

* Area Rugs are excluded from this warranty.

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 as specified by the warranty page. Carpets made from fibers by:

DUPONT™/SORONA®: Call 1-800-438-7668

STAINMASTER®/INVISTA®: Call 1-800-438-7668

SHAW® INFORMATION CENTER: Call 1-800-441-7429

WEAR-DATED®: Call the 24-hour hotline 1-800-367-9598

For all other fibers, call your Flooring America®/Flooring Canada® retailer. Should your carpet not perform according to this Limited Stain Warranty for the term of your warranty, the affected area will be repaired or replaced. See Warranty Information on page 13 for specific stain warranties on your purchase.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

NOTE: Some manufacturer stain warranties differ. Please see store for details on your particular carpet. Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.

Limited Soil Warranty

Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. If, after following the recommended carpet care and cleaning procedures as essential to minimize color change due to deposits of dry soil as a result of foot traffic from normal, indoor household use which cannot be corrected, your warranty includes repairing or replacing any area of the carpet that does not perform as warranted.

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 Flooring America®/Flooring Canada® retailer where purchased within 30 days of the professional cleaning.

This warranty is limited to color changes 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.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Limited Texture Retention Warranty*

Many of our carpet styles carry a limited warranty that 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.

Please note: Carpets depress under weight and often show footprints and vacuum marks. These inherent characteristics 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.

* Area Rugs are excluded from this warranty.

Changes in appearance caused by soiling or furniture depressions are specifically excluded. "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. This Limited Texture Retention Warranty does not apply to carpet installed on stairs and in high moisture areas such as bathrooms, kitchens, boats, etc. Should loss of texture retention occur during the covered period of this limited warranty, those affected areas (and adjacent areas extending to the nearest wall, doorway, or entrance) will be replaced with the same carpet. If the carpet has been discontinued, carpet of comparable quality will be substituted. During the first 5 years of any texture retention warranty*, there will be no charge for replacement carpet. Beyond the first 5 years, replacement carpet is pro-rated based on the number of years it has been installed.

The Usage Fee will be determined as a percentage of the original purchase price, as follows:

0-10 Year Pro-Rated Schedule

1st - 5th Year	100% Coverage	8th Year	30% Coverage
6th Year	50% Coverage	9th Year	20% Coverage
7th Year	40% Coverage	10th - 25th Year	10% Coverage

* Area Rugs are excluded from this warranty.

Responsibility for labor to replace carpet that has loss of texture retention varies with each style and is covered for one year.

Stairs and commercial installations are excluded. This limited warranty does not cover defects caused by abuse, accidents, and crushing caused by furniture or objects other than foot traffic. Carpet installed outdoors or in areas subjected to high levels of moisture, such as bathrooms, kitchens, and boats are excluded.

EXCEPTION: Tigressá® H2O™ and SoftStyle warranties cover stairs and hallways.

NOTE: Some manufacturer texture retention warranties differ. Please see store for details on your particular carpet. (See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Downs® 25-Year Limited Stain Warranty

Your retailer offers you the following limited stain warranty, which is serviced by the 3M Service Center. If your carpet becomes stained within 25 years from the original date of purchase and you cannot remove the stain using 3M-recommended procedures in this brochure, the 3M Service Center will dispatch a qualified service technician to your home to remove the stain free of charge. If the stain cannot be removed, the 3M Service Center will arrange for the replacement of the affected area (the stained and adjacent areas extending to the nearest wall, doorway, or entrance) with the same carpet, or (if the same carpet is no longer available) carpet of comparable value based on original purchase price. Selection of replacement carpet other than Downs® will void the remainder of the 25-Year Limited Stain Warranty.

If replacement is authorized during the first 15 years of the warranty coverage, there will be no charge for the replacement carpet. You will be responsible for paying for any cushion replacement (as applicable) and labor charges plus disposal costs for the carpet and cushion.

Downs® Pro-Rated Schedule for Stain

1 st - 15 th Year	100% Coverage, Non-Pro-Rated, No Exclusions
16 th - 25 th Year	10% Coverage, Pro-Rated, Exclusions

All stains must be reported to the 3M Service Center within 5 days of occurrence and all replacements must be completed within 6 months of the first report of the stain to the 3M Service Center. Disposal of original carpet is required.

Proof of purchase of Downs® carpet is required to obtain service. (Retain the original receipt for the purchased carpet.)

This Limited Stain Warranty only applies to:

1. Downs® carpet purchased after August 31, 2010.
2. Downs® carpet professionally installed by your retailer in owner-occupied residential space where no commercial activity, including rental or daycare, takes place. Area rugs are not covered by this warranty.
3. Downs® carpet that has been properly maintained, which includes prompt attention to spots and spills using the 3M approved procedures as outlined in the 3M Carpet Care Guide. Failure to follow the carpet care requirements will void this warranty.

4. Downs® carpet that has been professionally cleaned at least once every 24 months from the date of installation by a carpet cleaning technician using hot water extraction. (You must retain your cleaning receipts for documentation.) While cleaning can be performed by any company, we recommend that you use only approved cleaning technicians. Improper or incorrectly performed cleaning voids this warranty. Call the 3M Service Center at 1-800-352-6789 for the name of the nearest approved cleaner.
5. Stains not covered by other warranties. If another warranty applies, it must be used.

NOTE: Some stains may reappear after removal due to residual soiling or the volume of liquid that may have soaked into the carpet cushion or backing. Warranty coverage for these non-permanent stains is limited to telephone stain removal assistance by a customer calling 1-800-352-6789 and, if necessary, a maximum of two (2) professional cleaner visits.

Neither your Flooring America®/Flooring Canada® retailer nor 3M are responsible for damage or staining caused by wear, crushing, matting, color fading, or damage caused by smoke, fire, flood, storms, wind, lightning, or any disaster; or for stains or damage from plumbing or appliance failure; or for carpet that has been burned, torn, cut or stained due to improper cleaning or maintenance, abuse, vandalism or alteration.

This is not a cleaning contract and specifically excludes discoloration due to general soiling.

Service

To obtain service under this Limited Stain Warranty, contact the 3M Service Center at 1-800-352-6789 within 5 days of the occurrence of the stain. Service is available only in the United States and Canada.

This limited stain warranty may be transferred to a new owner of the carpet for a service fee of \$100.00. The transfer must be handled by the original purchaser before the sale of the home and supported by receipts for maintenance as required by this warranty. Contact the 3M Service Center for details.

The obligation of your Flooring America®/Flooring Canada® retailer and 3M under this limited stain warranty shall be limited to removing the stain, and if the stain cannot be removed, to replacing the carpet as described above. Failure to follow the requirements set forth above will void this warranty. This limited stain warranty gives you specific legal rights, and you may have other rights, which vary from state to state and province to province.

Your flooring america®/flooring canada® retailer and 3m exclude, and will not pay or be responsible for, any indirect, special, incidental, or consequential loss or damages under this limited warranty, such as claims for any loss, expense, or damage however arising under any theory of law.

This limited warranty is provided to you in lieu of all other express or implied warranties, including warranties of merchantability and fitness for a particular purpose, which are disclaimed hereunder. However, if such warranties are required as a matter of law, then they are limited in duration to the warranty period.

Some states or provinces do not allow limitation on how long an implied warranty lasts, and some provinces do not allow the exclusion or limitations of consequential or incidental damages, so the limitations or exclusions may not apply to you.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the carpet industry. Should installation service attributable to the original installation be required during the life of your floor, your Flooring America®/Flooring Canada® retailer will provide that service at no cost to you. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See the Warranty Information on page 13 for further details.

This warranty is valid only for original owner-occupied residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer and will be invalid if the carpet condition is due to improper maintenance or cleaning, abuse, excessive moisture, vandalism, or alteration.

Please note that in most installations, seams are necessary. Our installers are trained to minimize seams; however, seams are inevitable and will not be invisible. This is quite normal, should be expected, and is not considered a defect under this Limited Installation Warranty.

Limited Fade Warranty

Flooring America®/Flooring Canada® warrants that any carpet style marked with the icon 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 the color differences.

Limited Pet Warranty

Flooring America®/Flooring Canada® warrants that any carpet style marked with the icon will resist stains from pet (domestic dog or cat) urine for the period specified by the warranty level of the product purchased from the original date of installation. Stain resistance means the ability of the carpet pile to resist (minimize or withstand) permanent stains. If permanent staining should occur that cannot be removed by using recommended suggestions, professional cleaning may be required. This warranty excludes any stains or damage resulting from vomit or feces, or any urine stain other than pet (domestic dog or cat) urine. Odor resulting from the covered pet urine stain is excluded. Wicking may occur requiring the pet urine area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding. It is strongly recommended that any remaining moisture be absorbed by placing several layers of white towels over the spot and weighing them down with a heavy object. This step is necessary even when the carpet doesn't seem particularly damp. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

General Terms and Conditions for Carpet Warranties

In addition to the requirements previously specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified. **Warranty terms begin from the date of installation.**

1. These limited warranties apply only to carpet installed in owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms "commercial activity" and "commercial application" 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, apartments, warehouse, plant, facility, or other place of business or residential dwelling. Area rugs are not covered under this warranty.
2. See fiber manufacturers' and carpet manufacturers' separate warranties for the terms and conditions of these warranties. Each fiber manufacturer and carpet manufacturer has its own definitions and limitations with regard to stain, soil, and static resistance. Abnormal matting, crushing, or loss of texture retention from normal foot traffic is defined under the standard rating scales and definitions set forth by each fiber manufacturer or carpet manufacturer, as the case may be.
3. These limited warranties exclude carpet that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; chairs on wheels; and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence.
4. To qualify for repair or replacement, the original sales receipt or other documentation that demonstrates proof of purchase must be supplied.
5. All carpet must be installed over proper cushion that meets the HUD UM 72A, Class 1 standards (USA) or CMHC standards in Canada.
6. These warranties apply only to the original purchaser and installation site and are not transferable.†

† Five-Star Rated product warranties are NOT transferable. Only Downs® Limited Stain Warranty is transferable. See pages 19-21 for more details.

7. These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
8. Do not apply stain-repellent treatments which contain silicone, as they tend to accelerate soiling of carpets.
9. These warranties apply only if you follow regular carpet care and routine maintenance. Over time, normal foot traffic and soiling of a carpet will cause a change in any carpet's appearance. Most carpets must be professionally cleaned with hot water extraction by an IICRC certified cleaner* at least once every 18-24 months to maintain warranty coverage. Call your Flooring America®/Flooring Canada® retailer for the name of the nearest approved dealer.
10. FLOORING AMERICA®/FLOORING CANADA® 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 provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights that vary from state to state or province to province.
11. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
12. The terms of the warranty begin on the date of installation.

* Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.

Resista®

All Flooring America®/Flooring Canada® Resista® styles carry the Five Star Selection System carpet warranties with the terms being specific to the star rating of the product. In addition to the already enhanced Flooring America®/Flooring Canada® warranties, the manufacturer warrants that the Resista® carpet styles will remain stain-resistant to common household food and beverage substances, without exclusion, for 10 years from the date of the original installation in an owner-occupied residence in a proper indoor installation. The warranty is not transferable and is limited to the original purchaser. These warranties apply only to carpet installed in owner-occupied residential space in which the Resista® carpet was installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

For the first five years of the warranty, should your carpet not perform according to the Stain Warranty for the term of your warranty, the affected area will be replaced with the same carpet, or if no longer available, product of comparable cost.

Replacement carpet is pro-rated based on the number of years it has been installed.

The Usage Fee will be determined as a percentage of the original purchase price, as follows:

0-10 Year Pro-Rated Schedule

1 st - 5 th Year	100% Coverage	8 th Year	30% Coverage
6 th Year	50% Coverage	9 th Year	20% Coverage
7 th Year	40% Coverage	10+ Years	10% Coverage

This Limited Stain Warranty covers common household food and beverage stains. No carpet is completely stain-proof; therefore, this warranty excludes stains from: non-food and non-beverage substances and substances which destroy or change the color of carpets such as bleach, acne medication, caustic chemicals, insecticides, plants, plant food, iodine, very strong dyes, acids, feces, urine, and vomit.

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

JUST SHORN® Exclusive Warranties**



25 YEAR
ABRASIVE WEAR

10 YEAR
LIMITED STAIN

LIFE
STATIC

30 DAY
ULTIMATE DECORATING

Just Shorn® Limited* Abrasive Wear Warranty

“Abrasive Wear” is defined as the surface pile of any Just Shorn® carpet will not sustain more than 10% abrasive wear for a period of time specified below from the original date of installation. Abrasive wear means fiber-loss from carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area or from soiling, staining, fading or other changes in appearance. If, within the warranty period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, your Flooring America®/Flooring Canada® retailer will replace the affected area (the worn area and adjacent areas extending to the nearest wall, doorway or entrance) with identical carpet or if the carpet has been discontinued, a comparable carpet of Just Shorn® will be substituted.

After year 5 following your date of purchase, you will be entitled to a pro-rated partial credit. See chart below for details.

NOTE: Matting, crushing or any other appearance retention do not constitute abrasive wear and are excluded from this warranty.

* See pro-rated schedule below.

** Labor is not included.

0-25 YEAR PRO-RATED SCHEDULE

Just Shorn® Limited Abrasive Wear Warranty

1st - 5th Year	100% Coverage	8th Year	30% Coverage
6th Year	50% Coverage	9th Year	20% Coverage
7th Year	40% Coverage	10th - 25th Year	10% Coverage

Just Shorn® Limited* Stain Warranty

Wool carpet naturally repels liquid, allowing spills to stay on the surface of the carpet for quicker and easier clean up, but no carpet is fully stain-proof. The wool cleaning guide (page 29) must be followed for the warranty to be valid. Carpet must be professionally cleaned every 18-24 months from the installation date and proof of cleaning must be retained. Application of topical treatments voids the warranty for staining. Excluded from this warranty are stains from dyes, general soiling, discoloration, appearance changes due to distortions in pile height, exposure to substances and contaminants that will degrade or destroy wool (such as bleach, drain cleaners, acne medications, cosmetics, paint, shoe polish, iodine, etc.). Further exclusions include hot liquids, foods or beverages that contain natural or artificial dyes (such as mustard, teas, coffee, curry, wines), all urine, vomit and feces. The Just Shorn® Limited Stain Warranty will be invalid if recommended cleaning procedures (including frequency of cleaning) are not followed by the customer. The customer is responsible for all professional cleaning.

* See pro-rated schedule below.

0-10 YEAR PRO-RATED SCHEDULE

Just Shorn® Limited Stain Warranty

1st - 5th Year	100% Coverage	8th Year	30% Coverage
6th Year	50% Coverage	9th Year	20% Coverage
7th Year	40% Coverage	10th Year	10% Coverage

Ultimate Decorating Guarantee

Just Shorn® carpets carry the Ultimate Decorating Guarantee.† If after purchase and within 30 days of the installation you wish to change your carpet for a different style or color Just Shorn® carpet, your Flooring America®/Flooring Canada® retailer will replace it with another Just Shorn® carpet style or color of equal value. If the Just Shorn® carpet style has been discontinued, a comparable carpet of Just Shorn® must be selected. Should you wish to replace your carpet with a Just Shorn® upgrade, you may do so by paying the difference in retail price. Any increase in cost due to industry price increases will be the consumer’s responsibility. No monetary compensation will be paid if a lower priced carpet is selected. This is a one-time only replacement and does not include replacement of cushion. Simply call your Flooring America®/Flooring Canada® retailer within the 30-day time frame from the date of installation and indicate you wish to choose another Just Shorn® carpet under the Ultimate Decorating Guarantee. This is a replacement warranty and does not apply to matters covered by other warranties. Replacement includes material only. All labor involved to take up and install the replacement carpet is the responsibility of the customer. No replacement will be made with respect to carpet that has been glued down, subjected to abuse, vandalism,

† Area rugs are excluded from this warranty.

alterations; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty† applies only to the original purchaser of a Flooring America®/Flooring Canada® Just Shorn® style carpet that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

NOTE: Custom installations of any carpet installed with inserts or a border are excluded from The Ultimate Decorating Guarantee.

† Area rugs are excluded from this warranty.

Care and Maintenance

Vacuum Regularly

1. The most important maintenance step is regular, proper vacuuming.
2. Regular and thorough vacuuming at least once a week, and more often in heavy traffic areas, is important to remove soil and dirt particles before they become embedded.
3. Just Shorn® wool recommends not to have or use a beater bar on vacuum.
4. All vacuums must be approved under the Carpet and Rug Institute Indoor Air Quality Vacuum Cleaner Program. A list of approved products can be found at www.carpet-rug.org.
5. For best results, change vacuum bags when full.
6. Just Shorn® wool carpets recommend a high-quality, moisture-absorbent mat at all entrances leading to your carpet.

Professional Cleaning

We suggest using a reputable wool carpet cleaner experienced in wool cleaning. Wool carpets require that a professional cleaning service comes to your home. It is important that any chemicals used to clean the carpets are flushed out with water and allowed to dry properly.

1. Hot water extraction is the preferred method of cleaning Just Shorn® wool.
2. Be sure to use your home's HVAC system to speed drying and air movement.
3. Just Shorn® wool carpets should be cleaned by trained technicians and IICRC Certified technicians are preferred. (www.iicrc.org)

Spot Cleaning

1. Spills and Spots must be attended to with immediacy; spills that are allowed to dry are much more difficult to remove.
2. All spot cleaners must have the CRI Seal of Approval or carry a Wool Safe Label.
3. Blot up liquids with white paper towels or clean absorbent cloth. DO NOT RUB.
4. Scoop up solids with the end of a blunt knife or spoon.
5. Treat Spot according to cleaning guide attached.
6. Apply spot removal agent and work from edges inward. Do not place spot removal agents directly on stain. Place on clean cloth or white towel. Do not over-wet the carpet's pile.
7. After, blot dry as possible with clean white towel.
8. Always pretest cleaning agents in an inconspicuous area, such as under furniture.

Cleaning Guide for Wool Carpets

Cleansing Agent/Treatment

1. Cold water
2. (1) teaspoon mild laundry detergent approved for wool and (1) one teaspoon of white vinegar in (1) one liter of warm water
3. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum.
4. Clear nail polish remover without lanolin
5. Rust remover (can be applied by a professional carpet cleaner)
6. Clear household disinfectant
7. Vacuum immediately. If any residue, call professional carpet cleaner.
8. Rinse with warm water.

STAIN TYPE	ORDER OF TREATMENT		
	STEP ONE	STEP TWO	STEP THREE
Blood	1	2	8
Chewing Gum	3	2	8
Coffee	6	8	
Feces	6	6	8
Nail Polish	4		
Paint (Latex)	1	2	
Soot	7		
Urine (Fresh)	1	6	8
Urine (Old)	2	8	
Vomit	2	6	8
Wine (White)	2	8	

While care has been taken in compiling the treatment guide, removal of these stains cannot be guaranteed. No responsibility is accepted by Flooring America®/Flooring Canada® for claims arising from any proposed treatments. If stains fail to respond to treatment, call a professional carpet cleaner immediately.

WARNINGS: Supermarket cleaning products are not recommended. Some chemicals and cleaning products like bleaches can permanently discolor carpet fibers, and if used, should be used with great care strictly in accordance with their use and safety instructions. If used, always pre-test a cleaning agent in an inconspicuous place, to ensure it does not remove color or damage fibers. Do not apply stain-repellent treatments which contain silicone, as they are unnecessary and tend to accelerate soiling of carpets.

Limited Lifetime Waterproof Warranty for Tigressá® H2O™

When installed following manufacturer’s instructions and used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that carpet produced with the Tigressá H2O™ carpet protection system will keep liquid spills above the backing polymer layer. The warranty covers topical moisture. As long as the water does not flow over the edge of the surface (i.e. edge of the room), water will evaporate before passing through the carpet backing to the subfloor.

This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. Lifetime means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. (See warranty levels on page 13.)

During the first five years of the warranty, there will be no charge for replacement carpet should carpet replacement become necessary under this warranty. Carpet will be replaced under the warranty with the same style of carpet if available, or, if not available, with the style of carpet currently available that most closely approximates the original. After five years, replacement carpet is subject to a usage fee based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase as follows:

0-20 YEAR PRO-RATED SCHEDULE – WATERPROOF WARRANTY

1st - 5th Year	100% Coverage	8th Year	30% Coverage
6th Year	50% Coverage	9th Year	20% Coverage
7th Year	40% Coverage	10-20th Year	10% Coverage

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Limited Lifetime Pet Proof Warranty for Tigressá® H2O™

Your Flooring America®/Flooring Canada® retailer warrants that your Tigressá® H2O™ carpet will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for the lifetime of your carpet. Additionally, Tigressá® H2O™ carpet will not retain pet or smoke odors after cleaning.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). Odor resulting from any urine, feces or vomit stains other than from pets is excluded. Wicking may occur requiring the stained area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding, although Tigressá® H2O™’s backing will minimize this condition. “Lifetime” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. (See warranty levels on page 13.)

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

During the first five years of the warranty, there will be no charge for replacement carpet should carpet replacement become necessary under this warranty. Carpet will be replaced under the warranty with the same style of carpet if available, or, if not available, with the style of carpet currently available that most closely approximates the original. After five years, replacement carpet is subject to a usage fee based on the number of years it has been installed. The usage fee will be determined as a percentage of the original purchase as follows:

0-20 YEAR PRO-RATED SCHEDULE – PET PROOF WARRANTY

1st - 5th Year	100% Coverage	8th Year	30% Coverage
6th Year	50% Coverage	9th Year	20% Coverage
7th Year	40% Coverage	10-20th Year	10% Coverage

(See General Terms and Conditions on pages 23-24 for other conditions that apply.)

Exclusive Flooring America®/Flooring Canada® Gibraltar Commercial Carpet Warranties

STAR RATING					
TRAFFIC	Extra-Heavy	Heavy	Moderate to Heavy	Light to moderate	Light
WEAR WARRANTY*	20 Years	15 Years	10 Years	7 Years	5 Years
REPLACEMENT WARRANTY	30 Day Confidence Warranty	30 Day Confidence Warranty	30 Day Confidence Warranty	30 Day Confidence Warranty	30 Day Confidence Warranty

* Wear Warranties are specific to commercial installations. Always use chair pads or shields to protect against rolling casters. Special backings are available to enhance performance to meet special circumstances of use and wear. Ask your Gibraltar Commercial Carpet sales professional for complete details on all guarantees and warranties.

Confidence Warranty

At Flooring America®/Flooring Canada®, carpet flooring products from the Gibraltar commercial series with a Star Rated warranty carry a 30-day Confidence Warranty** when installed in a commercial application of 500 square yards or less. Should the replacement area extend beyond 500 square yards, both material and labor for the additional area can be replaced; however, the cost to do so is the customer's responsibility. Gibraltar commercial Star Rated styles in a residential application will not be limited to the maximum 500 square yard replacement. If, at any time during the term of your warranty† after your carpet is installed, you wish to change the style or color of your new carpet, your Flooring America®/Flooring Canada® retailer will replace it with another style or color of equal or lesser value; or if the carpet has been discontinued, carpet of comparable quality will be substituted. Should you wish to replace the carpet with a Flooring America®/Flooring Canada® Star Rated carpet upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced carpet is selected.

This is a one-time only replacement and does not include replacement of cushion or reinstallation charges. Simply call your Flooring America®/Flooring Canada® retailer within the time frame specified in the warranty and indicate you wish to choose another Star Rated commercial series carpet under the Satisfaction Assurance Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

No replacements will be made with respect to carpet that has been glued down, subjected to abuse, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style carpet that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on pages 34-35 for other conditions that apply.)

** Area rugs are excluded from this warranty.

† The period specified by the warranty level of the product purchased.

Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the carpet industry. Should installation service attributable to the original installation be required during the life of your floor, your Flooring America®/Flooring Canada® retailer will provide that service at no cost to you. "Life of Carpet" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the carpet you purchased. See the Warranty Information on page 30 for further details.

This warranty is valid only for original installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer and will be invalid if the carpet condition is due to improper maintenance or cleaning, abuse, excessive moisture, vandalism, or alteration.

Please note that in most installations, seams are necessary. Our installers are trained to minimize seams; however, seams are inevitable and will not be invisible. This is quite normal, should be expected, and is not considered a defect under this Limited Installation Warranty.

(See General Terms and Conditions on pages 34-35 for other conditions that apply.)

General Terms and Conditions for Commercial Carpet Warranties

In addition to the requirements previously specified for each respective limited warranty, the following general terms and conditions apply to each of the foregoing limited warranties unless otherwise specified.

1. These limited warranties apply only to carpet installed in owner-occupied residential space when specified where no commercial activity takes place or commercial application of 500 square yards or less where indicated. For purposes of these limited warranties, the terms “commercial activity” and “commercial application” 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.
 2. Area rugs are not covered under any of these warranties.
 3. See fiber manufacturers’ and carpet manufacturers’ separate warranties for the terms and conditions of their warranties which may apply. Each fiber manufacturer and carpet manufacturer has its own definitions and limitations with regard to stain, soil, and static resistance. Abnormal matting, crushing, or loss of texture retention from normal foot traffic is defined under the standard rating scales and definitions set forth by each fiber manufacturer or carpet manufacturer, as the case may be.
 4. These limited warranties exclude carpet that has been put to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; chairs on wheels; and from improper maintenance. “Abuse” is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet.
 5. To qualify for repair or replacement, the original sales receipt or other documentation that demonstrates proof of purchase must be supplied.
 6. All carpet must be installed according to industry standards and installed (if applicable) over Class I, II, or III cushion standards (USA) or CMHC standards in Canada.
 7. These warranties apply only to the original purchaser and installation site and are not transferable.
 8. These warranties apply only to installations performed by a Flooring America®/Flooring Canada® retailer or a Flooring America®/Flooring Canada® authorized independent installer.
 9. These warranties apply only if you follow regular carpet care and routine maintenance. Over time, normal foot traffic and soiling of a carpet will cause a change in any carpet’s appearance. Most carpets must be professionally cleaned with hot water extraction by an IICRC certified cleaner* at least once every 18-24 months (commercial applications would require more frequent cleaning) to maintain warranty coverage. Call your Flooring America®/Flooring Canada® retailer for the name of the nearest approved dealer.
 10. Flooring America®/Flooring Canada® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON ANY OF THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights that vary from state to state or province to province.
 11. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- * Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.

Cushion

Cushion Warranties

1. All Flooring America®/Flooring Canada® Star Rated cushion products are warranted by the manufacturer as follows:

If the cushion fails because of a loss of resiliency and results in the failure of the carpet, the carpet and cushion will be replaced, including reinstallation charges, for as long as the customer owns the cushion.

This warranty applies to the above-stated cushion products, provided they are purchased along with carpeting from a Flooring America®/Flooring Canada® store, and said Flooring America®/Flooring Canada® carpet is installed over the cushion. The customer is not limited in the number of carpet installations made over the Star Rated cushion.

2. All Star Rated cushion products are warranted under the Life of House Warranty by the manufacturer as follows:

If the installed cushion fails because of a loss of resiliency, the cushion will be replaced, including reinstallation charges, for the life of the original carpet installed over the cushion. This warranty cannot be transferred to another customer and becomes invalid if the carpet is replaced or if the carpet and the underlying cushion is transferred to another location.

This warranty applies to the above-stated cushion products, provided they are purchased along with carpeting from a Flooring America®/Flooring Canada® store, and Flooring America®/Flooring Canada® carpet is installed over the cushion.

The Life of House Warranty applies only to designated Flooring America®/Flooring Canada® cushion styles.

3. Any claims under this warranty must be placed through the Flooring America®/Flooring Canada® store.

(See General Terms and Conditions on page 37 for other conditions that apply.)

General Terms and Conditions for Cushion Warranties

In addition to the requirements specified previously for each cushion warranty, the following general terms and conditions apply to each of the Star Rated cushion warranties.

1. These limited warranties apply only to cushion installed in owner-occupied residential space where no commercial activity takes place. "Commercial use" includes, but is not limited to, use in a store, office, or other place of business.
2. These limited warranties exclude cushion that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; and from improper maintenance. "Abuse" is any use of the cushion that is unreasonable considering the normal and expected uses of a carpet cushion in a residence.
3. To qualify for replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
4. These warranties apply only to residential cushion installations performed by a Flooring America®/Flooring Canada® retailer or authorized independent installer under a carpet sold by a Flooring America®/Flooring Canada® retailer and installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
5. FLOORING AMERICA®/FLOORING CANADA® 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 provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights that vary from state to state or province to province.
6. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.

Warranty Information

Sales Professional is required to complete.

CUSTOMER: Please retain this information for your reference.

STORE NAME		SALES PROFESSIONAL
CITY	STATE/PROV	ZIP/POSTAL CODE
DATE OF PURCHASE	INVOICE #	
DATE OF INSTALLATION	SQ/FT PURCHASED	WARRANTY LEVEL
STYLE NAME	BRAND	COLOR
CUSHION PURCHASED (YES/NO)	SQ/FT PURCHASED	WARRANTY LEVEL

Cleaning Log

CUSTOMER: Keep track of your carpet care and cleaning below. Remember to retain your receipts.

DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY
DATE OF CLEANING	PERFORMED BY

Notes:



Warranty Coverage for the Way You Live.

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www.flooringcanada.ca



Mixed Sources

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forests, controlled sources and
recycled wood or fibre

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