

# AREA RUGS & RUNNERS

## WARRANTY & MAINTENANCE GUIDE

### RESIDENTIAL INSTALLATION WARRANTY

Avalon Flooring warrants all residential labor for a period of three (3) years from the date of installation.

- All terms and conditions of our sales invoice and contracts become part of this warranty.
- This warranty does not apply to repairs necessitated by abuse, flooding, improper maintenance, scratching or sub-floor movement.
- We cannot guarantee that the original material will be available for repairs or replacement. If the original product has been discontinued then a product of equal value will be offered for the area affected.
- Avalon Flooring cannot be responsible for matching specific dye lots, shades or colors. We recommend that you keep any excess material.
- Removal of all fixtures and/or appliances will be the responsibility of the owner.
- The customer is responsible for disconnecting and reconnecting all gas and water appliances. If the appliance is larger than standard size, customer will be responsible to remove and replace.

### PREVENTATIVE MAINTENANCE

The best thing you can do to extend the life of your newly purchased area rug is to use a pad. This will keep your rug from sliding around, which can cause premature wear. We carry a wide variety of area rug pads to suit your needs. Ask a sales representative for assistance in choosing the proper pad for your application.

The next best advice we can offer is to rotate your rug periodically. Over time, set traffic or sunlight patterns can cause fading or uneven wear on a rug that isn't occasionally rotated.

The final piece of advice is to vacuum often. Vacuuming is the best way to remove everyday dirt and dust. (Special care should be taken in the fringe area as vacuuming with a beater bar can catch and pull the fringe, causing separation.)

During the first year, we recommend vacuuming at least two to three times a week to remove excess fuzz that accumulates on the rug's surface. This fuzzing is perfectly normal and in no way shortens the life of the rug. It is merely the result of loose fibers created during the weaving process. After the first year, how often you vacuum depends on how much traffic there is over the rug. In highly traveled areas, you may need to vacuum as often as once a day to keep soil from accumulating.

### WARRANTY EXCLUSIONS

All carpets will change in appearance over time. This is primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good quality cushion will help extend the carpet's appearance. The tips of the tufts in cut pile carpets, over time and use, will lose some twist, causing it to bloom. This is normal and should be expected. Other non-warranted carpet characteristics include crushing, fading or color loss, footprints, indentations, matting, shading, shedding, filtration soiling, and yellowing. Carpet is not warranted on steps.

Warranties apply only to carpet for owner occupied, single family, indoor residential installations and do not cover carpet installed in any commercial or business places, daycare facilities, and/or rental properties.



### MANUFACTURER'S WARRANTIES

Please refer to the literature provided by the manufacturer for each product's specific warranty. We make no claims or guarantees over and above those listed by the manufacturer. A regular maintenance program extends the life and the initial appearance of your carpet.

Remember, carpet is a fiber like your clothing, it must be cleaned and maintained to keep it looking good. All manufacturers require professional cleaning every 12 to 18 months, not doing so will void your warranty.

Do-it-yourself cleaning is not recommended.

## A NOTE ABOUT USING AREA RUGS ON NEWLY INSTALLED HARDWOOD FLOORS

It is recommended that you refer to the manufacturer's guidelines on the appropriate curing time to place an area rug on your newly installed or refinished hardwood floor.

Some species of wood, especially Brazilian Cherry, American Cherry and Kempas are subject to dramatic change in color when newly installed.



## MACHINE MADE NYLON, POLYPROPYLENE & OLEFIN QUALITY

Most man-made fibers such as polypropylene, olefin, and nylon have been specifically engineered to make spot cleaning easy. Polypropylene and olefin is solution dyed and therefore inherently stain resistant and features very low moisture absorbency. Most spills and common stains on these rugs can be removed by ordinary cleaning methods or with a simple soap and water solution leaving the pile yarns undamaged.

- Vacuum regularly using special care if there is fringe. A beater bar can catch and pull the fringe causing separation.
- Long ends may work to the surface after use or vacuuming.
- Never pull them out. Clip them off even with rug surface.
- Most spills & common stains can be quickly removed with a simple soap and water solution. Never rub out stains. Always use a blotting motion. Over rubbing can change the appearance of the fibers.
- Professionally clean if necessary.
- Rug padding is essential under every area rug.
- Rug should be rotated annually due to oxidation and to prevent uneven wear patterns.
- Frieze or Shag rugs should be vacuumed using suction only to prevent damage to the fiber.

## HAND KNOTTED & MACHINE MADE WOOL QUALITY

- Vacuum regularly using special care if there is fringe. A beater bar can catch and pull the fringe causing separation.
- Long ends may work to the surface after use or vacuuming. Never pull them out. Clip them off even with rug surface.
- Professionally clean only.
- Rug padding is essential under every area rug.
- Rug should be rotated annually due to oxidation and to prevent uneven wear patterns.

## HAND KNOTTED TUFTED QUALITY

- Avoid pulling yarn knots out of a surface pile. Clip them off even with rug surface.
- Vacuum regularly using special care if there is fringe. A beater bar can catch and pull the fringe causing separation.
- Pile shedding is a normal characteristic of heavy quality wool rugs.
- Clean spills immediately by blotting with a clean sponge or cloth.
- Professionally clean only.
- Rug padding is essential under every area rug.
- Rug should be rotated annually due to oxidation and to prevent uneven wear patterns.

## NATURAL FIBERS

Natural floor coverings are relatively easy to maintain. Sisal, Coir and Jute are hard natural fibers that will perform well in most environments with only regular vacuuming. However, Silk, Bamboo, and Viscose products should normally be left to a professional carpet cleaner. Following the below guidelines will help extend the life of your natural area rug:

- Vacuuming - Proper vacuuming requires suction without a beater bar. Either an upright or canister-type vacuum cleaner can be used. For best vacuuming results, vacuum from different directions, making several passes over the area. Heavy traffic areas require the most attention and should receive regular vacuuming to reduce soil build-up.
- Spot cleaning - Never saturate your rug with water or cleaner; this will cause a stain.
- Removing spills and stains - Whenever possible, clean up a spill immediately after it occurs. If liquid, blot up as much as you can with a clean, un-dyed cloth, pressing firmly all around the spill to absorb as much of the liquid as possible.
- DO NOT scrub Silk, Bamboo, or Viscose carpet; it will warp the pile. If the material is solid, scrape up what you can with a spoon or the dull edge of a knife or spatula.