

CARPET 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.

Please be aware of the following conditions that may exist after installation:

- Seams - Some carpets show seams more than others. There is no such thing as an invisible seam. Lighting will also affect the visibility of your seam. It is a characteristic of Berber carpet and residential loop carpet to have visible seams.
- Roll Marks - You may notice what appears to be lines in the carpet. These result from the weight of the carpet resting on itself during storage. These marks will disappear in time with normal traffic and vacuuming. During cold months it may take longer for these marks to disappear. If roll marks are still visible in 30 days, please contact us.
- Footprints - All plush carpeting will show footprints to some extent. Some carpets show less footprints, marks, etc. It is important to remember that it means "less tracks," not "no tracks."
- Indents - All carpets will show indents from heavy objects, such as furniture. Nylon carpet is the most resilient. Olefin carpet (berber/loop) however is the least resilient, this means that dents may be impossible to remove.
- Shedding - New carpet, especially cut pile carpeting will shed to some extent. Fiber type, twist and construction will affect how much a carpet will shed. Wool carpet will shed immediately after installation. It is normal to see excess fibers on the surface of your carpet and in your vacuum. If it continues to be heavy after 6 months, please contact us.
- Shading - Carpets will appear to look different depending on lighting, room colors, furniture layout, etc. Remember that carpet is a dyed product and will appear slightly different each time it is made and once it is placed in your home, therefore it may not match the sample exactly.
- Odor - New carpet may also have a "new carpet smell." Carpet emits less VOCs than other products such as paint. These emissions clear very quickly. The low-level VOC emissions and the harmless odor from new carpet dissipate within the first 48 to 72 hours after installation — even sooner with open windows or doors.

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.

PROFESSIONAL CLEANING

While store-bought machines are generally good for spot pickup, they are not recommended for overall cleaning. Leave that to the professionals and be sure to keep a copy of all cleaning receipts. You will need them if you have to file a claim in the future.

We recommend sending your rug to a reputable professional who is accustomed to cleaning rugs of this quality when your rug appears dirty or has set-in stains. We do suggest taking immediate action in the case of spills to lessen stains. Most stair runners are made of various synthetic and natural materials, we recommend having them cleaned by an IICRC certified cleaner.

The following care and cleaning information is recommended for these specific rug qualities. These methods should be used as a guideline only. Visit the Carpet and Rug Institute's official web site www.carpet-rug.org for specific cleaning instructions. Contact the IICRC, Institute of Inspection Cleaning and Restoration Certification, to find a certified cleaner in your area at 844-464-4272 or via the web at www.iicrc.org.

SPECIAL TIPS FOR PET OWNERS

- Vacuum carpet more frequently to capture pet hair and dander for your pet's fur.
- Use CRI Seal of Approval cleaning products that are specifically designed for pet stains and odors.
- Clean up new messes promptly and then follow the steps for spot and stain removal outlined in the "Cleaning Spots & Spills" section of this guide.
- Use small hand extractors for a quick cleanup of pet accidents but remember that these quick clean ups don't take the place of periodic deep professional cleaning.
- Have your carpet professionally cleaned every 12 to 18 months, or more frequently if necessary.
- Don't use a steam cleaner when dealing with urine spots because the heat will set the stain and the smell.
- Extracting the spill with a wet-vacuum and rinsing with cool water will reduce the odor. If necessary call in certified carpet cleaning firms that know how to removed pet stains and odor permanently.



VACUUMING

Proper vacuuming is the easiest and most effective way to keep your carpet clean. Removing loose soil while it remains on the carpet surface prevents dirt from being ground into the carpet pile. Removing embedded soil is more difficult and time consuming than removing surface soil.

Before vacuuming your carpet, check the beater bar height. Most upright vacuums are equipped with a beater bar brush attached to the underside of the unit. The beater setting can make, or break, your new carpet. If it's set too low, it will be hard to push, and can cause damage. For looped pile carpets, it is recommended that you use a suction-only or canister vacuum. If this type of vacuum is not available, be sure to set the beater bar on its highest setting. This setting should lift the beater bar into the unit, pulling it away from the carpet pile.

TIPS FOR SELECTING THE RIGHT VACUUM

A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed. Vacuums with large wheels, self-propelled vacuums and/or specialty tools can also help ensure easy and effective carpet maintenance.

HOW TO VACUUM

Use slow, repetitive front-to-back motions in an overlapping sequence. A quick once over doesn't do much. On the other hand, don't press down or make too many passes over the same spot. Instead, move slightly to the left or right about every four strokes.

SETTING THE RIGHT VACUUMING FREQUENCY

You should vacuum at least once a week with a CRI (Carpet and Rug Institute) Seal of Approval/Green Label vacuum cleaner. However, the more foot traffic over your carpet, the more you need to vacuum.

VACUUM CARE TIPS

- Periodically inspect your vacuum to keep it functioning properly.
- Keep the instructions that came with your vacuum and refer to them periodically.
- Keep brushes clean (for example, remove tangled hair) and replace them when worn. Typically, worn brushes are stiff, which cause surface texture change on carpet.
- Empty containers or replace bags when half full.
- Look for rough edges or bent metal on your machine that can snag carpet.

CLEANING SPOTS & SPILLS

With today's stain-resistant carpet, treating spots and stains has never been easier. The key is to act quickly! The longer you wait, the higher the probability that a spill will become a permanent stain. No carpet is completely stain-proof.

Use the steps below to help knock out spots and spills.

STEP 1: ABSORB THE SPILL

- Semisolids, like food spills, may need to be scooped up with a spoon. Solid, dried bits can be vacuumed up.
- Blot liquids with a dry, white absorbent cloth or plain white paper towel. Use of a printed or colored cloth/towel may transfer ink or dye to your damp carpet.
- Start at the outside of the spot and continue toward the center to prevent the stain from spreading. Continue this step until the area is barely damp. Warning: do not scrub or use a brush. Scrubbing and brushes can damage the carpet, causing fraying and texture change.

STEP 2: TREAT THE SPOT OR STAIN

- Use a CRI Seal of Approval carpet cleaning product. We recommend Mohawk's Floor Care Essentials Carpet Spot Remover for Synthetic fibers and the Wools of New Zealand Woolclean Spot Remover for wool carpet.
- Don't become overzealous. In truth, more is not better. Don't use too much water; try to keep the carpet as dry as possible, and always remember to pre-test the product on an inconspicuous area of the carpet.
- Follow the product's directions carefully. Apply a small amount of the cleaner to a white cloth and work in gently, from the edges to the center. Blot, don't scrub. Never use a brush.
- You may need to do this several times to remove the spot.

STEP 3: WHEN ALL ELSE FAILS, CALL A PROFESSIONAL

For tough spots or stains call a professional for hot water extraction (steam cleaning). Contact the IICRC, Institute of Inspection Cleaning and Restoration Certification, to find a certified cleaner in your area visit www.iicrc.org.



IMPORTANT NOTE ABOUT NATURAL FIBERS

Cleaning Silk, Sisal and Viscose products should normally be left to a professional carpet cleaner. We recommend that vacuuming is carried out with a Cylinder Vacuum Cleaner without a beater bar.

To get best results vacuum in the direction of the pile, this is to avoid pushing the dirt back into the fibers of the carpet.

DO NOT scrub Silk, Bamboo, or Viscose carpet; it could warp the pile. Gently blot the soiled area, beginning from the edge and working your way in, using a white cloth or paper-towel to absorb liquids from spills