

HARD SURFACE FLOOR CARE & WARRANTY GUIDE




**CARPET
ONE**
FLOOR & HOME®



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THANK YOU FOR PURCHASING YOUR NEW FLOOR FROM CARPET ONE FLOOR & HOME®.

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

Enjoy your new floor!

The Beautiful Guarantee®

We want you to be 100% happy that the floor we've created together is as beautiful as the one in your dreams. If not, we will replace it for free. That's what we call The Beautiful Guarantee® on all of our products with a Gold, Platinum, and Titanium Warranty (See The Beautiful Guarantee® details for your particular flooring type). We are that confident. And we offer an easy-to-understand warranty system that gives you a level of protection that is tailored to you.

Your Complete Guide to Flooring Care and Warranties

It's easy to maintain the beauty of your new floor. Proper care and cleaning with products such as the Resista® Floor Care line of floor cleaners 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 for each flooring category that you will find easy to reference.

Please consult your specific warranty for detailed cleaning instructions. Some manufacturers have precise warranty maintenance requirements. See warranty details for additional information.

Laminate

Frequently Asked Questions About Laminate

Q. Does laminate flooring stand up to heavy traffic?

A. Yes. Space age technology and finishes are used in the manufacturing of our laminate floors. Laminates consist of a plastic surface that has been adhered to a dense wood core and a synthetic backing material. The construction is designed to stand up to the daily wear and tear of your busy home.

Q. How complicated is maintaining a laminate floor?

A. No floor comes closer to true maintenance-free performance. Ordinary sweeping and vacuuming are the best ways of maintaining your new laminate floor. Wipe up spills immediately, and mop occasionally with Resista® Floor Cleaner or other flooring products recommended by your Carpet One Floor & Home® retailer.

Q. Can we install laminate flooring ourselves?

A. Yes, you can "do it yourself," but we recommend using our professionally trained installers. We pride ourselves on the quality of installation we provide our customers. Just look at our Limited Installation Warranty that protects your investment. If you have any questions or problems after your new laminate floor is in place, we are just a phone call away. Read the warranty information thoroughly for more information.

All of our limited warranties apply only to installations performed by a Carpet One Floor & Home® authorized independent installer.

Laminate Care and Maintenance

Laminate flooring brings the beauty of a natural wood floor and the easy maintenance of a Sheet Vinyl floor together so you can have the style you want and the carefree maintenance you need. While laminate flooring is remarkably durable, there is of course no such thing as an indestructible flooring material. By observing the following precautions, you can expect years of beauty from your laminate floor.

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

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

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

Place protective pads beneath furniture legs, tables, and other easily movable furniture to reduce scratches. Replace plastic casters on chairs with rubber wheels, and lift rather than slide heavy objects across the floor.

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

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

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)



EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ LAMINATE WARRANTIES

	TITANIUM SERIES	120 DAY Beautiful GUARANTEE	50 YEAR wear	50 YEAR fade	50 YEAR stain	50 YEAR water	50 YEAR locking system	LIFE OF FLOOR installation
	THE TITANIUM SERIES offers the ultimate level of performance and protection.							

	PLATINUM SERIES	90 DAY Beautiful GUARANTEE	30 YEAR wear	30 YEAR fade	30 YEAR stain	30 YEAR water	30 YEAR locking system	LIFE OF FLOOR installation
	THE PLATINUM SERIES provides an excellent level of warranty protection, making it a great flooring choice for the active home.							

	GOLD SERIES	60 DAY Beautiful GUARANTEE	25 YEAR wear	25 YEAR fade	25 YEAR stain	25 YEAR water	30 YEAR locking system	LIFE OF FLOOR installation
	THE GOLD SERIES is distinguished by classic fashion choices and better quality construction.							

	SILVER SERIES	30 DAY materials replacement	15 YEAR wear	15 YEAR fade	15 YEAR stain	15 YEAR water	30 YEAR locking system	LIFE OF FLOOR installation
	THE SILVER SERIES provides style options at a good value.							

	BRONZE SERIES	15 DAY materials replacement	10 YEAR wear	10 YEAR fade	10 YEAR stain	10 YEAR water	30 YEAR locking system	LIFE OF FLOOR installation
	THE BRONZE SERIES is serviced by an entry-level warranty.							



The Beautiful Guarantee®

Laminate flooring products with a Titanium, Platinum, or Gold SelectAFloor™ warranty carry The Beautiful Guarantee® (see page 7 for details of warranty terms). If at any time after installation and during the period of The Beautiful Guarantee® you wish to change your new laminate for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it free with another SelectAFloor™ laminate style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ laminate upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced laminate is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ laminate floor under The Beautiful Guarantee®. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials and labor (removal of old floor, disposal, and re-installation). Additional labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to laminate that has been 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 Carpet One Floor & Home® style laminate floor that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations are excluded from The Beautiful Guarantee®.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

No Questions Asked Replacement Warranty

All of our Silver and Bronze SelectAFloor™ laminates carry a No Questions Asked Replacement Warranty. If after installation and during the period of your replacement warranty† you wish to change your new laminate for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it with a different SelectAFloor™ laminate style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ laminate upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty, and indicate you wish to choose another SelectAFloor™ laminate floor using the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is also the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

† The period specified by the warranty level of the product purchased. See warranty information on page 7.

Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic conditions* and with proper care and maintenance, your Carpet One Floor & Home® retailer warrants that from the date of the original installation the finish of your laminate floor will not wear-through for the period specified by the warranty level of the product purchased (see page 7 for details of warranty terms).

Wear-through is defined as loss of the decorative surface image due to normal household use. Gloss reduction is not considered surface wear. Surface wear must be readily visible, approximately 1/2 square inch or greater.

Should you feel that your laminate floor is not wearing properly, contact your Carpet One Floor & Home® retailer. If the image layer of your laminate floor wears through during the warranty period, your Carpet One Floor & Home® retailer will repair or replace the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes indentations, scratches, or damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture; damage caused by vacuum cleaner beater bars and metal caster wheels; wet mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

Limited Stain Warranty

Now you can have the beauty of a wood floor and enjoy the easy maintenance you'd expect with a laminate floor. Laminate floors come as close as possible to being maintenance-free and are extremely resistant to stains. Carpet One Floor & Home® warrants that, with proper care and maintenance, your laminate floor will not permanently stain from common household use for the period of warranty coverage (see page 7 for details of warranty terms). Excluded from "common household use" is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use.



Should you feel your laminate floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

Limited Fade Warranty

Carpet One Floor & Home® warrants that with proper care and maintenance, your laminate floor will not fade from exposure to sunlight or artificial light for the length of the warranty period (see page 7 for details of warranty terms). You can be assured that your laminate flooring will maintain its fresh look and color for many years to come.

Should you feel your laminate floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

Limited Waterproof Warranty for Mirror Lake™ Performance Flooring

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that your floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the length of the warranty. Your floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your floor will not discolor, deform or damage from moisture.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. 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. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks.

Should your laminate floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

Limited Pet Proof Warranty for Mirror Lake™ Performance Flooring

Your Carpet One Floor & Home® retailer warrants that your floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the lifetime of your floor.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). “Lifetime” is defined as the entire time the original purchaser owns the home, but is not transferable.

Cleaning of the affected area should begin immediately upon discovery using Resista® Floor Care cleaning products or other cleaning products recommended by the manufacturer. The more time that elapses before removal, the more difficult a stain will be to remove.

Should your floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)



Limited Locking System Warranty

When installed properly and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor and Home® retailer warrants to original purchaser, that the joints of your laminate floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking for the period specified (see page 7 for details of warranty terms).

Should you feel your laminate floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)

Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of workmanship to be professional and in keeping with industry standards. Should further service be required due to deficiencies in the original installation of your laminate floor, your Carpet One Floor & Home® retailer will return and provide that service at no cost to you for the life of the floor. “Life of Floor” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the laminate floor you purchased (see page 7 for details of warranty terms).

Conditions not specific to the original installation, such as lack of climate control, improper maintenance or cleaning, abuse, excessive moisture, vandalism, alterations, etc. will not be valid for this warranty.

(See General Terms and Conditions on pages 14-15 for other conditions that apply.)



General Terms and Conditions for Laminate Warranties

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

1. These limited warranties apply only to laminate 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, warehouse, plant, facility, or other place of business or residential dwelling.
2. These limited warranties apply only to the original purchaser and installation site and are not transferable.
3. These limited warranties exclude laminate flooring 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 events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives; pets, spiked-heel shoes, insufficient furniture protection; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residence.
4. These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products); or damage due to extended direct exposure to sunlight, moisture, mold or mildew, installation over insufficient substrates, or differences in color between samples or photographs and the actual flooring.
5. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
6. These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

7. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and 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 which vary from state to state or province to province.
8. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
9. The terms of the warranty begin on the date of the installation.
10. Should you feel that your laminate floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

NOTE: Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific laminate.



Hardwood

Frequently Asked Questions About Hardwood

Q. How do I care for my new hardwood floor?

A. Caring for hardwood floors is easy. Frequent sweeping or vacuuming (with soft attachments) to remove loose dirt and soil is generally all that is required. For more information, see our Hardwood Care and Maintenance section on pages 17-18.

Q. What can I do to minimize scratches and indentations on my new hardwood floor?

A. The finish on hardwood floors provides greater resistance to everyday household scratches. Remember to use floor protectors under the feet of your furniture. If you have casters on furniture, make sure they are barrel-type wheels (a minimum of 1" continuous width is recommended).

When moving furniture, use extra caution. Never drag furniture to a new location, always lift. Also, be aware that certain shoe types like stiletto heels can damage hardwood because of the pressure exerted through them. And finally, if you have pets, remember to keep their nails trimmed.

Q. What changes will I see over the years in my hardwood floor?

A. Wood is a natural product and will react to changes in its environment. The cure is to minimize humidity changes. Hardwood flooring will expand and contract during seasonal and temperature changes. All hardwood flooring products may experience slight separation between boards. In an effort to lend stability to your floor, a constant humidity and controlled temperature range is required and will vary throughout climates. Direct sunlight can affect color, so it's a good idea to move area rugs and furniture periodically to allow for even color changes. Natural exposure to sunlight will bring about changes in shading of any hardwood floor as it ages. Some exotic species will darken while others will tend to lighten over time when exposed to natural and artificial light sources. Remember, hardwood is a natural product and develops a warm, beautifully aged patina over the years when given proper care.

Q. Since hardwood is a natural product, what are some of the characteristics I should be aware of?

A. Hardwood may have naturally occurring blemishes such as mineral streaks, small knots, grain variations, etc. No two pieces of wood are the same and color or other variations can occur.

Hardwood Care and Maintenance

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

Never clean or mop your hardwood floor with water or steam. Do not use any wax or cleaner that must be mixed with water such as oil, soap, or paste wax products; or other household cleaners that contain lemon oil, tung oil, or ammonia as this may damage your floor and result in a loss of warranty. Carpet One Floor & Home® recommends ResistA® Hardwood Floor Cleaner for the routine maintenance of your hardwood floor. Follow the cleaner's recommendations provided on the cleaning container.

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

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

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

A humidifier is recommended to prevent excessive shrinkage of wood floors due to low humidity levels. Wood stoves and electric heat tend to cause very dry conditions. In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating system during periods of high humidity in the summer months. Relative humidity in the area of use must be kept within a normal range. Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30-50 percent and a temperature range of 60 degrees to 80 degrees Fahrenheit. (In some climates, the ideal

humidity range might be higher or lower 25-45 percent or 45-65 percent , for example).* Use of a hygrometer (humidity gage) is highly recommended.

Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. It is recommended that you rearrange rugs and furniture periodically so the floor ages evenly.

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

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

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

*Compliments of the national Wood Flooring Association. Copyright 2007. Revised April 2008.



EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ HARDWOOD WARRANTIES

<p>TITANIUM SERIES</p>	<p>120 DAY <i>Beautiful</i> GUARANTEE</p>	<p>50 YEAR finish</p>	<p>50 YEAR wear</p>	<p>50 YEAR manufacturing</p>	<p>50 YEAR structural integrity</p>	<p>LIFE OF FLOOR installation</p>	<p><i>THE TITANIUM SERIES</i> offers the <i>ultimate</i> level of performance and protection.</p>

<p>PLATINUM SERIES</p>	<p>90 DAY <i>Beautiful</i> GUARANTEE</p>	<p>30 YEAR finish</p>	<p>30 YEAR wear</p>	<p>30 YEAR manufacturing</p>	<p>30 YEAR structural integrity</p>	<p>LIFE OF FLOOR installation</p>	<p><i>THE PLATINUM SERIES</i> provides an excellent level of warranty protection, making it a great flooring choice for the active home.</p>

<p>GOLD SERIES</p>	<p>60 DAY <i>Beautiful</i> GUARANTEE</p>	<p>25 YEAR finish</p>	<p>25 YEAR wear</p>	<p>25 YEAR manufacturing</p>	<p>30 YEAR structural integrity</p>	<p>LIFE OF FLOOR installation</p>	<p><i>THE GOLD SERIES</i> is distinguished by classic fashion choices and better quality construction.</p>

<p>SILVER SERIES</p>	<p>30 DAY materials replacement</p>	<p>20 YEAR finish</p>	<p>20 YEAR wear</p>	<p>20 YEAR manufacturing</p>	<p>30 YEAR structural integrity</p>	<p>LIFE OF FLOOR installation</p>	<p><i>THE SILVER SERIES</i> provides style options at a good value.</p>

<p>BRONZE SERIES</p>	<p>15 DAY materials replacement</p>	<p>15 YEAR finish</p>	<p>15 YEAR wear</p>	<p>15 YEAR manufacturing</p>	<p>30 YEAR structural integrity</p>	<p>LIFE OF FLOOR installation</p>	<p><i>THE BRONZE SERIES</i> is serviced by an entry-level warranty.</p>

The Beautiful Guarantee®

Titanium, Platinum, and Gold SelectAFloor™ floors carry The Beautiful Guarantee® (see page 19 for details of warranty terms). If at any time after installation and during the period of The Beautiful Guarantee® (see page 19 for details of warranty terms) you wish to change your new hardwood for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it free with another SelectAFloor™ hardwood style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ hardwood upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced hardwood is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ hardwood under The Beautiful Guarantee®. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials and labor (removal of old floor, disposal, and re-installation). Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to hardwood that has been 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 Carpet One Floor & Home® style hardwood floor that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installation of any hardwood floor installed with patterns, medallions, or a border are excluded from The Beautiful Guarantee®. No replacement of either the wood floor, patterned wood floor, medallions, or the border are covered under this replacement warranty.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)



No Questions Asked Replacement Warranty

All of our Silver and Bronze SelectAFloor™ floors carry a No Questions Asked Replacement Warranty. If after installation and during the period* of your replacement warranty you wish to change your new hardwood for a different SelectAFloor™ hardwood style or color, your Carpet One Floor & Home® retailer will replace it with a different SelectAFloor™ style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ hardwood upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ floor using the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacements will be made with respect to hardwood that has been subject to abuse, improper maintenance, vandalism, alteration, or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations of any hardwood floor installed with patterns, medallions, or a border are excluded from the No Questions Asked Replacement Warranty. No replacement of either the wood floor, patterned wood floor, medallions, or border are covered under this replacement warranty.

* The period specified by the warranty level of the product purchased. See page 19 for details.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

Limited Wear Warranty

When used under normal residential traffic conditions* with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that the finish of your hardwood floor will not wear-through during the period specified by the warranty level of the product purchased (see page 19 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures. Wear-through is defined as complete loss of the wear layer. The wear layer is defined as the protective coating that is factory applied to the surface of the wood flooring. Gloss reduction is not considered wear and is not covered by this warranty (see page 19 for details of warranty terms).

Should you feel that your wood floor is not wearing properly, contact your Carpet One Floor & Home® retailer. If the finish of your wood floor wears through during the warranty period, your Carpet One Floor & Home® retailer will repair or replace the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable.

This Limited Wear Warranty excludes damage caused by lack of proper maintenance; misuse, abrasives, insufficient protection from furniture, wet mopping, scratches; or indentations caused by spiked-heel shoes, pet nails; and any casualty events.

Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not considered to be a product defect and is not covered by this warranty.

NOTE: For CORK products, floor covering installed on stairs is excluded from the Limited Wear Warranty.

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

Limited Manufacturing Warranty

When used under normal residential traffic conditions* with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer that your hardwood floor will be free from manufacturing defects; including milling, assembly, dimension and grading during the period specified by the warranty level of the product purchased (see page 19 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

Should you feel your wood floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)



Limited Finish Warranty

When used under normal residential traffic conditions* with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that your hardwood floor will not experience lack of finish adhesion or finish peel off of its face surface wear layer during the period specified by the warranty level of the product purchased (see page 19 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

Should you feel your wood floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

Structural Integrity Warranty

When used under normal residential traffic conditions* with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer that the plies of your engineered hardwood floor will not separate during the period specified by the warranty level of the product purchased (see page 19 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

Should you feel your wood floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the wood industry. Should further service be required attributable to the original installation of your hardwood floor, your Carpet One Floor & Home® retailer



will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the hardwood floor you purchased (see page 19 for details of warranty terms).

This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. Wood is a natural product; variations in its grain pattern, color and/or texture are normal and are not considered to be installation related deficiencies. Your Carpet One Floor & Home® retailer does not warrant the product against variations in grain or texture.

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

(See General Terms and Conditions below for other conditions that apply.)

General Terms and Conditions for Hardwood Warranties

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

1. These limited warranties apply only to hardwood installed in owner-occupied residential space where no commercial activity takes place. Some styles are approved for commercial use (see label on back of sample for approved styles) and for only those styles specifically designated as approved for commercial use, the manufacturers' warranties apply.

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. These limited warranties apply to flooring purchased after March 31, 2015 only to the original purchaser and installation site and are not transferable.
3. These limited warranties exclude wood flooring 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, fire, uncontrolled humidity and/or temperatures in the residence; or other casualty events. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a hardwood floor in a residence.

4. These limited warranties do not cover indentations, scratches, stains, or damage caused by negligence, moisture, erosion, pebbles, sand or other abrasives, pets, spiked-heel shoes, color variations, naturally occurring wood characteristics, insufficient furniture protection, or improper alterations of the original manufactured product. They also do not apply to damages from exposure to extreme heat, dryness, or water saturation in any form including wet mopping, steam cleaning, insects, or stains as a result of chemical or industrial products, other than recommended cleaning products; or damage due to extended direct exposure to sunlight, mold or mildew, installation over insufficient substrates, or differences in color between samples or photographs and the actual flooring. Minor separations between boards do occur and are not covered by a warranty.
5. Normal characteristics are not construed as defects. These warranties do not cover natural color variations of the normal differences between color samples or photographs and colors of installed floors. Reasonable selectivity is required to eliminate objectionable naturally occurring blemishes.

Any product deformity that is not measurable or that is visible only in certain light or from a certain angle is not considered a defect and is therefore not covered by the warranty. Defects are evaluated by their visibility from reasonable vertical distance (standing height) from the floor.

Product determined to have any possible defect by the person doing the installation should be returned to your Carpet One Floor & Home® retailer for inspection and possible replacement PRIOR TO INSTALLATION.

Carpet One Floor & Home®'s sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective. These warranties expressly exclude consequential or incidental damages.

6. Proof of purchase is necessary to verify all warranty claims. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
7. These warranties apply only to residential installations performed by

a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer. It must also be installed in accordance with the manufacturer's installation guidelines.

8. Due to color variations of product and/or samples, Carpet One Floor & Home® is not responsible for the failure of any hardwood flooring product to match (1) flooring products in adjacent space or (2) other wood products such as cabinets, stair railings, trim and molding. A change in shading of the wood is a natural characteristic and does not constitute any type of product defect.
9. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or 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 which vary from state to state or province to province.
10. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
11. The terms of the warranty begin on the date of the installation.
12. Should you feel that your hardwood floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.



EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ HARDWOOD WARRANTIES

 TITANIUM SERIES	120 DAY <i>Beautiful</i> GUARANTEE	50 YEAR finish	50 YEAR wear	50 YEAR manufacturing	50 YEAR structural integrity	LIFE OF FLOOR water	LIFE OF FLOOR installation
	THE TITANIUM SERIES offers the ultimate level of performance and protection.						

 PLATINUM SERIES	90 DAY <i>Beautiful</i> GUARANTEE	30 YEAR finish	30 YEAR wear	30 YEAR manufacturing	30 YEAR structural integrity	LIFE OF FLOOR water	LIFE OF FLOOR installation
	THE PLATINUM SERIES provides an excellent level of warranty protection, making it a great flooring choice for the active home.						

 GOLD SERIES	60 DAY <i>Beautiful</i> GUARANTEE	25 YEAR finish	25 YEAR wear	25 YEAR manufacturing	30 YEAR structural integrity	LIFE OF FLOOR water	LIFE OF FLOOR installation
	THE GOLD SERIES is distinguished by classic fashion choices and better quality construction.						

Limited Waterproof Warranty for Hydrotek™ H2O™ Hardwood

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that this Hydrotek™ H2O™ floor will avoid damage from everyday splashes and spills. The floor plank is warranted to be waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to liquid for the length of the warranty period.

When properly installed, this product will not swell, cup or crack due to exposure to water from topical spills or moisture from the sub-floor when exposed to such conditions. This product is not designed to withstand submersion from stand water or flooding. Additionally, your hardwood floor will not discolor, deform or damage from moisture.

Your Hydrotek™ H2O™ hardwood floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This

limited warranty does cover topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" is defined as the entire time the original purchaser owns the home, but is not transferable.

Should your Hydrotek™ H2O™ hardwood floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 5-7 for other conditions that apply.)

Limited Pet Proof Warranty For Hydrotek™ H2O™ Hardwood

Your Carpet One Floor & Home® retailer warrants that your Hydrotek™ H2O™ hardwood floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the lifetime of your hardwood floor.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). "Lifetime" is defined as the entire time the original purchaser owns the home; it is not transferable.

Cleaning of the affected area should begin immediately upon discovery using Resista® Floor Care cleaning products or other products recommended by the manufacturer. The more time that elapses before removal, the more difficult a stain will be to remove.

Should your Hydrotek™ H2O™ hardwood floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 5-7 for other conditions that apply.)



Waterproof and Pet Proof Warranty Pro-Ration Schedule

During the first five years of these warranties, there will be no usage charge for replacement product. Beyond the first five years, replacement product is pro-rated based on the number of years it has been installed.

1st - 5th Year	No Usage	6th Year	50% Usage
7th Year	60% Usage	8th Year	70% Usage
9th Year	80% Usage	10th Year and Beyond	90% Usage

Under these warranties reasonable labor costs will be reimbursed for years one and two. For years three through five, 50% reasonable labor costs will be reimbursed. After year five there will be no labor reimbursement.

5-Year Limited Light Commercial Warranty

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to your Carpet One Floor & Home® retailer in writing within 5 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential hardwood warranties will apply for a period of five years from the date of installation. A No Questions Asked materials-only replacement warranty will be in effect for 60 days from the date of installation for any light commercial installation.

No Questions Asked Replacement Warranty for Light Commercial

If after installation and during the 60 day period of your replacement warranty you wish to change your new Hydrotek® H2O™ hardwood floor for a different Hydrotek® H2O™ hardwood style or color, your Carpet One Floor & Home® retailer will replace it with a different Hydrotek® H2O™ style or color of equal or lesser value. Should you wish to replace your flooring with a Hydrotek® H2O™ upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty, and indicate you wish to choose another Hydrotek® H2O™ floor using the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.



Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is also the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

General Terms and Conditions for Hydrotek™ H2O™ Hardwood Warranties

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

1. These limited warranties apply to flooring purchased after April 30, 2019 only to the original purchaser and installation site and are not transferable.
2. These limited warranties exclude wood flooring 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, fire, uncontrolled humidity and/or temperatures in the residence; or other casualty events. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a hardwood floor in a residence.
3. These limited warranties do not cover indentations, scratches, stains, or damage caused by negligence, moisture, erosion, pebbles, sand or other abrasives, pets, spiked-heel shoes, color variations, naturally occurring wood characteristics, insufficient furniture protection, or improper alterations of the original manufactured product. They also do not apply to damages from exposure to extreme heat, dryness, or water saturation in any form including wet mopping, steam cleaning, insects, erosion, pebbles, sand, other abrasives, or stains as a result of chemical or industrial products, other than recommended cleaning products; or damage due to extended direct exposure to sunlight, moisture, mold or mildew, installation over insufficient substrates, or differences in color between samples or photographs and the actual flooring. Minor separations between boards do occur and are not covered by a warranty.
4. Normal characteristics are not construed as defects. These warranties do not cover natural color variations of the normal differences between

color samples or photographs and colors of installed floors. Reasonable selectivity is required to eliminate objectionable naturally occurring blemishes.

Any product deformity that is not measurable or that is visible only in certain light or from a certain angle is not considered a defect and is therefore not covered by the warranty. Defects are evaluated by their visibility from reasonable vertical distance (standing height) from the floor.

Product determined to have any possible defect by the person doing the installation should be returned to your Carpet One Floor & Home® retailer for inspection and possible replacement PRIOR TO INSTALLATION.

Carpet One Floor & Home®'s sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective. These warranties expressly exclude consequential or incidental damages.

5. Proof of purchase is necessary to verify all warranty claims. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
6. These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer. It must also be installed in accordance with the manufacturer's installation guidelines.
7. Due to color variations of product and/or samples, Carpet One Floor & Home® is not responsible for the failure of any hardwood flooring product to match (1) flooring products in adjacent space or (2) other wood products such as cabinets, stair railings, trim and molding. A change in shading of the wood is a natural characteristic and does not constitute any type of product defect.
8. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or 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 which vary from state to state or province to province.

9. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
10. The terms of the warranty begin on the date of the installation.
11. Should you feel that your hardwood floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.



Luxury Vinyl Flooring

Frequently Asked Questions About Luxury Vinyl Flooring

Q. How do I care for my new luxury vinyl floor?

A. Caring for your luxury vinyl floor is easy. Frequent sweeping or vacuuming (with soft attachments) to remove loose dirt and soil is generally all that is required. For more information, see our Luxury Vinyl Care and Maintenance section below.

Q. Is luxury vinyl durable?

A. Yes. Luxury vinyl is a very durable substance and is an excellent choice for high traffic areas or in areas with moisture such as bathrooms, kitchens, or laundry rooms.

Q. What type of mat can I place on my luxury vinyl floor?

A. Use doormats outside each entrance to your home to prevent dirt, sand, grit, and other substances such as asphalt and driveway sealer from being tracked onto your floor. Use non-staining mats on your floors; do not use rubber-backed, latex-backed, or coco fiber mats on your floor as they may stain or damage the surface.

Luxury Vinyl Flooring Care and Maintenance

With the easy maintenance of a luxury vinyl floor, there is no cause for concern when it comes to spots, spills, or scuffs left by shoes. By observing a few precautions, and with proper care and maintenance, you can ensure that your luxury vinyl floor always looks its best.

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

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

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

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

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

Cleaning Stains and Other Problems

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



EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ LUXURY VINYL FLOORING WARRANTIES

 TITANIUM SERIES	120 DAY Beautiful GUARANTEE	LIFE OF FLOOR wear	LIFE OF FLOOR fade, stain & discolor	LIFE OF FLOOR rip, tear, gouge & indent	LIFE OF FLOOR water	LIFE OF FLOOR locking system	LIFE OF FLOOR installation
		THE TITANIUM SERIES offers the ultimate level of performance and protection.					

 PLATINUM SERIES	90 DAY Beautiful GUARANTEE	30 YEAR wear	30 YEAR fade, stain & discolor	30 YEAR rip, tear, gouge & indent	30 YEAR water	30 YEAR locking system	LIFE OF FLOOR installation
		THE PLATINUM SERIES provides an excellent level of warranty protection, making it a great flooring choice for the active home.					

 GOLD SERIES	60 DAY Beautiful GUARANTEE	25 YEAR wear	25 YEAR fade, stain & discolor	25 YEAR rip, tear, gouge & indent	25 YEAR water	25 YEAR locking system	LIFE OF FLOOR installation
		THE GOLD SERIES is distinguished by classic fashion choices and better quality construction.					

 SILVER SERIES	30 DAY materials replacement	10 YEAR wear	10 YEAR fade, stain & discolor	10 YEAR rip, tear, gouge & indent	10 YEAR water	10 YEAR locking system	LIFE OF FLOOR installation
		THE SILVER SERIES provides style options at a good value.					

The Beautiful Guarantee®

Our Titanium, Platinum and Gold SelectAFloor™ exclusive luxury vinyl floors carry The Beautiful Guarantee®. If after installation and during the period of The Beautiful Guarantee® (see above for details of warranty terms) you wish to change your new luxury vinyl flooring product for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it free with another SelectAFloor™ luxury vinyl floor style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ luxury vinyl flooring product upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ luxury vinyl flooring under The Beautiful Guarantee®. This is a replacement warranty and does not apply to matters covered by other warranties.



Replacement includes materials and labor (removal of old luxury vinyl flooring, disposal, and re-installation). Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to luxury vinyl flooring product that has been 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 Carpet One Floor & Home® luxury vinyl flooring product that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations are excluded from The Beautiful Guarantee®.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

No Questions Asked Replacement Warranty

All of our Silver and Bronze SelectAFloor™ floors carry a No Questions Asked Replacement Warranty. If after installation and during the period of your replacement warranty† you wish to change your new SelectAFloor™ for a different style or color, your Carpet One Floor & Home® retailer will replace it with a different SelectAFloor™ luxury vinyl floor style or color of equal or lesser value.

Should you wish to replace your flooring with a SelectAFloor™ luxury vinyl floor upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ luxury vinyl floor using the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials only and does not include take-up or re-installation charges. Labor costs to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment or electronics are the responsibility of the customer.

No replacements will be made with respect to flooring that has been subject to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

† The period specified by the warranty level of the product purchased. See page 39 for details.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic* conditions and with proper care and maintenance, your Carpet One Floor & Home® retailer warrants that from the date of the original installation the finish of your luxury vinyl floor will not wear-through** for the period specified by the warranty level of the product purchased. See page 39 for details of warranty terms. If the image layer of your luxury vinyl floor wears through during the warranty period, your Carpet One Floor & Home® retailer will repair or replace the affected area.

Should you feel your luxury vinyl floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

**Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater.

Limited Fade & Stain Resistance Warranty

Carpet One Floor & Home® warrants that with proper care and maintenance, your luxury vinyl floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your luxury vinyl flooring will maintain its fresh look and color for many years to come. This warranty excludes fading, discoloration and other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 degrees. Also excluded is discoloration caused by the use of latex or rubber-backed floor mats and discoloration caused by asphalt.

Luxury vinyl floors come as close as possible to being maintenance-free and are extremely resistant to stains. All of Carpet One Floor & Home® luxury vinyl floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your luxury vinyl floor will not permanently stain from common household use for the period of warranty coverage. Excluded from "common

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

This 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 floor.

Should you feel your luxury vinyl floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

Limited Rip, Tear, Gouge, and Indent Warranty

Carpet One Floor & Home® warrants that with proper care and maintenance, your luxury vinyl floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.*

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

Should you feel your luxury vinyl floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

*Normal household use is defined as common daily activities in the home, excluding pets.



Limited Waterproof Warranty

When installed following manufacturer’s instructions, your luxury vinyl floor will resist water damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your luxury vinyl floor will not discolor, deform or damage from moisture.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. 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. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. “Lifetime” is defined as the entire time the original purchaser owns the home, but is not transferable.

Should you feel your luxury vinyl floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

Limited Locking System Warranty

When installed properly and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to original purchaser, that the joints of your luxury vinyl floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking for the period specified (see page 39 for details of warranty terms). Additionally, your luxury vinyl floor will not allow water to pass through the joints or experience joint separation to compromise the joint integrity when installed properly.

Should you feel your luxury vinyl floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

This warranty excludes problems or damage due to excessive moisture or hydrostatic pressure from the subfloor.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

Limited Installation Warranty

Your Carpet One Floor & Home retailer guarantees the quality of installation workmanship to be professional and in keeping with the standards set by the industry. Should further service be required, attributable to the original installation of your luxury vinyl floor, your Carpet One Floor & Home® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased (see page 39 for details of warranty terms). This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to SelectAFloor™ luxury vinyl tile purchased from a Carpet One Floor & Home® retailer and installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.



INVINCIBLE® H2O™ EXCLUSIVE WARRANTIES

Limited Lifetime Waterproof Warranty for Invincible® H2O™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that this luxury vinyl floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the life of the product. Your luxury vinyl floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your luxury vinyl floor will not discolor, deform or damage from moisture.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. 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. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" is defined as the entire time the original purchaser owns the home, but is not transferable.

Should your Invincible® H2O™ floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)



Limited Lifetime Pet Proof Warranty For Invincible® H2O™

Your Carpet One Floor & Home® retailer warrants that your Invincible® H2O™ luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the lifetime of your luxury vinyl floor.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). "Lifetime" is defined as the entire time the original purchaser owns the home, but is not transferable.

Cleaning of the affected area should begin immediately upon discovery using Resista® Floor Care cleaning products or other cleaning products recommended by the manufacturer. The more time that elapses before removal, the more difficult a stain will be to remove.

Should your Invincible® H2O™ floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)

Limited Light Commercial Warranty

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for the stated warranty period from the date of installation. If a defect covered by this warranty is reported to your Carpet One Floor & Home® retailer in writing within the term of the warranty, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for the warranty term period. A No Questions Asked materials-only replacement warranty will be in effect for 60 days from the date of installation for any light commercial installation.

NO QUESTIONS ASKED REPLACEMENT WARRANTY FOR LIGHT COMMERCIAL

If after installation and during the 60 day period of your replacement warranty you wish to change your new luxury vinyl floor for a different Invincible® H2O™ style or color, your Carpet One Floor & Home® retailer will replace it with a different Invincible® H2O™ style or color of equal or lesser value. Should you wish to replace your flooring with an Invincible® H2O™ upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty, and indicate you wish to choose another Invincible® H2O™ floor using the No Questions Asked Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is also the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

(See General Terms and Conditions on pages 48-49 for other conditions that apply.)



General Terms and Conditions

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the luxury vinyl tile and Invincible® H2O™ limited warranties, unless otherwise specified.

1. These limited warranties apply only to luxury vinyl installed in owner occupied residential space where no commercial activity takes place.
2. The terms of the warranty begin on the date of installation.
3. These limited warranties apply only to the original purchaser and installation site and are not transferable. Life of the floor warranties, for the specified Titanium products, is defined as the entire time the original purchaser owns the home.
4. These limited warranties exclude luxury vinyl flooring 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 accidents and casualty events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, erosion, pebbles, sand, or other abrasives; pets, narrow or spiked-heel shoes, cleats or boots, insufficient furniture protection, casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, dropping heavy/sharp objects, appliance leaks, damage caused by steam mops, pets; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a luxury vinyl floor in a residence.
5. These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products); or damage due to extended direct exposure to sunlight, moisture, mold or mildew, installation over insufficient substrates, or differences in color between samples or photographs and the actual flooring.
6. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
7. These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.
8. Carpet One Floor & Home®'s sole liability on any claim shall be limited to the repair or replacement of the defective goods or defective installation for the affected area only which are demonstrated to the manufacturer's satisfaction to be defective.
9. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and 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 which vary from state to state or province to province.
10. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
11. Should you feel that your luxury vinyl floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

NOTE: Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific luxury vinyl floor.



TEXTile Flooring

Frequently Asked Questions About TEXTile Flooring

Q. What is “TEXTile” flooring?

A. TEXTile flooring from Carpet One combines the performance of resilient flooring with the slip resistant and acoustic properties usually associated with carpet. Think of it as fuzzy LVT. Or maybe think of it as LVT-backed carpet. Or... just enjoy that it combines the best features of both worlds!

Q. How do I care for my new TEXTile floor?

A. Caring for your TEXTile floor is easy. Being completely waterproof when properly installed, it is the only truly washable textile floor covering. Frequent vacuuming to remove loose dirt and soil is generally all that is required. Its smooth upright nylon 6.6 fibers allow dirt to be easily removed. No dry dirt is trapped by any loops or twists and the vacuum action reaches the very base of the pile, meaning that dirt is more easily removed. The vinyl base combined with the nylon 6.6 flocked finish allows the floor covering to be fully cleaned with water and detergents (containing zero bleach or chlorine). Warm water extraction cleaning or mechanical cleaning methods can also be applied resulting in cleaner floors. For more information, see our TEXTile Care and Maintenance section on page 51.

Q. Is TEXTile flooring a good choice for someone with asthma or allergies?

A. Yes. TEXTile flooring is hygienic and is shown to reduce microbial contamination based on independent laboratory testing. It can have a positive effect on the lives of asthma and allergy sufferers by making it easy to remove harmful allergens that come from the environment. Its dense, upright fibers easily release dirt and allergens by regular vacuuming.

TEXTile Flooring Care and Maintenance

TEXTile high performance carpet has a unique construction that allows it to release soil like no other carpet can. It has a 100% 6.6 nylon type wear layer comprised of smooth, straight fibers that allow for easy release of soil, making care easy. Most spills can be cleaned with clean water.

It is necessary to protect newly installed floors from construction soil, traffic and damage until they are ready for initial cleaning. In order to allow the adhesive to dry and cure properly, wait a minimum of five days following the installation before conducting initial cleaning or other wet cleaning procedures. For installations over non-porous substrates, additional time may be necessary because the adhesive may take longer to dry and cure.

TEXTile flooring requires regular care to keep it clean and prevent the accumulation of dirt and soil. Proper cleaning, such as daily vacuuming and routine water extraction, can reduce contamination to virtually non-existent levels. Identify sources of soiling and react to spills immediately, before they dry. Remove all surface soil, debris, sand and grit by vacuuming using a dual motor upright vacuum with a rotating brush. The brush should be approximately 1/8” below the vacuum cleaner casing to ensure proper agitation. Make several passes with the vacuum cleaner to ensure that all loose dirt is removed. Vacuum action should be fast forward and slow backward.

Spot clean if necessary by using the “Scrape, Scrub and Rinse” procedures:

1. Scrape up spills using a spatula or blunt edged scraper and wipe excess soil onto a cloth.
2. Apply a liberal amount of clean water to the spot.
3. Using a spatula, scrape the water and the remains of the spill into a paper towel or cloth. Keep scraping with the spatula until the spill is completely removed.
4. If the spill or stain is not completely removed, apply a general purpose spotter cleaner to a white cotton cloth and rub it into the spot.
5. For set in spills, scrubbing with a clean soft bristle brush and a properly diluted neutral pH cleaner can help to loosen stains. Neutral pH cleaners are the recommended floor care chemicals which have been tested for compatibility with TEXTile flooring products.
6. Do not be afraid to use aggressive scrubbing to remove set-in spills. A soft wire brush can be used to remove scuff marks or other set in spills. Neutral pH cleaners and hydrogen peroxide cleaners (not hydrogen peroxide out of a residential medical cabinet) are recommended floor care chemicals which have been tested for compatibility with TEXTile

flooring products. *NOTE: Be certain not to leave any detergent residue when cleaning. Any chemicals applied to the flooring must be removed. No more than 1 oz. per gallon should be used. The most common problem when caring for TEXTile flooring is the over use of cleaning chemicals.*

7. The buildup of chemicals and cleaners will de-luster the TEXTile fibers and leave a dull appearance. Chemical buildup also attracts dirt faster and speeds soiling.
8. Using a spatula, scrape the water, any cleaner and the remains of the spill into a paper towel or cloth. Keep scraping with the spatula until the spill or stain is completely removed.
9. Rinse the area thoroughly with clean water to ensure that any cleaning solution is completely removed.
10. A spotter machine, such as Tennant/Nobles EX-SPOT-2 or equivalent, may be used to perform rinsing throughout the spot cleaning process.
11. Allow a minimum of three hours drying time before traffic is allowed on the floor surface again. If traffic is allowed on the floor before it has completely dried, the fibers are more susceptible to attract soil, requiring additional cleaning procedures in these areas to achieve the desired result.

When necessary, use a self-contained portable extraction machine, such as Tennant E5, Nobles Speed EX or equivalent, preferably with counter-rotating cylindrical brushes. The machine should be filled with the hottest water possible, not to exceed 140° F (60° C). Extract thoroughly, using clean water only. Set the machine to the proper height to ensure maximum agitation and contact with the fibers. Follow each wet pass with a minimum of two dry passes. Use snail fans or air movers for the final drying of the floor surface. Allow a minimum of three hours drying time before traffic is allowed on the floor surface again. If traffic is allowed on the floor before it has completely dried, the fibers are more susceptible to attract soil, requiring additional cleaning procedures in these areas to achieve the desired result.



EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ TEXTile FLOORING WARRANTY



The Beautiful Guarantee®

Our Titanium SelectAFloor™ exclusive TEXTile flooring styles carry The Beautiful Guarantee® (see above for details of warranty terms). If after installation and during the period of The Beautiful Guarantee® you wish to change your new TEXTile flooring product for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it free with another SelectAFloor™ style or color of equal or lesser value from the same TEXTile flooring display. Should you wish to replace your flooring with a SelectAFloor™ TEXTile flooring product upgrade from the same display, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ TEXTile flooring product from the same display where originally purchased under The Beautiful Guarantee®. This is a replacement warranty and does not apply to matters covered by other warranties. Replacement includes materials and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to TEXTile flooring product that has been 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 Carpet One Floor & Home® TEXTile flooring product that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations are excluded from The Beautiful Guarantee®.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)



Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic* conditions and with proper care and maintenance, your Carpet One Floor & Home® retailer warrants that from the date of the original installation the finish of your TEXTile floor will not wear-through** for the period specified by the warranty level of the product purchased. See page 53 for details of warranty terms. If the image layer of your TEXTile floor wears through during the warranty period, your Carpet One Floor & Home® retailer will repair or replace the affected area.

Should you feel your TEXTile floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

**Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Surface wear must be readily visible, approximately 1/2" square or greater.

Limited Texture Retention Warranty

Our TEXTile styles carry a limited warranty that the surface fibers 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 surface fibers to retain their original visible shape as measured by using an international standardized rating scale ranging from 5.0 (new or no change) to 1.0 (severe change), CRI TM-101.

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 flooring products and is not considered a manufacturing defect. This Limited Texture Retention Warranty does not apply to TEXTile flooring installed on stairs. 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 product. If the product has been discontinued, product of comparable quality will be substituted.

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 is excluded.

Limited Fade & Stain Resistance Warranty

Carpet One Floor & Home® warrants that with proper care and maintenance, your TEXTile floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your TEXTile flooring will maintain its fresh look and color for many years to come. This warranty excludes fading, discoloration and other damage due to excessive temperatures or sunlight. Also excluded is discoloration caused by asphalt, driveway sealer, adhesives, carpet dyes, or floor care products containing bleach or chlorine.

TEXTile floors are extremely resistant to stains. All of Carpet One Floor & Home® TEXTile floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your TEXTile floor will not permanently stain from common household use for the period of warranty coverage. Excluded from "common household use" is the use of any caustic chemicals on your floor, the use of any cleaning solution on your floor not approved by the manufacturer - including any cleaners containing bleach or chlorine, or exposure of the floor to other substances not part of ordinary household use.

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 floor.

Should you feel your TEXTile floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

Limited Rip, Tear, Gouge, and Indent Warranty

Carpet One Floor & Home® warrants that with proper care and maintenance, your TEXTile floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when installed properly, and when proper maintenance is used.*

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

This warranty excludes coverage for damage caused by dropping heavy or sharp objects, burns, cuts, scratches, scuffs, fire, flooding, hot items dropped or placed on the floor, damage caused from pets, indentation damage from high heels, spikes or cleated shoes.

Should you feel your TEXTile floor fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

*Normal household use is defined as common daily activities in the home, excluding pets.



Limited Waterproof Warranty for TEXTile H2O™

When installed following manufacturer’s instructions and used under normal residential traffic conditions with proper care and maintenance, your Carpet One Floor & Home® retailer warrants to the original buyer, that this TEXTile floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the length of the warranty period. Your TEXTile floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. 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. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks.

Should your TEXTile floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

“Lifetime” is defined as the entire time the original purchaser owns the home, but is not transferable.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)



Limited Pet Proof Warranty For Invincible® H2O™ TEXTile Flooring

Your Carpet One Floor & Home® retailer warrants that your Invincible® H2O™ TEXTile floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the lifetime of your TEXTile floor.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). “Lifetime” is defined as the entire time the original purchaser owns the home; it is not transferable.

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.

Should your Invincible® H2O™ floor fail to perform in accordance with this warranty, your Carpet One Floor & Home® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

Warranty Pro-Ration Schedules

During the first five years of these warranties, there will be no usage charge for replacement product. Beyond the first five years, replacement product is pro-rated based on the number of years it has been installed.

1st - 5th Year	No Usage	8th Year	70% Usage
6th Year	50% Usage	9th Year	80% Usage
7th Year	60% Usage	10th Year and beyond	90% Usage

Under these warranties reasonable labor costs will be reimbursed for years one and two. For years three through five, 50% of reasonable labor costs will be reimbursed. After year five there will be no labor reimbursement.

Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of installation workmanship to be professional and in keeping with the standards set by the industry. Should further service be required, attributable to the original installation of your TEXTile floor, your Carpet One Floor & Home® retailer will return and provide that service at no cost to you for the life of the floor. “Life of Floor” is defined as the entire time the original purchaser owns the home; it is not transferable. This Limited Installation Warranty applies only to the original purchaser and installation site. This Limited Installation Warranty applies only to SelectAFloor™ TEXTile flooring purchased from a Carpet One Floor & Home® retailer and installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

General Terms and Conditions

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

1. These limited warranties apply only to TEXTile installed in owner occupied residential space where no commercial activity takes place. If you use your home as a daycare center, that is considered commercial activity and these warranties will not apply.
2. The terms of the warranty begin on the date of installation.
3. These limited warranties apply only to the original purchaser and installation site and are not transferable. Life of the floor warranties are defined as the entire time the original purchaser owns the home.
4. These limited warranties exclude TEXTile flooring 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 accidents and casualty events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, erosion, pebbles, sand, or other abrasives; pets, narrow or spiked-heel shoes, cleats or boots, insufficient furniture protection, casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, dropping heavy/sharp objects, appliance leaks, damage caused by steam mops, pets; or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of a TEXTile floor in a residence.

5. These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products); or damage due to extended direct exposure to sunlight, moisture, mold or mildew, installation over insufficient substrates, or differences in color between samples or photographs and the actual flooring.
6. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
7. These warranties apply only to residential installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.
8. Carpet One Floor & Home®'s sole liability on any claim shall be limited to the repair or replacement of the defective goods or defective installation for the affected area only which are demonstrated to the manufacturer's satisfaction to be defective.
9. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and 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 which vary from state to state or province to province.
10. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
11. Should you feel that your TEXTILE floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

NOTE: Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific TEXTILE floor.



Ceramic & Tile

Frequently Asked Questions About Ceramic & Tile

Q. If something is dropped on tile flooring, will the tile break?

A. If something fragile like a glass or porcelain dish is dropped, it will most likely break when it hits the tile floor, and there is a possibility that the tile may crack or chip because it is also made from ceramic or porcelain. Your best approach is to be cautious and recognize this risk while still enjoying the beauty of your tile floor.

Q. What is involved in replacing a single tile?

A. Since there are three elements involved in removing the old tile and replacing it with a new, matching tile, this is best left to a Carpet One Floor & Home® professional installer. Using the right technique and tool is critical. At a nominal cost, the grout must be removed, the tile chipped away, and the floor adhesive thoroughly removed before the replacement tile can be installed.

Q. Is it necessary to use a sealant on the new tile?

A. Since tile is a natural, environmentally-friendly product that resists water, it is not necessary to seal glazed or unglazed tiles. During grouting, your installer may use a temporary sealer to protect the tile from the grout, but this is removed after that process is completed. Natural stone products are porous, however, and will need to be protected. The grout may or may not need a sealant, as well depending on selection. Confirm with your Carpet One Floor & Home® retailer to discuss the particular requirements of the tile selected.

Q. How much time will it take to maintain my tile?

A. It's not much different than cleaning any other type of surface. Wipe up spills promptly with water and a clean, white cloth and frequently sweep or dust mop. Wash your floor tiles with ResistA® Floor Cleaner or manufacturer's suggested cleaning products and then rinse with clean water. Don't use detergents, abrasive cleaners, or "mop and shine" products. Don't use a beater bar when vacuuming. Your Carpet One Floor & Home® retailer can give you more information on maintaining the specific tile you are purchasing.

Ceramic & Tile Care and Maintenance

Tile products, for the most part, require minimal maintenance. Glazed and unglazed tile, under normal residential situations, can be cleaned using clean water and a tile cleaner recommended by the manufacturer such as ResistA® Floor Cleaner. Always follow up with a rinse of clean water to completely remove all the cleaning solution. Regular maintenance is recommended to avoid build-up of dirt, residue, grease, soap, detergents, or other external contaminants.

Improper maintenance and improper cleaning products can result in a build-up on the surface, causing the tile to be slippery. Wax cleaners and oil-based detergents may decrease the slip resistance and are not recommended for use on your tile.

For basic cleaning, the following procedures are recommended:

1. Sweep or vacuum surface
2. Mix water with tile and grout cleaner per manufacturer's instructions and apply to surface
3. Allow solution to sit for three to five minutes
4. Agitate with sponge or mop
5. Mop up solution
6. Rinse mop and change cleaning solution at least every 500 square feet
7. Rinse thoroughly with clean water
8. Dry mop floor to remove moisture or pick up residue with a wet-vac
9. Wipe the floor dry

For tile with coarse or abrasive type surfaces, maintenance will need to be performed more frequently. Agitation will need to be more vigorous and water changes more frequent. Proper cleaning of these types of tile is necessary for the slip resistance value to be maintained. Grease or water accumulation may create slippery conditions. Be careful to avoid introduction of grease from dirty mops to your floor surface while cleaning.

Because the grout on your tile needs time to thoroughly dry after installation, we recommend you do not scrub or wash your tile for five days after installation. We also recommend protecting your floor against abrasive dirt at entrances to buildings with dirt catching floor mats.



EXCLUSIVE CARPET ONE FLOOR & HOME® SELECTAFLOOR™ CERAMIC & TILE WARRANTIES

<p>TITANIUM SERIES</p>	<p>120 DAY <i>Beautiful</i> GUARANTEE</p>	<p>30 YEAR fade</p>	<p>30 YEAR wear</p>	<p>30 YEAR stain</p>	<p>LIFE OF FLOOR installation</p>

<p>PLATINUM SERIES</p>	<p>90 DAY <i>Beautiful</i> GUARANTEE</p>	<p>25 YEAR fade</p>	<p>25 YEAR wear</p>	<p>25 YEAR stain</p>	<p>LIFE OF FLOOR installation</p>

<p>GOLD SERIES</p>	<p>60 DAY <i>Beautiful</i> GUARANTEE</p>	<p>20 YEAR fade</p>	<p>20 YEAR wear</p>	<p>20 YEAR stain</p>	<p>LIFE OF FLOOR installation</p>

<p>SILVER SERIES</p>	<p>30 DAY materials replacement</p>	<p>15 YEAR fade</p>	<p>15 YEAR wear</p>	<p>15 YEAR stain</p>	<p>LIFE OF FLOOR installation</p>

<p>BRONZE SERIES</p>	<p>15 DAY materials replacement</p>	<p>10 YEAR fade</p>	<p>10 YEAR wear</p>	<p>10 YEAR stain</p>	<p>LIFE OF FLOOR installation</p>



The Beautiful Guarantee®

Our Titanium, Platinum, and Gold SelectAFloor™ exclusive tiles carry The Beautiful Guarantee® (see page 73 for details of your tile's specific warranty terms).

If after installation and during the period of The Beautiful Guarantee® you wish to change your new tile product for a different SelectAFloor™ style or color, your Carpet One Floor & Home® retailer will replace it free with another SelectAFloor™ tile style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ tile product upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Carpet One Floor & Home® retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ tile product under The Beautiful Guarantee®.

This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes materials and labor (removal of old tile, disposal, and re-installation). Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

No replacement will be made with respect to tile product that has been 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 Carpet One Floor & Home® tile product that has been professionally installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

NOTE: Custom installations are excluded from The Beautiful Guarantee®.

(See General Terms and Conditions on pages 78-79 for other conditions that apply.)

No Questions Asked Replacement Warranty

All of our Silver and Bronze SelectAFloor™ exclusive tiles carry a No Questions Asked Replacement Warranty†. If after installation and during the period of your replacement warranty you wish to change your new SelectAFloor™ tile for a different style or color, your Carpet One Floor & Home® retailer will replace it with a different style or color of equal or lesser value from the same tile display.*

This is a one-time only replacement. Replacement includes materials only and does not include take-up or re-installation charges. Labor costs to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics are the responsibility of the customer. No replacements will be made with respect to flooring that has been subject to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

* Selection of replacement style must be from the same brand display.

† The period specified by the warranty level of the product purchased. See page 73 for details.

(See General Terms and Conditions on pages 78-79 for other conditions that apply.)

Limited Wear Warranty

When your tile floor is used in a residential setting under normal residential traffic conditions*, your Carpet One Floor & Home® retailer warrants that from the date of the original installation and with proper care and maintenance (see Tile Care and Maintenance on page 72), your tile floor will not wear-through** for the period specified by the warranty level of the product purchased (see page 73 for details of warranty terms). The wear resistance of glazed tile can be measured subjectively by observing the visible surface abrasion of the tile when subjected to the ISO 10545-7 testing procedure. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable.

This limited warranty excludes chips, scratches, or damage caused by improper care and maintenance; misuse, abuse, use of abrasives, insufficient protection from furniture; or any casualty event.

Should you feel your tile fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 78-79 for other conditions that apply.)

*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

**Wear-through is defined as loss of surface finish, to the point that the body of the tile shows through, due to normal household use.



Limited Fade Warranty

Carpet One Floor & Home® warrants that with proper care and maintenance (see Tile Care and Maintenance on page 72) your tile will not fade from exposure to sunlight or artificial light for the length of the warranty period determined by the metal level corresponding to the product you purchased (see page 73 for details of warranty terms).

Should you feel your tile fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 78-79 for other conditions that apply.)

Limited Stain Warranty

With our exclusive tile, you are assured outstanding quality and style. All tile is designed to meet the highest performance standards and is warranted not to permanently stain when used under normal household conditions and properly maintained. (See Tile Care and Maintenance section on page 72.)

Excluded from this warranty are stains to your tile caused by exposure to IODINE and/or PERMANENT MARKERS. Also excluded from this Limited Stain Warranty are stains to grout, caulk, or any other material adhering to the tile.

The metal level corresponding to the product you purchased determines the length of this Limited Stain Warranty (see page 73 for details of warranty terms).

Should you feel your tile fails to perform in accordance with this warranty, contact your Carpet One Floor & Home® retailer for repair or replacement of the affected area. Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring that most closely approximates the original.

(See General Terms and Conditions on pages 78-79 for other conditions that apply.)

Limited Installation Warranty

Your Carpet One Floor & Home® retailer guarantees the quality of installation workmanship to be professional and in keeping with the standards set by the Tile Council of America. Should further service be required due to deficiencies in the original installation of your tile floor, your Carpet One Floor & Home® retailer will repair or replace the affected area at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the tile you purchased (see page 73 for details of warranty terms). This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to SelectAFloor™ tile purchased from a Carpet One Floor & Home® retailer and installed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.

(See General Terms and Conditions on pages 78-79 for other conditions that apply.)



General Terms and Conditions

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

1. These limited warranties apply only to tile installed in owner-occupied indoor 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, warehouse, plant, facility or other place of business, or residential dwelling.
2. These limited warranties apply only to the original purchaser and installation site and are not transferable.
3. These limited warranties exclude tile flooring 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 events. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of a tile floor in a residence. These limited warranties do not cover chips, scratches, stains, or damage caused by negligence including moving appliances without adequate protection, moisture, erosion, pebbles, sand, or other abrasives. These limited warranties exclude damage from insufficient furniture protection or improper alterations of the original manufactured product.
4. These limited warranties do not apply to damages from exposure to extreme heat, dryness or water saturation, or stains as a result of chemical or industrial products (other than manufacturer’s recommended cleaning products), including iodine and permanent markers; or damage due to extended direct exposure to sunlight, moisture, mold or mildew, installation over insufficient substrates, or differences in color between samples or photographs and the actual flooring. Nor does this limited warranty cover, in any way, stains to grout, caulk, or any other material adhering to the tile.
5. These limited warranties exclude any issues related to grout, improper sub floor, sub floor movement, or slabs as required for tile by the Tile Council of America.
6. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
7. These limited warranties apply only to residential indoor installations performed by a Carpet One Floor & Home® retailer or Carpet One Floor & Home® authorized independent installer.
8. These limited warranties do not apply to variations in color or shade between products and samples or photographs.
9. CARPET ONE FLOOR & HOME® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and 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 which vary from state to state or province to province.
10. If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
11. The terms of the warranty begin on the date of the installation.
12. Should you feel that your tile floor is not performing according to the terms in this warranty, contact your Carpet One Floor & Home® retailer. This warranty is conditioned upon your Carpet One Floor & Home® retailer’s receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

NOTE: Decorative pieces are covered for manufacturing defects only.



WARRANTY INFORMATION

Carpet One Floor & Home® Sales Professional is required to complete.

Customer: Please retain this information for your reference.

STORE NAME SALES PROFESSIONAL

CITY STATE/PROV ZIP/POSTAL CODE

PRODUCT 1

DATE OF PURCHASE INVOICE #

DATE OF INSTALLATION SQ/FT PURCHASED WARRANTY LEVEL

STYLE NAME BRAND COLOR

PRODUCT 2

DATE OF PURCHASE INVOICE #

DATE OF INSTALLATION SQ/FT PURCHASED WARRANTY LEVEL

STYLE NAME BRAND COLOR

PRODUCT 3

DATE OF PURCHASE INVOICE #

DATE OF INSTALLATION SQ/FT PURCHASED WARRANTY LEVEL

STYLE NAME BRAND COLOR

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 **CARPET ONE** FLOOR & HOME®

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