



**FLOOR CARE &  
WARRANTY GUIDE**

  
**CARPET  
ONE®**  
FLOOR & HOME



## **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™. 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, and proper care and cleaning will enhance its life and performance, giving you years of enjoyment. To assist you, we've prepared our best tips for cleaning, care, and maintenance. Plus, we've compiled detailed warranty information 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.

## Ceramic

### Frequently Asked Questions About Ceramic

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

A. If something fragile like a glass or 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 ceramic 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. Talk to your Carpet One® Floor & Home retailer to discuss the particular needs of the tile you have selected.

**Q. How much time will it take to maintain my ceramic 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 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 Care and Maintenance

Ceramic 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. 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 ceramic 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 ceramic tile needs time to thoroughly dry after installation, we recommend you do not scrub or wash your ceramic 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 Warranties

 <b>TITANIUM</b> SERIES	<b>120</b> DAY <i>The Beautiful</i> GUARANTEE	<b>30</b> YEAR wear	<b>30</b> YEAR fade	<b>30</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<i>The Titanium Series</i> offers the ultimate level of performance and protection.				

 <b>PLATINUM</b> SERIES	<b>90</b> DAY <i>The Beautiful</i> GUARANTEE	<b>25</b> YEAR wear	<b>25</b> YEAR fade	<b>25</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<i>The Platinum Series</i> provides an excellent level of warranty protection, making it a great flooring choice for the active home.				

 <b>GOLD</b> SERIES	<b>60</b> DAY <i>The Beautiful</i> GUARANTEE	<b>20</b> YEAR wear	<b>20</b> YEAR fade	<b>20</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<i>The Gold Series</i> is distinguished by classic fashion choices and better quality construction.				

 <b>SILVER</b> SERIES	<b>30</b> DAY materials replacement	<b>15</b> YEAR wear	<b>15</b> YEAR fade	<b>15</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<i>The Silver Series</i> provides style options at a good value.				

 <b>BRONZE</b> SERIES	<b>15</b> DAY materials replacement	<b>10</b> YEAR wear	<b>10</b> YEAR fade	<b>10</b> YEAR stain	<b>LIFE</b> OF FLOOR installation
	<i>The Bronze Series</i> is serviced by an entry-level warranty.				



## The Beautiful Guarantee™

Our Titanium, Platinum, and Gold SelectAFloor™ exclusive ceramic tiles carry The Beautiful Guarantee™ Replacement Warranty (see page 54 for complete details of warranty terms). If at any time after installation and during the terms of The Beautiful Guarantee™ Replacement Warranty you wish to change your new ceramic tile 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 ceramic tile display. Should you wish to replace your flooring with a SelectAFloor™ ceramic tile product upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced ceramic tile 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™ ceramic tile product from the same display originally purchased under The Beautiful Guarantee™ Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor (removal of old floor, disposal, and reinstallation). 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 ceramic 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 purchase of a Carpet One® Floor & Home style ceramic tile product that has been professionally installed by a Carpet One® Floor & Home retailer or authorized independent installer.

## No Questions Asked Replacement Warranty\*

All of our Silver and Bronze SelectAFloor™ exclusive ceramic tiles carry a No Questions Asked Replacement Warranty.† If at any time after installation and during the term of your replacement warranty you wish to change

\* Selection of replacement style must be from the same brand display. Example: Liz Claiborne Home Stone & Tile Collection by Dal-Tile replacement would be selected from the Liz Claiborne Home Stone & Tile Collection display.

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

your new SelectAFloor™ ceramic 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 ceramic tile display.

This is a one-time replacement only. Replacement includes materials only and does not include reinstallation 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.

(See General Terms and Conditions on pages 58-59 for other conditions that may apply.)

### **Limited Wear Warranty**

When your ceramic 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 Ceramic Care and Maintenance on page 53), your ceramic tile floor will not wear-through\* for the period specified by the warranty level of the product purchased. See the Warranty Information on page 54.

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.

(See General Terms and Conditions on pages 58-59 for other conditions that may apply.)

\*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 Ceramic Care and Maintenance on page 53) your ceramic 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 the Warranty Information on page 54.

(See General Terms and Conditions on pages 58-59 for other conditions that may apply.)

### **Limited Stain Warranty**

With our exclusive ceramic tile, you are assured outstanding quality and style. All ceramic 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 Ceramic Care and Maintenance section on page 53.)

Excluded from this warranty are stains to your ceramic 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 the Warranty Information on page 54.

(See General Terms and Conditions on pages 58-59 for other conditions that may 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 ceramic 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 for the metal level corresponding to the product you purchased. See the Warranty Information on page 54.



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™ Ceramic Tile purchased from a Carpet One® Floor & Home retailer and installed by a Carpet One® Floor & Home retailer or authorized independent installer.

(See General Terms and Conditions on pages 58-59 for other conditions that may 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 ceramic tile installed in owner-occupied indoor residential space where no commercial activity takes place.
2. These limited warranties apply only to the original purchaser and installation site and are not transferable.
3. These limited warranties exclude ceramic tile flooring that has been put to commercial use, abnormal use or conditions, or abused in any way. "Commercial use" includes, but is not limited to, water damage from plumbing, storm or flood; damage from smoke or fire; or other casualty event. "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. 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 ceramic tile by the Tile Council of America.
6. To qualify for repair or replacement, the original sales receipt must be supplied to verify date and proof of purchase.
7. These limited warranties apply only to residential indoor installations performed by a Carpet One® Floor & Home retailer or 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 AND LIZ CLAIBORNE 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 terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

NOTE: Listels and the Liz Claiborne Home Stone & Tile Collection by Dal-Tile 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.

<b>Store Name</b>		<b>Sales Professional</b>	
<b>City</b>	<b>State/Prov</b>	<b>Zip/Postal Code</b>	
<b>Product I</b>			
<b>Date of Purchase</b>		<b>Invoice Number</b>	
<b>Date of Installation</b>		<b>Square Feet Purchased</b>	
<b>Type of Product (Please circle one): Ceramic Tile    Laminate    Hardwood    Vinyl    Carpet</b>			
<b>Style Name</b>		<b>Brand</b>	<b>Color</b>
<b>Warranty Level (Please circle one): Titanium    Platinum    Gold    Silver    Bronze</b>			
<b>Carpet Specific Information (Answer only if Product I is carpet.)</b>			
<b>Everguard<sup>SM</sup> purchased? Yes    No</b>		<b>Fiber/Mfg</b>	
<b>Cushion Purchased? Yes    No</b>		<b>Square Feet Purchased</b>	
<b>Cushion Warranty Level (Please circle one): Titanium    Platinum    Gold    Silver    Bronze</b>			
<b>Product II</b>			
<b>Date of Purchase</b>		<b>Invoice Number</b>	
<b>Date of Installation</b>		<b>Square Feet Purchased</b>	
<b>Type of Product (Please circle one): Ceramic Tile    Laminate    Hardwood    Vinyl    Carpet</b>			
<b>Style Name</b>		<b>Brand</b>	<b>Color</b>
<b>Warranty Level (Please circle one): Titanium    Platinum    Gold    Silver    Bronze</b>			
<b>Carpet Specific Information (Answer only if Product II is carpet.)</b>			
<b>Everguard<sup>SM</sup> purchased? Yes    No</b>		<b>Fiber/Mfg</b>	
<b>Cushion Purchased? Yes    No</b>		<b>Square Feet Purchased</b>	
<b>Cushion Warranty Level (Please circle one): Titanium    Platinum    Gold    Silver    Bronze</b>			





  
**CARPET  
ONE**  
FLOOR & HOME

**THREE EASY  
WAYS TO SHOP.**



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ONLINE



IN-HOME

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 **CARPET ONE** FLOOR & HOME



**Mixed Sources**

Product group from well-managed  
forests and recycled wood or fibre  
www.fsc.org Cert no. SCS-COC-001333  
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