



**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.



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 manufacture 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 the manufacturer's 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.



Laminate Care and Maintenance

Laminate flooring brings the beauty of a natural wood floor and the easy maintenance of a resilient 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 a 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.

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.**

Remove spills promptly using a soft cloth and 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 page 29-30 for other conditions that may apply.)



Exclusive Carpet One® Floor & Home SelectAFloor™ Laminate Warranties

	TITANIUM SERIES	120	50	50	50	50	LIFE OF FLOOR installation
		DAY <i>Beautiful</i> GUARANTEE	YEAR wear	YEAR fade	YEAR stain	YEAR water	

The Titanium Series offers the ultimate level of performance and protection.

NOTE: Resista™ laminate carries an additional 10 Year Water Warranty, plus an additional 30 Day Beautiful Guarantee™ Replacement Warranty.



	PLATINUM SERIES	90	30	30	30	30	LIFE OF FLOOR installation
		DAY <i>Beautiful</i> GUARANTEE	YEAR wear	YEAR fade	YEAR stain	YEAR water	

The Platinum Series provides an excellent level of warranty protection, making it a great flooring choice for the active home.

NOTE: Resista™ laminate carries an additional 10 Year Water Warranty, plus an additional 30 Day Beautiful Guarantee™ Replacement Warranty.



	GOLD SERIES	60	25	25	25	25	LIFE OF FLOOR installation
		DAY <i>Beautiful</i> GUARANTEE	YEAR wear	YEAR fade	YEAR stain	YEAR water	

The Gold Series is distinguished by classic fashion choices and better quality construction.

NOTE: Resista™ laminate carries an additional 10 Year Water Warranty, plus an additional 30 Day Beautiful Guarantee™ Replacement Warranty.



	SILVER SERIES	30	15	15	15	15	LIFE OF FLOOR installation
		DAY materials replacement	YEAR wear	YEAR fade	YEAR stain	YEAR water	

The Silver Series provides style options at a good value.

NOTE: Resista™ laminate carries an additional 10 Year Water Warranty, plus an additional 30 Day Replacement Warranty – No Questions Asked!



	BRONZE SERIES	15	10	10	10	LIFE OF FLOOR installation
		DAY materials replacement	YEAR wear	YEAR fade	YEAR stain	

The Bronze Series is serviced by an entry-level warranty.

LAMINATE

The Beautiful Guarantee™

Laminate flooring products with a Titanium, Platinum, or Gold SelectAFloor™ warranty carry The Beautiful Guarantee™ Replacement Warranty (see page 25 for complete details of warranty terms). If at any time after installation and during the terms 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™ Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer.

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 purchase of a Carpet One® Floor & Home style laminate floor 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™ laminates 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 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.

† The period specified by the warranty level of the product purchased. | 26 |



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 reinstallation 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.

(See General Terms and Conditions on pages 29-30 for other conditions that may 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 laminate floor will not wear-through for the period specified by the warranty level of the product purchased. See the Warranty Information on page 25.

Wear-through is defined as loss of the decorative surface image due to normal household use. Gloss reduction is not considered surface wear. "Life of Floor" is defined by the lifespan of the homeowner's occupancy. 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.

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.

(See General Terms and Conditions on pages 29-30 for other conditions that may apply.)

Limited Stain Warranty

Now you can have the beauty of a wood floor and enjoy the easy maintenance you'd expect with a resilient floor. Laminate floors come as close as possible to being maintenance free and are extremely resistant to stains. All of Carpet One® Floor & Home's laminate floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your laminate 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 unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use.

(See General Terms and Conditions on pages 29-30 for other conditions that may 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. You can be assured that your laminate flooring will maintain its fresh look and color for many years to come.

(See General Terms and Conditions on pages 29-30 for other conditions that may apply.)

Limited Water Resistance Warranty

When installed following manufacturer's instructions, your laminate floor will resist water damage under normal use for the length of the warranty, including damages caused from topical spills and damp mopping provided spills are promptly removed.

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



Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

(See General Terms and Conditions on pages 29-30 for other conditions that may 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. The "Life of Floor" is defined by the number of years in the limited wear warranty. This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable.

(See General Terms and Conditions on pages 29-30 for other conditions that may 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.
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 commercial use, abnormal use or conditions, or abused in any way. "Commercial use" includes, but is not limited to, use in a store, office, or other place of business. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood; damage from smoke or fire, or other casualty event. 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).
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 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 terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

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

Resista™ No Exclusions Warranty*

Stain and Fade Warranty

Carpet One® Floor & Home laminate floors carry a stain resistance warranty that states with proper care and maintenance your laminate floor will not permanently stain from common household use. Your laminate floor will also not fade from exposure to sunlight or artificial light. So you can be assured that your laminate flooring will maintain its fresh look and color for many years to come.

Scratch and Wear Warranty

Your Carpet One® Floor & Home retailer warrants that from the date of installation when used under normal traffic conditions and with proper installation, care, and maintenance the finish of your laminate floor will not show excessive wear. Should you feel that your laminate floor is not wearing properly, contact your retailer. If the image layer of your floor wears through, your retailer will repair or replace the affected area. The use of appropriate mats (non-staining, soft backed) at doorways will prevent the ingress of sand and dirt and will help prevent scratching.

Lock and Core Warranty

Your Carpet One® Floor & Home retailer warrants that the glueless locking system of your laminate floor will not wear out for the lifetime of your floor when the product is installed following the manufacturer's instructions. The precision of the locking system will guarantee no height differences between boards and no gaps between planks.

Moisture Warranty

Your Carpet One® Floor & Home retailer warrants that the premium core of your floor will resist water damage under normal use, including damage caused from topical spills and damp mopping provided water is not allowed to stand on the floor. So you can be assured that your easy care laminate floor will stay just as beautiful year after year.

*The warranties do not include improper care, abuse, misuse, or acts of God.
(See General Terms and Conditions on pages 32-34 for details.)

General Terms and Conditions for Resista™ Laminate Warranties

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

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all first quality product purchases for the designated warranty life of the product* in residential applications and for five years in light commercial applications.
2. These warranties apply to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer, including the delamination or reduced resistance of the wear layer but does not include, in the case of beveled edge products, wear along the edges of the panels greater than 3/16" (5 mm) from the edge. The manufacturer will repair or replace the product at their option. In cases where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld will be supplied by the retailer. There will be no other form of compensation.
3. These warranties apply only to first quality laminate flooring installed according to the manufacturer's recommended installation instructions in owner-occupied indoor residential spaces or in indoor commercial spaces subject to light commercial foot traffic.
4. These warranties do not apply to 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; damage caused by negligence or improper maintenance; 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 or a light commercial environment.

* The residential warranty is based on the warranty life of the product (either 10, 15, 25, 30, or 50 years), and the light commercial warranty is limited to five years.

Warranty Date: June, 2007

- 5.** The locking warranty only applies to open joints greater than 0.01 inches (0.2mm). The core warranty applies only to products 8mm or greater in thickness and does not include casualty events resulting in water coming in contact with your floor and failures normally covered by homeowner's insurance to include but not limited to damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Damage caused by flooding or standing water from hydrostatic pressure or other casualty events is not covered by this warranty.
- 6.** Flooring panels or accessories must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 30 days of purchase. After this time has elapsed, no further complaints will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty repairs are excluded from coverage.
- 7.** Liability arising from this warranty is restricted to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. If the product was originally professionally installed, the manufacturer will cover reasonable labor costs.
- 8.** These warranties do not apply to damage from exposure to extreme heat, dryness, or water saturation or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as saunas or swimming pool areas).
- 9.** To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied. If the product for which a claim is made is no longer available, the customer will be able to choose a product of equal value from the current product range.

10. These warranties apply only to the residential or light commercial installations performed by a Carpet One® Floor & Home retailer or authorized independent installer.
11. NEITHER CARPET ONE® FLOOR & HOME NOR THE MANUFACTURER SHALL UNDER ANY 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.
12. If there is a conflict between these general terms and conditions and the terms and conditions of warranties as specified, the terms and conditions of the warranties as specified shall control.

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 I			
Date of Purchase		Invoice Number	
Date of Installation		Square Feet Purchased	
Type of Product (Please circle one): Ceramic Tile Laminate Hardwood Vinyl Carpet			
Style Name		Brand	Color
Warranty Level (Please circle one): Titanium Platinum Gold Silver Bronze			
Carpet Specific Information (Answer only if Product I is carpet.)			
EverguardSM purchased? Yes No		Fiber/Mfg	
Cushion Purchased? Yes No		Square Feet Purchased	
Cushion Warranty Level (Please circle one): Titanium Platinum Gold Silver Bronze			
Product II			
Date of Purchase		Invoice Number	
Date of Installation		Square Feet Purchased	
Type of Product (Please circle one): Ceramic Tile Laminate Hardwood Vinyl Carpet			
Style Name		Brand	Color
Warranty Level (Please circle one): Titanium Platinum Gold Silver Bronze			
Carpet Specific Information (Answer only if Product II is carpet.)			
EverguardSM purchased? Yes No		Fiber/Mfg	
Cushion Purchased? Yes No		Square Feet Purchased	
Cushion Warranty Level (Please circle one): Titanium Platinum Gold Silver Bronze			




**CARPET
ONE**
FLOOR & HOME

**THREE EASY
WAYS TO SHOP.**



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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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