



**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.

Vinyl

Frequently Asked Questions About Vinyl

Q. Is vinyl durable?

A. Yes. 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 is the difference between resilient and vinyl flooring?

A. Resilient and vinyl flooring are the same. They are simply different terms used to describe the same type of flooring.

Q. What type of mat can I place on my resilient 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.

Vinyl Care and Maintenance

With the easy maintenance of a resilient 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 vinyl floor always looks its best.

The adhesive under your floor needs time to thoroughly dry after installation. Therefore, we recommend that you do not scrub or wash your floor for at least three days after it is installed.

For general cleaning, sweep your floor regularly (at least once a week) and be sure to wipe up spills promptly. Occasional mopping with the manufacturer's 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 resilient floors as they will leave a dulling film on the surface. The Flex Floor products, however, can be cleaned with a damp mop and mild detergent or soap.

Caution: 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 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 vinyl 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™ Vinyl Warranties

 TITANIUM SERIES	120 DAY <i>Beautiful</i> <small>GUARANTEE</small>	25 YEAR wear through	25 YEAR fade, stain and discolor	25 YEAR rip, tear, gouge and indent	LIFE OF FLOOR installation
	<i>The Titanium Series</i> offers the ultimate level of performance and protection.				

 PLATINUM SERIES	90 DAY <i>Beautiful</i> <small>GUARANTEE</small>	20 YEAR wear through	20 YEAR fade, stain and discolor	20 YEAR rip, tear, gouge and indent	LIFE 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.				

 GOLD SERIES	60 DAY <i>Beautiful</i> <small>GUARANTEE</small>	15 YEAR wear through	15 YEAR fade, stain and discolor	15 YEAR rip, tear, gouge and indent	LIFE OF FLOOR installation
	<i>The Gold Series</i> is distinguished by classic fashion choices and better quality construction.				

 SILVER SERIES	30 DAY materials replacement	10 YEAR wear through	10 YEAR fade, stain and discolor	10 YEAR rip, tear, gouge and indent	LIFE OF FLOOR installation
	<i>The Silver Series</i> provides style options at a good value.				

 BRONZE SERIES	15 DAY materials replacement	5 YEAR wear through	5 YEAR fade, stain and discolor	5 YEAR rip, tear, gouge and indent	LIFE OF FLOOR installation
	<i>The Bronze Series</i> is serviced by an entry-level warranty.				



The Beautiful Guarantee™

Vinyl flooring products with a Titanium, Platinum, or Gold SelectAFloor™ warranty carries The Beautiful Guarantee™ Replacement Warranty (see page 46 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 vinyl for a different SelectAFloor™ style or color, your Carpet One® Floor & Home retailer will replace it free with another SelectAFloor™ vinyl floor style or color of equal or lesser value. Should you wish to replace your flooring with a SelectAFloor™ vinyl upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced vinyl 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™ vinyl 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 vinyl 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 vinyl 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™ vinyl products 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 SelectAFloor™ vinyl for a different style or color of vinyl flooring, your Carpet One® Floor & Home retailer will replace it with a different SelectAFloor™ vinyl style or color of equal or lesser value.

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



Should you wish to replace your flooring with a SelectAFloor™ vinyl 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 replacement only. Simply call your Carpet One® Floor & Home retailer within the time frame of the warranty and indicate you wish to choose another SelectAFloor™ vinyl floor from the vinyl display 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 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 page 51 for other conditions that may apply.)

Limited Wear Warranty

Providing your vinyl floor is used under normal household conditions and with proper care and maintenance, your Carpet One® Floor & Home retailer warrants that from the date of installation your vinyl floor will not wear-through* the wear layer for the period specified by the warranty level of the product purchased. See the Warranty Information on page 46.

Should you feel that your vinyl floor is not wearing properly, contact your Carpet One® Floor & Home retailer. If the wear layer of your vinyl 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.

(See General Terms and Conditions on page 51 for other conditions that may apply.)

* Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.



Limited Fade, Stain, and Discolor Warranty

With our exclusive vinyl, you are assured outstanding quality and the best warranties. Every vinyl floor is designed to meet the highest performance standards and is warranted not to permanently stain, discolor, or fade when used under normal household conditions and properly maintained. The overall stain resistance of our vinyl is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances such as tar, rust, and permanent marker takes a little extra effort, but by using a mild cleaning product your floor will maintain its beauty for years to come. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface. To minimize potential staining from asphalt tracking, we suggest you use a latex-based driveway sealer.

Your flooring is guaranteed not to permanently discolor from mold or mildew. However, mold and mildew growth caused by excessive moisture as a result of plumbing, appliance, or sliding glass door leaks are not covered.

Your floor will not fade from artificial light. It is recommended that in areas where extreme sunlight hits the floor, blinds or curtains be closed. A combination of heat and sunlight causes most home furnishings, including vinyl floors, to fade or discolor.

If your flooring fails to perform as warranted, contact your Carpet One® Floor & Home retailer. A floor discolored due to mold/mildew growth or asphalt tracking will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

See the Warranty Information on page 46 for the warranty level of the product purchased to determine the length of the warranty for Limited Fade, Stain, and Discolor.

(See General Terms and Conditions on page 51 for other conditions that may apply.)

Limited Rip, Tear, Gouge, and Indent Warranty

You know you are getting a long-lasting beautiful floor when you purchase a vinyl floor for your home. Carpet One® Floor & Home or SelectAFloor™ vinyl is guaranteed not to rip, tear, gouge, or permanently indent from normal household use for the length of the specified warranty term.



A properly cared for resilient floor will retain its appearance for years to come. 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 rust proof. Replace your narrow dome furniture rests with wide-bearing ones. If you need to move heavy furniture and/or appliances, such as your refrigerator, across the floor always use strips of wood or hardboard runways to protect the floor (even if you have an appliance dolly or if the heavy objects are equipped with wheels or rollers).

Construction damage, installation-related damage, or damage caused by vacuum cleaner beater bar, pet nails, spiked-heel shoes, or sharp cutting objects are not covered by this warranty. Abuse, misuse, vandalism, as well as casualty events are also excluded from this warranty.

Should your SelectAFloor™ vinyl floor fail to perform in accordance with this warranty, your Carpet One® Floor & Home retailer will repair or replace the affected area. See Warranty Information on page 46 for the warranty level of the product purchased to determine the length of the warranty for Limited Rip, Tear, Gouge, and Indent.

(See General Terms and Conditions on page 51 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 the standards set by the industry. Should further service be required attributable to the original installation of your 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. The length of the Limited Wear Warranty defines "Life of Floor" by the lifespan of the homeowner's occupancy. Surface wear must be readily visible, approximately 1/2 square inch or greater.

This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to residential installations performed by a Carpet One® Floor & Home retailer or authorized independent installer. Rental units are not covered.

(See General Terms and Conditions on page 51 for other conditions that may apply.)



General Terms and Conditions for Vinyl 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 vinyl 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 vinyl 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; construction related damage; damage caused by vacuum cleaner beater bar; caster wheels; cutting from sharp objects; damage from smoke or fire; or other casualty event. These limited warranties do not cover indentations, scratches, stains, or damage caused by negligence, 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 vinyl floor in a residence.
4. These limited warranties do not apply to stains and damages as a result of rubber or rubber-backed floor mats or coco fiber mats.
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 contractor.
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.

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.**



IN-STORE



ONLINE



IN-HOME

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 **CARPET ONE** FLOOR
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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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