

# Carpet Information and Warranty Guide



**NATIONAL CARPET MILLS**

Congratulations! You have just made an investment in a home improvement product designed to add beauty and warmth to your home or office for years to come. This document contains information and guidelines on the care and maintenance requirements for your carpet, and the applicable warranty to protect your purchase.

## Terms and Conditions

Professional delivery and installation of your National Carpet purchase is a key satisfaction requirement. As a new National Carpet owner, you should expect the original seller to fulfill specific fiduciary duties, whether that seller is a carpet dealer, building contractor, interior designer, design studio/showroom, furniture store, home centre, or any other firm that purchases National Carpet.

The original seller is responsible for delivering your carpet to you in good condition, free from freight damages. Although all National Carpet products are subjected to a rigorous inspection process before shipment, there still remains the possibility for damage during transit. In the event of damage, the shipping company must accept responsibility, and the original seller must handle the claim. The original seller should thoroughly inspect any torn packaging within 15 days of receipt and note any unusual conditions. If concealed damage is found, a claim should be filed immediately with the shipping company.

While every effort to prevent errors or manufacturing defects from being shipped from National Carpet, the final inspection of product prior to installation is the responsibility of the original seller and the professional installer. The carpet should be free from manufacturing defects or specification errors, including colour, texture, design, and dimensions. The carpet should be inspected to ensure that it is the

correct style and colour. If the original seller or professional installer finds manufacturing defects before installation, National Carpet must be notified immediately. Claims for such defects will be refused if the carpet has been installed.



## Proper Installation

Only qualified craftsmen should install your National Carpet purchase. Installation that does not follow industry established procedures will immediately void all warranties. Installation procedures are available by calling our customer service department at 1.888.425.7971 (press 6) or by following the links on our website at [www.nationalcarpet.ca](http://www.nationalcarpet.ca)

National Carpet subscribes to the procedures established by the Canadian Carpet Institute (CCI) in conjunction with the Carpet and Rug Institute (CRI) Standards #104 and #105, which contain guidelines for installation. Copies are available from the CCI.

## Performance Expectations

The abuse your carpet will take is unlike that of any other home or commercial furnishing. Carpet is a textile material, and like all textile materials it contains traits that may affect its appearance over time. These conditions are normal and are not considered manufacturing defects:

- Colour and texture may vary slightly from display or specification samples.
- Side-to-side shade or colour variations. This is a normal characteristic usually more apparent at the seams, which should not be in the centre or other prominent areas of rooms.
- Roll marks or crushing lines. These are caused by the weight of the carpet roll distorting the pile during shipment or warehousing. These will disappear, in time, with frequent vacuuming.
- Shedding is normal for new carpet, especially cut pile, and will stop with routine vacuuming.



- Small filaments of yarn dislodge and gather on the carpet surface, especially in busy areas, cause pilling and fuzzing, which will also be minimized with regular vacuuming.
- Matting and crushing can occur in all carpet, especially at pivot points and traffic paths. Regular vacuuming and proper maintenance help minimize these characteristics.
- Highlighting and shading, particularly in cut pile carpets, result from light reflecting at different angles on the surface.
- Watermarking or pooling is caused by the reversal or bending of carpet fibres so that light is either absorbed or reflected from the surface.
- Occasional sprouting, pulls, or loss of single tufts is normal. Just trim the tuft with sharp shears and vacuum.
- Ridges or rows may develop in high-traffic areas.
- Soil and stain resistance are outstanding in all National Carpet products, but no carpet is impervious to everything. Routine care and cleaning are vital to maintain long-term appearance.

## Routine and Preventative Maintenance

It is critically important to commit to sensible regular and preventative maintenance to ensure your carpet retains its original appearance. Following these procedures will aid in this effort.

Use proper soil barrier mats at entrances and in high traffic areas.

Vacuum weekly (or more) to protect your carpet's appearance – do not wait until your carpet is soiled. Regular vacuuming also helps control odor and remove particles that can damage fibres.

Routine professional cleaning – at least once a year – will extend your carpet's life significantly. Never let your carpet become overly soiled before cleaning.

National Carpet recommends independent companies that use IICRC certified technicians. However, National Carpet makes no warranty, implied or expressed, for services performed by these companies.

## Spot Cleaning Techniques

National Carpet products are made with the latest stain resisting techniques. However, accidents and spots are an inevitable consequence of carpet use. National Carpet recommends acting promptly and keeping materials on hand to cope with spills.

- For water-soluble stains or water-soluble stains with odor or heavy colour, blot thoroughly with white paper towel. Spray with solution of ½ teaspoon (no more) liquid dishwashing detergent to one litre water. Blot with white paper towel. Spray with water to rinse. Blot again with white paper towel. Repeat if stain persists. For stain odor, treat with white vinegar before using detergent. For stains

with colour, treat with household ammonia before using detergent.

- For grease, blot as much as possible with white paper towel. Apply volatile solvent (1,1,1-trichloroethane) to a white paper towel and blot in a single direction. Do not apply solution directly onto carpet surface.
- For waxes and gums, freeze the spot with ice or a commercially available product in aerosol form. Shatter with a blunt object and vacuum immediately. Repeat as necessary.
- For medical stains, commercial preparations are available. A 5% Sodium Thiosulfate solution (available at a photo store) may be used. If stains is in place more than a few hours, heat solution.
- For rust, spray spots or stains with a 10% solution of Oxalic Acid. Blot dry in a single direction with a white paper towel.
- Note: more stubborn stains will require professional cleaning.

## Carpet Treatments

National Carpet products are manufactured so as not to require and additional treatments of any kind. Aftermarket carpet treatments, such as soil retardants, anti-statics, insecticides, antimicrobials, colouring agents, and optical brighteners, are not necessary if you carpet is maintained and cleaned properly. In fact, these items could degrade the carpet's appearance and service life. Use of aftermarket treatment will void your National Carpet warranty.

## Indoor Air Quality

When installed in a clean and dry location, National Carpet products will enhance the quality of the air you breathe and create a healthy interior in your home or office.

The Canadian Carpet Institute (CCI) and the Carpet and Rug Institute (CRI) publish extensive studies on the benefits of carpet. Their websites can be accessed at [www.canadiancarpet.org](http://www.canadiancarpet.org); and [www.carpet-rug.com](http://www.carpet-rug.com) for more information.

## Complaint Policy

Most complaints can be categorized into:

1. Installation issues
2. Visual defects
3. Post-installation appearance issues
4. Manufacturing quality issues

Complaints regarding fraying, deraveling, fuzzing, etc. at the seams or edges of the carpet are the most common complaints. These are installation issues and are the responsibility of the original seller and the professional installer. Seam sealer must be used on all level loop products.

Complaints regards streaking, side match, colour match, visible mends, bowing/skewing are visual defects, and are inherent to a lesser or greater degree in all carpet – this has been addressed in the section of this document entitled Performance Expectations. Please refer to that section for definitions.

If you have read and understood our policy regarding performance expectations, and remain dissatisfied with your National Carpet purchase, we will agree to replace the carpet with an equivalent or better carpet, providing you are willing to accept

the cost of removal and reinstallation of the carpet within 72 hours.

If you are unwilling to accept these costs, National Carpet may agree to provide an allowance towards the cost of the carpet to the retailer/contractor, depending on the severity of the defects.

Under no circumstances will National Carpet accept any responsibility for labour costs associated with visual defects.

Complaints regarding seams, premature matting, traffic patterns, and soiling are post installation appearance issues. These generally involve traffic levels and maintenance issues and are neither warrantied nor guaranteed by National Carpet. (Only fibre loss in wear is warrantied).

Manufacturing quality issues are limited to:

	<u>Minimum</u>
Tuft Bind	6 lbs
Delamination Strength	2.5 lbs per inch
Colour Fastness	Permanent
Abrasion Resistance	Rating 3.0 +
Stain Resistance	Permanent
Static Control	>3.0 KV

Complaints regarding these issues are remarkably rare: Less than one in one thousand installations. Complaints regarding manufacturing quality issues are the responsibility of National Carpet. In general, National Carpet will agree to replace the affected area providing the carpet has been installed for less than 5 years. However, the liability with respect to labour costs for removal and professional reinstallation of the carpet is limited to \$4.00 per square yard.

Before any consideration of replacement is authorized, National Carpet has the right to have the carpet tested.

## 10 Year Warranty

National Carpet warrants that, for 10 years from the date of original purchase, carpet made with Fibron IV fibre or Micro-Lite fibre, when installed and maintained as recommended in this document, will retain at least 90% of its pile fibre, subject to the following conditions. This warranty does not cover tears, pulls, cuts, crushing, damage due to abuse by any athletic equipment (such as roller skates, ski boots, golf shoes, etc.), damage caused by chairs with roller casters, or damage due to improper cleaning agents or maintenance methods or deterioration in appearance not related to loss of pile fibre. Carpet installed on stairs is excluded from this warranty. If dissatisfied with wear performance, the owner must notify the carpet manufacturer and permit the manufacturer to test the carpet. If testing shows the carpet has lost more than 10% of its pile fibre, then the manufacturer will replace the warranted carpet in the affected room or area at its expense, including installation.

