



Looptex Mills Carpet Warranty Brochure

Thank you and congratulations on your purchase of your new carpet from Looptex Mills. Looptex Mills is dedicated to providing the newest styles and fashions in polyester carpet. Each style from Looptex Mills is manufactured using the best technology and resources available in the carpet industry.

Looptex Carpet Performance Warranties

The warranties described in this brochure may not apply to all products manufactured by Looptex Mills. Each product has a specific warranty coverage that can be found on the label of the carpet sample. Any questions regarding the warranty and/or the product should be directed to the retailer. The warranties established by Looptex Mills are final and should be fully understood before a purchase is made.

Stain Resistance Warranty

No carpet is stain proof. Proper cleaning and prevention should be used to decrease the chances of a stain occurring. Looptex Mills treats each carpet with a stain resister to help increase the amount of time available to clean the area affected in the case of soiling to the product. Carpets treated with stain resistant applications will better resist stains from most household foods and beverages when compared to similar untreated carpets. Some stains and conditions are excluded from this warranty. There are limitations to this warranty which can be found under the General Terms and Warranty Exclusions section of this brochure.

Fade Resistance Warranty

Looptex Mills warrants that the carpet purchased will not fade from sunlight, resulting in a noticeable color change more than one unit on the AATCC Grey Scale under normal use for the warranty period specified on the product sample. Homeowners must use proper protection (i.e., window treatments, such as, but not limited to, curtains, blinds, shades, shutters, etc.) to ensure that the carpet is not over exposed to direct sunlight. There are limitations to this warranty and they can be found under the General Terms and Warranty Exclusions section of this brochure.

Anti-Static Warranty

Looptex Mills warrants that the carpet purchased will not generate static greater than 5.0 kilovolts (a level not detectable by most people), within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. There are limitations to this warranty and they can be found under the General Terms and Warranty Exclusions section of this brochure.



Abrasive Wear Warranty

Looptex Mills warrants that the carpet purchased will not wear from abrasion more than 10% as the result of normal foot traffic and use, within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. It is the responsibility of the purchaser and the flooring subcontractor to determine the correct carpet for the desired application. There are limitations to this warranty and they can be found under the General terms and Warranty Exclusions section of this brochure.

Texture Retention Warranty

Looptex Mills warrants that the carpet purchased, if installed over recommended carpet cushion and properly maintained, will not show abnormal changes in appearance from foot traffic and normal use as a result of yarn tufts losing twist within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. It is the responsibility of the purchaser and the flooring subcontractor to determine the correct carpet and cushion for the desired application. There are limitations to this warranty and they can be found under the General terms and Warranty Exclusions section of this brochure.

Manufacturing Defects Warranty

Looptex Mills warrants that the carpet purchased will be free from any defects in the materials or workmanship within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. It is the responsibility of the purchaser and the flooring subcontractor to determine the correct carpet for the desired application. There are limitations to this warranty and they can be found under the General terms and Warranty Exclusions section of this brochure.

Quality Assurance Warranty

Looptex Mills warrants that the carpet purchased will be free from any defects related to color and/or yarn defects for the specified warranty period. This warranty does not cover defects such as wrinkles, delamination, or issues related to the wear of the carpet. Matting and traffic issues are not covered in the warranty. All carpets must be installed correctly and properly maintained for warranty to be valid for specified period.

General Terms, Limitations and Warranty Exclusions

- All of the Looptex Mills warranties outlined in this brochure may not apply to all products manufactured by Looptex Mills. The specific warranty coverage for your Looptex carpet is located on the back label of the carpet sample. Any questions related to the product and its warranties should be directed to the retailer.



- Looptex Mill's warranties apply only to carpet installed in owner-occupied, single family, residential housing.
- Looptex Mill's warranties cover first quality material only. Carpets sold as seconds, used, mill ends, and/or irregulars are void of all warranty coverage.
- Warranties are extended only to the original purchaser and are not transferable.
- Looptex Mill's warranties are valid only on stretch-in installation applications. All carpets must be installed using the CRI installation guidelines. Looptex Mills does not warranty carpets used in a commercial setting, glue-down or rug applications.
- Looptex Mill's warranties do not cover fuzzing and/or shedding.
- Looptex Carpet is not considered narrow if it has a width of 11' 10".
- The BOW and SKEW tolerance on Looptex Carpet is 1 ½" in 12'.
- Some products may carry additional warranties provided by the stain resistant producer, fiber company, or others. These warranties will take precedence over the warranties set forth by Looptex Mills. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product.
- Abrasive wear means fiber-loss from the carpet through abrasion resulting from normal foot traffic. Abrasive wear is fiber pile loss of 10% or greater. The Abrasive Wear Limited Warranty is in effect only if the carpet has been installed over cushion meeting standards set forth in this brochure, and has been properly maintained according to the guidelines listed in the Caring for Your Carpet section of this brochure.
- The Fade Resistance Limited Warranty excludes will use the AATCC Gray Scale for standardized comparisons of color differences (American Association of Textile Chemist and Colorists), to measure the level of any color change.
- The Stain Resistance Limited Warranty does not include general soiling, stains from foods and beverages that contain strong colored natural dyes. Examples of food and beverage stains excluded from this warranty include, but are not limited to mustard, ketchup, soda, wine, chocolate, syrups, coffee, teas, hot beverages, beer, sauces, and drinks made from powdered mixes. Example of other stains that are not covered under the warranty include, but are not limited to shoe polish, cosmetics, paint, acids, bleaches, acne medication, drain cleaners, plant foods, candles, carpet deodorizers, air fresheners,



disinfectants, animal foods, urine, fecal matter, vomit, blood, body fluids, and any matter that contains natural dyes and/or the ability to remove color.

- The Texture Retention Limited Warranty is in effect only if the carpet has been installed over cushion meeting standards set forth in this brochure, and has been properly maintained according to the guidelines listed in the Caring for Your Carpet section of this brochure, owners must provide proof of professional carpet cleaning every 12 – 18 months. All carpets must be installed over new padding. Any exceptions must be approved by Looptex Mills.

Limitations for All Looptex Mill's Carpet

- **Improper Installation**
Looptex Mills is not responsible for damages to carpet caused by improper installation. To be eligible for Looptex Mills Warranties, all carpet must be installed according to the Carpet and Rug Institutes Installation Standard CRI-105. Examples of improper installation are sidematch due to peaked seams, fraying seams due to improper seam sealer application, and wrinkling due to improper stretching.
- **Improper Maintenance and Inadequate Care**
Looptex Mills' carpet warranties do not cover damage and carpet failure caused by improper maintenance and inadequate care, which could void all or part of the warranty. Please follow the recommendations outlined in the Caring for Your Carpet section of this brochure.
- **Accidents, Abuse, or Abnormal Wear**
Looptex Mills' carpet warranties do not cover damage resulting from accidents, abuse, abnormal wear, and/or acts of nature. Examples include but are not limited to fire, tears, pulls, snags, water damage, burns, melted areas, vacuum cleaner damage, medical equipment, wheelchairs, walkers and pet damage. Damage caused by staining and soiling is also excluded except on products labeled by Looptex Mills with a Soil or Stain Resistance Warranty.
- **Indoor Pets**
Looptex Mills' carpet warranties do not cover damage and carpet failure caused by pets and/or animals. Pets can chew, claw and tear your carpet. Pet accidents can cause excessive staining, delamination, and odor issues and are not covered under any warranty.
- **Carpet on Stairs, In Bathrooms, and In Kitchens**
Carpets installed on stairs, in bathrooms and in kitchens are not covered under any warranty offered by Looptex Mills. Areas included in this exclusion are stairs, stair



landings, bathrooms, kitchens, utility rooms, outdoor areas, or any area subject to other than ordinary foot traffic and use.

- Pad Failure
Looptex Mills' carpet warranties do not cover damages and/defects caused by carpet pad/cushion failure, or carpets installed over existing pad.
- Moisture Problem
Looptex Mills' carpet warranties do not cover damage or defects caused by wetting, flooding, leaks, or presence of moisture.
- Changes in Carpet Color
Looptex Mills' carpet warranties do not cover changes in carpet resulting from external causes, such as fading due to sunlight, ozone, or spills of household chemicals and other non-food and non-beverage substances. This limitation may not apply on products specified by Looptex Mills carpet labeled with a Stain and/or Fade Warranty.
- Differences From Sample
Looptex Mills' carpet warranties do not cover minor and normal differences in color or texture between the samples used to make the selection and the actual product received. Carpet colors can have a color variance up to 10%. Difference in backing size does not warrant a claim. Backing size has no influence on the carpet and is used only for installation purposes.
- Replacement Of Discontinued Carpet
In the event that a Looptex Mills carpet has been discontinued and replacement of the product is deemed necessary under the terms of a Looptex Mills' carpet warranty, Looptex Mills will replace the carpet with one of comparable quality.
- Geographic Locale
These warranties are valid only in the United States and Canada.
- Incidental or Consequential Damages
Looptex Mills excludes and refuses to pay incidental or consequential damages under these warranties. This damages would included but are not limited to any loss, expenses, or damages other than to the carpet itself that may be the result of a defect in the carpet. Some states do not allow the limitation or exclusion or incidental or consequential damages, so these limitations may not apply. All charges, fees and claims should be submitted to the Looptex Mills Claim Department for review.
- ❖ **The warranties offered by Looptex Mills give specific legal rights, and may have other rights, which may or may not vary from state to state.**



Warranty Remedy

Looptex Mills liability under the limited warranties will be limited to the actual cost of the carpet or cost of repair or replacement of the affected area of the carpet extending to the nearest structure (i.e. wall, door, or separation). Looptex Mills reserves the right to correct any defect prior to the carpet being replaced and/or removed. If a replacement is needed, Looptex Mills will arrange credit to the installing flooring subcontractor as a percentage of the replacement cost of new carpet according to the terms defined under the warranty coverage.

Implied Warranties

THERE ARE NO IMPLIED WARRANTIES ASSOCIATED WITH CARPETS MANUFACTURED BY LOOPTEX MILLS. THIS INCLUDES WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A DESIGNATED PURPOSE, NOTHING GOES BEYOND THE EXPRESSED TERMS OF COVERAGE OF THE WARRANTIES ESTABLISHED BY LOOPTEX MILLS. Implied warranties are warranties, which the law presumes that have been given by the seller even though there are not warranties in writing outlining such warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Carpet Cushion Requirements

Carpet cushion is one of the most important components in the installation of you new carpet. Carpet cushion is the foundation that helps carpeting maintain its texture and appearance and is a crucial element in the performance of your carpet. If a cushion is too soft it will adversely affect the performance of the carpet. A cushion that is too thick prevents the carpet from being anchored properly. You must use a cushion recommended and within the specifications in order for your Looptex Mills warranties to be valid. The recommended cushions include any meeting FHA minimum requirements. All installations must be done with new padding. Any exceptions must be approved by Looptex Mills.

Looptex Mills recommends that a cushion with no more than 7/16 inch thickness, and no less than ¼ inch thickness, with 6 pounds per cubic foot of density, or equivalent be installed under you new carpet.

For berber style carpets, Looptex Mills recommends a cushion with 3/8 inch thickness and 8 pounds per cubic foot of density, or equivalent.

Homeowners Responsibilities and Obligations Under Looptex Mills Warranties

To keep your new Looptex Mills carpet performing and looking acceptable, homeowners must do the following to maintain and protect the validity of the Looptex Mills carpet warranties.

1. Maintain a record of the carpet style(s) purchased, the date of purchase, all applicable invoice(s), and all warranties that apply to that particular carpet(s).



2. Carpet must be installed in accordance to the guidelines published in the Carpet and Rug Installation Standard CRI-105.
3. Carpet must be maintained in accordance with the recommendations found in the Caring for Your Carpet section of this brochure.
4. Homeowner must provide proof of periodic cleaning by a certified professional cleaning service. A minimum of one professional cleaning every 18 months is required.

How Do I File A Claim?

If you believe you have an issue that requires you to file a claim regarding your carpet, please see the retailer from whom you purchased the carpet. All claims must be addressed through the retailer and all communications will be through them. You may be asked to provide physical evidence, visual evidence, or allow a certified representative to come a do an inspection, cleaning, and/or repair in your residence. Looptex Mills reserves the right to inspect, repair and/or maintain a warranted carpet before offering a replacement.

Caring for Your Carpet

Looptex Mills requires that your carpet be routinely cleaned and maintained in order to keep your Looptex Mills warranties valid. Regular maintenance and care will help the carpet maintain its appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will help prolong the life of the carpet.

Preventative Maintenance

1. Mats and runners at all entrances of the home and on any uncarpeted areas that are adjacent to the carpet will reduce soil and moisture in traffic areas. Mats and runners should be vacuumed and cleaned on a regular schedule.
2. Furniture coasters must be used on all furniture fixtures. These coasters help distribute the weight of heavy items over a wider surface area protecting the fibers of the carpet. Furniture with wheels must have coasters under their wheels to keep them from damaging the carpet. Always put a barrier between anything with wheels and the surface of the carpet when moving these items across the carpet.
3. Always close blinds, curtains, and drapes during hours of direct sunlight.
4. Never use bleaches, tile cleaners, dyes, mildew removers, oven cleaners, acids, drain openers, oils and lubricants, and plant foods on or near your carpet. Always use extreme care when carrying items that can discolor or destroy the carpet fibers.



Vacuum Regularly

1. Dirt and dust can add up over time and form hard and large deposits. Heavily soiled areas can become damaged if the carpet is not vacuumed on a routine basis. Regular vacuuming can prolong the life of your carpet and will enhance the overall appearance. Most soiling in carpets occur in the form small hard and/or solid particles that can cause the carpet to look dull, dirty, and feel abrasive to the touch if it is not properly maintained.
2. All carpets need to be vacuumed a minimum of twice a week. If the residence has more traffic, occupants, and/or animals than normal, it should be vacuumed daily.
3. Use a vacuum with a rotating brush on standard cut pile carpets. Carpets with high piles, loops, and cut loop carpet should be vacuumed with suction only. Carpets with loops may fuzz or pull free if a rotating brush is used.

Stain Removal

1. Always treat a stain as soon as it is discovered. The longer a stain is allowed to rest the more difficult it becomes to remove it.
2. Always scrape food spills gently from the surface of the carpet with a spoon or dull knife. Never rub the food or press it down into the carpet. This action will cause the food to become embedded into the fibers and reduce the chances of a successful cleaning.
3. Work from the outer edge of the stain towards the center to avoid the stain from spreading. Blot and pat gently, never rub or scrub; this may distort the carpet fibers. Always use a white cloth towel when working with stains.
4. When using a mild detergent, use a clear, non-bleach laundry detergent. Do not use colored or cloudy detergents; they can leave a sticky residue that will cause severe soiling. Use only ¼ teaspoon of detergent to 32 ounces of water. Follow detergent cleaning with clear water rinsing. Repeat this step until all the detergent residue is removed, and then blot dry as much as possible.
5. In most cases a stain can be removed by using warm water on the affected area and blotting dry with a towel. It may take several minutes, but water is the best solvent when working with most stains and soiling issues.
6. If the stain is large or has been sitting for a long period of time, please contact a certified carpet cleaning professional.

Cleaning Recommendations



1. Regular vacuuming and maintenance will only remove a portion of the soil particles that are in the carpet. Foot traffic and other items cause some residue to become trapped deep in the carpets fibers. To help remove these particles and to keep your carpet maintained, we recommend professional hot water extraction every 12 to 18 months. Hot water extraction cleanings performed by a certified carpet care specialist, will keep your carpet looking acceptable and prolong its overall life.
2. High traffic areas and entrances to the home will collect dirt and show signs of soiling faster than other areas. These areas include doorways, traffic lanes, areas in front of chairs, beds, and televisions. Areas around your home's central heat and air return units may show signs of soiling faster than other areas as well. Use walk-off mats in all entrance areas and flooring transition areas.
3. Fuzzing and shedding is a natural characteristic of some fiber types. This is not a defect and is common in products made with staple fibers. Shedding can be slight to moderate and occur for over a year depending on traffic, maintenance, and application. Professional cleanings can help remove most of the fibers causing the shedding. Vacuuming three to five times a week will also help remove the excess fibers and lessen the amount of time the carpets sheds.

What is normal and acceptable with a new carpet? What is not?

1. Footprints and vacuum cleaner tracks will show on cut-pile carpets and some loop products. These "traffic marks" are not covered in any warranty and are considered normal.
2. Odor. All new carpets have a carpet smell. Padding also has a smell. Odor and smell are not covered by a Looptex warranty.
3. Backing skew. The secondary backing may run a slight bow and skew. Installers must NEVER make their cuts using the backing as a guide. Doing this voids all warranties.
4. All carpets must be inspected and measured before installing. Failure to do so releases Looptex Mills from any shortage or damage claims.
5. It is not possible for insects to populate a roll of carpet. It is not possible for new carpeting to sustain life, insects need food and water and neither are found in uninstalled carpeting. Any insect claims will be denied.
6. Carpet is a textile and it must be cleaned yearly.



Thank you for purchasing carpet manufactured in the USA by Looptex Mills