



## Beaulieu Canada Carpet Care and Warranty Guide

Thank you for choosing a Beaulieu Canada carpet! Your purchase is a long-term decorating investment and this guide includes important information about product care, so you may enjoy your carpet for years to come.

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## HOMEOWNER OBLIGATIONS

To maintain warranty coverage and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep 2 sq. ft. (0.2 m<sup>2</sup>) of excess unused carpet remnant after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the carpet.
- Keep proof of purchase of the underpad that meets specified requirements.
- Make sure the carpet is installed according to the latest version of the Carpet and Rug Institute (hereafter CRI) Carpet Installation Standard.
- Keep the receipts of periodic professional cleaning as proof of maintenance.
- Keep a list of products used to clean the carpet.

## CARE AND MAINTENANCE

Proper care and cleaning can make a big difference in retaining the appearance and performance of your carpet over time. And remember, no carpet is absolutely stain proof. Carpet must be regularly maintained by following the manufacturer's recommendations, which typically include:

- Treating spots and stains as soon as they occur;
- Regular vacuuming – weekly in general use areas and more often in high-traffic areas such as hallways;
- Professional cleaning every 12 – 18 months to remove trapped soil.

### A FEW SIMPLE TIPS

#### 1. USE DOORMATS

Place doormats inside and outside entrances to your home to trap soil before it can be tracked in. Be sure to clean mats weekly to ensure they don't become soil sources. Avoid latex-backed runners which may yellow carpet.

#### 2. VACUUM REGULARLY

Regular, thorough vacuuming will remove dust and gritty dirt particles and reduce the abrasion that can dull and wear carpet fibers. A rotating brush power-head vacuum raises the carpet pile while it removes the soil. Change the vacuum bag often. To reduce matting, change the direction of vacuuming occasionally.

**Attention:** Some vacuums have aggressive brushes that may damage the pile surface. Refer to the CRI website ([www.carpet-rug.org](http://www.carpet-rug.org)) for approved vacuum cleaners and details.

#### 3. CLEAN UP SPILLS IMMEDIATELY

Prompt attention to spots and spills will make removal easier. Always blot the portion being cleaned, never rub, scrub or brush. If stain persists, use the cleaning method described in the "Suggested Spot Removal Guide" on next page.

#### 4. SCHEDULE PROFESSIONAL CLEANINGS

Choose a qualified cleaning service, experienced in the latest techniques for advanced generation fibers and have your carpet professionally cleaned every 12-18 months, keeping all receipts for proof of cleaning. High-traffic areas and lighter carpet colors may require cleaning more often. Hot water extraction is the

preferred method, using products which are non-cationic and have a pH level less than 10. Non-approved cleaning products or treatments will void the warranty. **Thorough vacuuming is highly recommended prior to all hot water extraction.**

**CAUTION**

No other household cleaners or other ingredients should be used other than those recommended specifically for carpet since they may contain chemicals that could damage your carpet.

If you are uncertain what type of spot cleaner you should use, start by gently using a volatile dry-cleaning solvent as described in suggested method "C" on next page.

If you know what type of stain you are going to treat, please follow the specific recommendations for the type of stain to be treated by using the cleaning methods on the "Suggested Spot Removal Guide" below.

Never apply these products directly to the spot you are trying to clean. Instead, apply them to a clean, white absorbent towel and blot clean.

Use only a small amount of the liquid cleaner to slightly wet the carpet fiber and not the backing. Avoid over-wetting since it may transfer the stain to the carpet backing and prolong the cleaning treatment unnecessarily.

**SUGGESTED SPOT REMOVAL GUIDE**

Stain	Cleaning Method	Stain	Cleaning Method	Stain	Cleaning Method	Stain	Cleaning Method
Asphalt	D	Dirt	F	Kool-Aid	A	Pet Feces	C
Beer	A	Egg	A	Latex Paint	A	Pet Urine	C
Beet Juice	B	Felt Marker	D, E	Lipstick	D	Prune Juice	B
Blood	A	Furniture Polish	E	Liqueur	A	Red Clay Soil	F
Chewing Gum	H	Furniture Stain	D	Make-up	D	Rust	A
Chocolate	D	Gelatin	A	Medicine	A	Shoe Polish	D
Coffee	D	Grape Juice	B	Mouthwash	A	Tea	D
Cola	A	Grape Soda	A	Motor oil (used)	D	Vomit	C
Cooking Oil	D	Grease	D	Mustard	A	Water Colors	A
Cough Syrup	A	Ink (ball point)	D	Nail Polish	G	Wine	B
Cranberry Juice	B	Iodine	A, E	Oil Paint	D		
Crayon	D	Ketchup	A	Orange Juice/Pop	A		

**Cleaning Solution**  
 Mix ¼ teaspoon of liquid dishwashing detergent in 1 cup of warm water. The detergent must be clear and not contain any bleaching agents.

**A.** Blot excess stain or liquid. Apply lukewarm water to a clean, white absorbent towel and blot the stain to moisten the fiber layer only. After one minute of dwell time, blot with white paper towel to transfer the stain. Repeat until no stain is evident on the paper towel. If the stain persists, apply the Cleaning Solution to a clean, white absorbent towel and blot the stain to moisten the fiber layer only. After one minute of dwell time, blot with clean and dry paper towel to transfer the stain. Rinse with lukewarm water to remove the Cleaning Solution, blot dry. If the stain persists, add water again, fold paper towel and place over stain with weight. Check towel every 5 minutes until towel is stain free. Repeat steps as needed. Brush up pile and allow to dry before walking on carpet.

**B.** Blot excess stain or liquid. Apply lukewarm water to a clean, white absorbent towel and blot the stain to moisten the fiber layer only. After one minute of dwell time, blot with white paper towel to transfer the stain. Repeat until no stain is evident on the paper towel. If the stain persists, apply 3 % strength hydrogen peroxide (available in drug stores) to a clean, white absorbent towel and blot the stain to moisten the fiber layer only, immediately follow with household ammonia to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with clean and dry paper towel to transfer the stain. Rinse with lukewarm water to remove the peroxide solution, blot dry. If the stain persists, follow directions in method A.

**C.** Blot or scrape off excess stain or liquid. Vacuum particles, and to soften the stain, apply alcohol or a dry cleaning solvent to a clean, white absorbent towel and blot the stain to moisten the fiber layer only, then blot with clean and dry paper towel to transfer the stain immediately. If the stain persists, follow directions in method A.

**D.** Blot excess stain or liquid. Apply alcohol or a dry cleaning solvent to a clean, white absorbent towel and blot the stain to moisten the fiber layer only, then blot with clean and dry paper towel to transfer the stain immediately. Repeat two times. If the stain persists, follow directions in method A starting from the application of the Cleaning Solution.

**E.** Blot excess stain or liquid. Rinse with clear, lukewarm water and blot dry. If stain persists, apply a dry-cleaning solvent with a dampened white cloth and blot dry immediately, then apply warm water to the stained area and blot dry with a clean white cloth. Absorb any remaining moisture with layers of white cloth weighted on top of area. Repeat steps, as needed. Brush up pile and allow to dry before walking on carpet.

**F.** Allow area to dry and vacuum excess. Soak with lukewarm water for one minute and blot with sponge or white paper towel. Repeat until no stain is evident on the sponge or towel. If stain persists, follow directions in method A, starting from the application of the Cleaning Solution.

**G.** Blot excess. Test non-oily nail polish remover on an obscure non-visible piece of carpet to see if it removes carpet color. If not, gently apply remover using a cotton swab (do not wet through to carpet backing), beginning at outside edge of stain and working toward center, and blot. Repeat if necessary. Brush up pile and allow to dry.

**H.** Freeze area with ice cubes. Shatter frozen gum with blunt instrument. Vacuum up pieces before they melt. Blot to absorb any remaining moisture with white cloth. When dry, brush the pile to restore texture.



## PERFORMANCE ASSURANCE WARRANTY

### WEAR

Beaulieu Canada guarantees that with proper care and maintenance, the pile of your new Beaulieu Canada carpet will not wear more than 10% by weight from normal foot traffic during the period specified by the warranty (see the "Carpet Care and Maintenance" and the "Warranty General Terms, Conditions and Limitations" sections of this document for details). Wear is defined as abrasive fiber loss and not as a change in appearance, such as crushing or matting. Wear is determined by pile yarn weight (ounces per square yard) comparisons using mechanical wear simulator testing Hexapod Drum Tester (ASTM D5252). The carpet must be installed over a Beaulieu Canada retailer-approved underpad which meets minimum thickness and density requirements and must have proper, adequate care and maintenance. The Beaulieu Canada retailer employs professional, experienced installers to ensure that your carpet is installed properly in your home to maximize carpet performance and life. See the "Warranty General Terms, Conditions and Limitations" section of this document for the recommended underpad requirements.

### EXCLUSIONS

This warranty excludes carpet installed improperly, or installed on stairs, in high-moisture areas, outdoors, or areas subject to other than ordinary shoe traffic.

### TEXTURE RETENTION

Beaulieu Canada carpets are warranted against abnormal loss of surface texture from normal residential foot traffic and must retain a texture rating of at least 3.0 during the period specified by the warranty. The texture of any carpet will change over time, this is a normal characteristic, especially in higher traffic areas. Texture retention is the ability of the carpet tufts to retain their visible shape. The performance is measured by the degree of bursting, opening or untwisting of the tufts at the carpet surface and is evaluated on the CRI TM-101 scale from 5.0 (new or no change) to 1.0 (severe change) when tested in accordance with ASTM D5252 standard test method. The carpet must be installed over Beaulieu Canada retailer-approved underpad which meets minimum thickness and density requirements and must be properly maintained. See the "Warranty General Terms, Conditions and Limitations" section for the recommended underpad requirements.

### EXCLUSIONS

This warranty excludes changes in appearance from soiling, from furniture indentation, or from shading, carpet installed on stairs or in high moisture areas or texture change associated with normal crushing or matting of the carpet. See the "Normal changes in carpet appearance" section of this document for more details.

### GENERAL CONDITIONS FOR STAIN RESISTANCE WARRANTIES

These general terms apply to the following warranties: Stain Resistance, Stainproof for Life and Household Pets Stainproof. These different stain resistance warranties are specific to products and their components.

These warranties are not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet as described in the "Care and Maintenance" section of this document.

If stains are saturated and result in wicking, they will release with additional cleaning. Wicking is defined as a reappearance of previously cleaned stains due to moisture transfer from liquid remaining in carpet

backing or underpad. Wicking is a normal phenomenon and it is not covered in any Beaulieu Canada warranties.

Claims submitted to Beaulieu Canada under these warranties must include a letter and a receipt from a professional carpet cleaner describing the affected portion and the cleaning procedures applied, with a statement that the stain could not be removed. In order to invoke these warranties, proper spot cleaning must have occurred within a reasonable time after a spill occurs. If circumstances do not permit this, then no later than 72 hours, or within 3 working days after the spill occurs. If after professional cleaning, the stain is tested and the affected portion is found to have a rating of less than 4.0 on the American Association of Textile Chemists and Colorists (hereafter AATCC) Grey Scale for dark color and less than 3.0 for medium to light color, Beaulieu Canada will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain up to the acceptable rating described above, the consumer must pay for this service. If Beaulieu Canada determines that the affected portion remains unsatisfactory after this second professional attempt at restoration, and that all warranty conditions have been met, Beaulieu Canada will compensate the owner on a prorata basis.

### **STAIN RESISTANCE**

Beaulieu Canada guarantees the ability of the surface pile to resist stains by most common food and beverages during the period specified by the warranty. Recommended carpet care and cleaning methods, including professional cleaning every 12-18 months, must be followed for the warranty to be valid. High-traffic areas and lighter carpet colors may require cleaning more often to retain their appearance.

### **EXCLUSIONS**

This warranty excludes stains from spills other than food or beverages and stains resulting from improper maintenance. Also excluded are stains from materials that permanently destroy dyes or alter colors, such as bleaches, bathroom cleaners, caustic chemicals, insecticides, plant foods, paints, iodine, dyes, shoe polish, lipstick, mustard, tea, asphalt, tar, rust, acne medications, skin medications, vomit, urine, feces, blood and products containing Butylated Hydroxytoluene (BHT).

### **STAINPROOF FOR LIFE (IDENTIFIED BY LOGO)**



Beaulieu Canada warrants that carpet marked with the Stainproof for Life logo and manufactured using 100% solution-dyed yarn components will not permanently stain from substances typically found in homes during the useful life of the carpet, provided that the carpet is properly installed, indoors, according to the latest version of the CRI Carpet Installation Standard and maintained according to the "Care and Maintenance" section of this document.

A stain is defined for the purpose of this warranty as an irreversible localized color change rated less than 4.0 on the AATCC Grey Scale\* for evaluating staining on dark color and less than 3.0 on medium to light color.

\*AATCC Grey Scale: 1.0 = more change; 5.0 = less change

### **EXCLUSIONS**

This warranty excludes willful damage including burns, water damage, reappearing spots, and chemical substances that degrade or destroy the carpet fibers. This warranty applies only to

solution-dyed carpet that has the Stainproof for Life warranty logo identified on its samples or on its product information sheet on the Beaulieu Canada website.

### STAINPROOF HOUSEHOLD PETS (IDENTIFIED BY LOGO)



Beaulieu Canada warrants that the surface pile of any carpet marked with the Stainproof Household Pets logo will resist stains from pet (domestic dog or cat) urine, feces and vomit for the life of the carpet from the original date of installation. Stain resistance means the ability of your carpet pile to resist (i.e. minimize or withstand) permanent stains. Cleaning of the affected portion should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. If permanent staining should occur that cannot be removed using recommended methods, Beaulieu Canada may, at its sole discretion, elect to have the affected portion of the carpet cleaned professionally.

### EXCLUSIONS

This warranty excludes damage or stains caused by any vomit, feces, or urine other than from pets (domestic dog and cat). Pet urine, feces and vomit can erode and destroy carpet backing, resulting in carpet delamination which is not covered under this warranty. This warranty applies to above-mentioned stains only and does not cover resistance to odors. Other pet accidents such as tearing, cutting, chewing or damage of similar nature are not covered under this warranty. This warranty applies only to solution-dyed carpet that has the Stainproof Household Pets logo identified on its samples or on its product information sheet on the Beaulieu Canada website.

**REMINDER: While a carpet with this feature is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. This feature will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable.**

### SOIL RESISTANCE

Beaulieu Canada guarantees the surface pile will not have a noticeable color change (less than 3.0 using the AATCC Grey Scale) due to deposits of dry soil resulting from normal, indoor household foot traffic during the period specified by the warranty, from the original purchase date, provided the carpet is installed according to the latest version of the CRI Carpet Installation Standard and maintained in accordance with Beaulieu Canada's recommendations. Please note that lighter colors will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

### EXCLUSIONS

This warranty excludes any carpets treated with a silicone based anti-soil treatment post installation, improper maintenance or damage due to the application of improper cleaning agents (any chemicals that are not approved by the Carpet and Rug Institute for carpet cleaning) or any carpets not maintained in accordance with Beaulieu Canada's recommendations.

### FADE RESISTANCE

Beaulieu Canada warrants that its carpets will not significantly change in color as a result of exposure to light during the period specified by the warranty (up to lifetime for 100% solution-dyed carpet). Significant change in color is defined as a rating of less than 3.0 on the AATCC Grey Scale for evaluating change in color (1.0 = more change, 5.0 = less change).

**EXCLUSIONS**

This warranty excludes the effects of willful damage, improper installation and maintenance, and exposure to light equivalent to more than 40 Xenon Fadeometer hours. This warranty only covers fading caused by light.

**MANUFACTURING DEFECTS**

Beaulieu Canada guarantees its residential carpeting against latent manufacturing defects during the period specified by the warranty, from the date of original installation in an owner-occupied, single family residence. This limited warranty is not transferable. The liability of Beaulieu Canada under this limited warranty shall be limited to the actual cost of repair or replacement of the affected portion of carpet extending to the nearest wall, doorway, or entrance. Beaulieu Canada reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Beaulieu Canada shall provide a carpet of equal value should the identical carpet not be available.

**EXCLUSIONS**

This warranty excludes the cost of incidental or consequential damages, labor on claims for appearance-related manufacturing defects that could have been observed during pre-installation such as wrong carpet ordered, missing tufts, pattern inversion, dye spots, tears, loose backing, etc., pile distortion or wrinkles resulting from the shipping and handling of the carpet, matting and crushing or any change in appearance retention, or furniture indentation. See the "Normal changes in carpet appearance" section of this document for more details.

**30 DAYS NO QUESTIONS ASKED REPLACEMENT**

If you are not satisfied with your choice of your floor covering for reasons outside of performance as covered by your warranty, your Beaulieu Canada retailer will replace it with another Beaulieu Canada floor covering of a different style or color of equal or lesser value at no extra cost. Should you wish to replace your floor covering with a higher-priced product within our selection, you may do so by paying the difference. Any increase in cost due to industry price increases will be the consumer's responsibility. No monetary compensation will be paid if a floor covering of lower price is selected. As specified by the product's warranty, the request for a replacement must be made within the designated period of time. This is a replacement warranty and does not apply to matters covered by other warranties. Any replacement product cannot be the same style and color as the one originally purchased. Replacement quantity must be the same as the one on the original purchase and the replacement request must be processed with a new order. Proof of installation is required. This warranty is valid only for original owner-occupied residential installations. This warranty applies only to the original purchaser of the floor covering that has been professionally installed by a Beaulieu Canada retailer. This is a one-time only replacement and is limited to material only. The replacement warranty is applicable on selected products only. Please refer to your product sample in-store. Some exclusions apply.



## EXCLUSIONS

- Cost of floor covering removal, installation (initial or new), freight of returned goods, delivery, underpad, accessories (moldings, baseboards) and any other reinstallation charges of all materials, including, but not limited to, floor covering, walls, plumbing and countertops.
- Goods sold as second quality, irregular or used.
- Installation issues.
- Stocked inventory or product purchased with a discount.
- Floor covering that has been glued down, subjected to abuse or vandalism, altered or damaged by smoke, fire, flood, wind, lightning, or any disaster.

## MAINSTREET BROADLOOM AND CARPET TILES

Unless stated otherwise, the following warranty categories are specific to Mainstreet broadloom and carpet tiles. These categories are considered a segment of the Performance Assurance Warranty.

### INSTALLATION (MAINSTREET BROADLOOM ONLY)

Installation of patterned carpets requires more time and expertise than non-patterned carpet. Pattern adjustment and alignment during installation is possible and expected. Beaulieu Canada warrants that its carpet patterns will not exceed 1% distortion across the width and in length before installation (i.e. bow or skew up to 1.5 inches per 12 feet can be worked out at installation). Always match the patterns by beginning at the midpoint of the seam and working out toward the two seam ends, in order to minimize the stretch. Appropriate tools for pattern adjustment include power stretcher, knee kicker, dead man, “dry” lines, stay nails, mini stretcher (crab stretcher).

### ANTI-ZIPPERING AND EDGE RAVELING

Beaulieu Canada warrants that its carpet will not zipper or edge ravel following installation, during the period specified by the warranty, provided that it is properly installed, indoors, and properly maintained, in accordance with Beaulieu Canada’s installation and maintenance recommendations. Claims for zippering will be determined by tuft bind analysis, using the ASTM D1335 test method. This warranty is void in areas where carpet edges were not properly repaired using a latex seam sealer after being cut by the installation technician prior to seam confection.

### EXCLUSIONS

This warranty excludes fraying, edge raveling and anti-zippering caused by dragging heavy objects across the carpet pile or by occurrences other than ordinary foot traffic.

### DELAMINATION

Beaulieu Canada warrants that its carpet will not delaminate (i.e. the secondary backing will not separate from the carpet), during the period specified by the warranty, provided that the carpet is properly installed, indoors, and properly maintained, in accordance with Beaulieu Canada’s installation and maintenance recommendations. Claims for delamination will be determined using the ASTM D3969 Resistance to Delamination test method.

### **EXCLUSIONS**

This warranty excludes areas where carpet edges were not properly repaired using a latex seam sealer after being cut by the installation technician prior to seam confection. This warranty only covers delamination resistance property of the carpet backing itself, as distinct from the adhesion of the carpet to the flooring substrate.

### **STATIC CONTROL**

Beaulieu Canada warrants that its carpet will not generate static electricity in excess of 3 kilovolts when tested using the AATCC 134-2016 test method, during the period specified by the warranty, provided that the carpet is properly installed, indoors, and properly maintained, in accordance with Beaulieu Canada's installation and maintenance recommendations.

### **CARPET TILES**

[COMMERCIAL INSTALLATION CLICK HERE](#)

#### RESIDENTIAL INSTALLATION

The following warranty categories are specific to carpet tiles. These categories are considered a segment of the Performance Assurance Warranty.

For all carpet tile warranties to be valid, including categories described in other parts of the Performance Assurance Warranty, carpet tiles must be installed using recommended adhesives, either MAPEI 810 or Roberts 6300.

### **DIMENSIONAL STABILITY**

Beaulieu Canada warrants that its carpet tiles will not shrink or elongate as a result of inadequate dimensional stability properties during the period specified by the warranty, starting from the date of proper installation. Claims for dimensional stability will be determined using the ASTM D7570 test method.

### **EXCLUSIONS**

This warranty excludes the effects of improper installation and maintenance, improper floor preparation, improper adhesive spread, improper installation procedure or improper maintenance.

### **MANUFACTURING DEFECTS**

Beaulieu Canada warrants its carpet tiles against manufacturing defects during the warranty period as specified on your authorized Beaulieu Canada carpet dealer's sample or on Beaulieu Canada's website. Carpet tiles with visible manufacturing defects should not be installed. Beaulieu Canada will not cover labor costs if products with visible defects are installed. Manufacturing defects pertain to any defect in material or workmanship of carpet tiles.



## WARRANTY GENERAL TERMS, CONDITIONS AND LIMITATIONS

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

These warranties apply only to carpet installed in owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms "commercial activity" and "commercial application" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, and other place of business or residential dwelling. Area rugs are not covered under this warranty.

Beaulieu Canada will repair or replace the portion of the carpet that does not perform according to the Performance Assurance Warranty. If all warranty conditions have been met, Beaulieu Canada will compensate the owner on a prorata basis for the original cost of the carpet for the directly affected portion and a reasonable removal and reinstallation allowance. Reasonable removal and reinstallation costs are limited to \$7 per square yard. Any costs associated with carpet or underpad disposal, or for moving furniture or equipment are the responsibility of the owner.

Not all warranties listed in this document apply to every Beaulieu Canada product. The specific warranties for your product, including the duration of each such warranty, are listed on the sample and on Beaulieu Canada website.

The carpet must be installed according to the latest version of the CRI Carpet Installation Standard. Seam sealing is mandatory on all installations of broadloom carpet. Power stretching of the carpet during installation is mandatory on all installations of broadloom carpet over underpad.

If a defect covered by these warranties appears during the period specified by the warranty, Beaulieu Canada will, at its discretion, repair or replace the defective carpet portions, extending to the nearest wall, doorway or entrance. Beaulieu Canada will replace the defective carpet portions with the identical carpet, or if that is not available, a Beaulieu Canada carpet of comparable quality, color and value. The replacement product is warranted for the remainder of the original warranty period.

This warranty applies to Beaulieu Canada first quality goods wall-to-wall carpet purchased and installed in Canada or the United States by a certified installer. Carpet sold as clear outs, as part of a promotion or as second quality is considered sold "AS IS" and is not covered by this warranty. Beaulieu Canada warranties are applicable to the first owner, prorated based upon the length of each respective warranty, and are non-transferable.

The carpet must be maintained and cleaned in accordance with Beaulieu Canada recommendations as outlined in the "Care and Maintenance" section of this document. The consumer shall reasonably cooperate with Beaulieu Canada to honor and perform the homeowner obligations under this warranty.

Beaulieu Canada is responsible for the Performance Assurance Warranty. The registration of all claims and the fulfillment of the warranty obligations are to be handled through the authorized Beaulieu Canada retailer from which the product was purchased. Beaulieu Canada authorized retailers have the option to repair any portion of the carpet that does not perform as described in the Performance Assurance Warranty.



If Beaulieu Canada cannot repair your carpet, it will be replaced or you will be reimbursed as described herein. Any repair or replacement under this Performance Assurance Warranty will be made by an authorized dealer with authorization from Beaulieu Canada, and will be limited to the affected portions of the carpet. The Performance Assurance Warranty is in lieu of, and cannot be used in conjunction with, any other express warranties that now, or hereafter, might arise with respect to this product.

Other warranties may in fact exist on select branded products, as offered by the fiber manufacturers, outside of the Performance Assurance Warranty with specific product warranty coverage – see your retailer for details. In a case where the product is covered by more than one warranty, any given performance claim can only be filed against one warranty.

#### **LABOR CHARGES**

If replacement is necessary under the terms of these warranties, Beaulieu Canada will pay during the first three (3) years of coverage for the removal of the old carpet and the installation cost of the new. Any costs associated with carpet or underpad disposal, or for moving furniture or equipment are not included. The owner is responsible for providing a clear floor area to allow warranty repair work to be carried out without hindrance.

### PERCENTAGE OF COST REIMBURSEMENT

If Beaulieu Canada reimburses you for your product under the terms of these warranties, Beaulieu Canada will credit a percentage of the original purchase price according to the following proration chart and reasonable labor for the removal of the old carpet and the installation cost of the new.

Year	20 + years	15 years	10 years	5 years
1	100%	100%	100%	100%
2	100%	100%	100%	100%
3	90%	90%	85%	80%
4	85%	85%	80%	70%
5	80%	80%	75%	50%
6	75%	75%	70%	30%
7	70%	70%	65%	N/A
8	65%	65%	60%	N/A
9	60%	60%	55%	N/A
10	55%	55%	50%	N/A
11	50%	50%	N/A	N/A
12	45%	40%	N/A	N/A
13	40%	30%	N/A	N/A
14	35%	20%	N/A	N/A
15	30%	10%	N/A	N/A
16	25%	N/A	N/A	N/A
17	20%	N/A	N/A	N/A
18	15%	N/A	N/A	N/A
19	10%	N/A	N/A	N/A
20+	5%	N/A	N/A	N/A

## GENERAL WARRANTY EXCLUSIONS

The following are regular changes that carpet may undergo with time and use. Unless specifically stated in the warranty of your product, all Beaulieu Canada warranties exclude:

### **Accidents or abnormal use**

This warranty excludes carpet which has been subjected to abnormal use, conditions or abuse, incidental or consequential damages (including but not limited to, water damage from plumbing, storm, flood, smoke or fire damage).

### **Normal changes in carpet appearance**

All carpet will change in appearance over time to some degree due to foot traffic. Carpet in heavy-traffic areas will exhibit the most change. With age, the tuft tips may gradually lose twist, causing a blooming effect in the carpet. Regular maintenance and a good quality underpad will limit these changes, which are normal characteristic of carpet and not considered as manufacturing defects.

#### **Crushing**

Crushing is the compression of the carpet yarn tufts due to repeated foot traffic or furniture. Regular use of a vacuum equipped with a beater-bar or brush unit will help keep the pile's best appearance.

#### **Matting**

Matting is the physical entanglements of the yarn fibers which cause loss of pile thickness. Many factors can contribute to matting such as foreign residues agglomerating to the fibers, residue from spills or improper cleaning, oil from bare feet combined with pivoting or shuffling movements.

#### **Shading, vacuum cleaner marks and footprints**

Cut pile carpet such as Saxony construction, will show impressions. This visual effect is a normal condition, it is the result of light refracting at different angles on the fibers.

#### **Indentations**

Furniture and other heavy objects will cause indentations in your carpet. Using furniture casters will help minimize the indentations marks.

#### **Shedding**

Shedding is a normal characteristic of a cut pile carpet using a spun yarn system. Initial shedding will occur during the first year and subside over time.

### **Differences in samples**

This warranty excludes minor and normal differences between the color or texture of in-store samples and that of the actual carpet. It is normal that the sample color and texture may slightly differ from the true color and texture of the actual carpet.

### **Commercial use**

This warranty excludes carpet that has been put to commercial use. Commercial use includes, but is not limited to, use in a store, office or other place of business.

**Filtration system soiling**

Dust, dirt, pollen, cooking vapors and other airborne pollutants may appear as dark lines along walls, vents and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

**Improper cleaning and care**

This warranty excludes damage caused by improper cleaning, maintenance, cleaning materials or inadequate care. The homeowner is responsible for keeping the professional cleaning receipts.

**Improper Installation**

This warranty excludes damage caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, or seam peaking due to overstretching material, or loss of tufts due to improper seam cutting techniques, or seam sealant application prior to seam confection. The carpet must be installed according to the latest CRI Carpet Installation Standard.

**Outdoor carpet**

This warranty excludes all carpet that has been installed outdoors or that has been exposed to outdoor conditions.

**Carpet on stairs**

This warranty excludes carpet installed on stairs.

**Atmospheric conditions or chemical contamination**

This warranty excludes discoloration, or color alterations caused by atmospheric conditions or chemical contamination.

**Pooling**

This warranty excludes pooling, which is a naturally occurring phenomenon.

**Inadequate underpad**

This warranty excludes damage to your carpet caused by an inadequate underpad. Underpad is a major factor affecting the texture retention and performance of the carpet. If the wrong underpad is used, even the highest quality carpet may fail to meet performance expectations.

## MINIMUM UNDERPAD REQUIREMENTS

Following the minimum underpad requirements will maximize the life of your carpet investment and is part of the terms of this Performance Assurance Warranty. Source: Carpet Cushion Council

		Class 1		Class 2	
		Density (lb/ft <sup>3</sup> ) minimum	Thickness (inches) minimum	Density (lb/ft <sup>3</sup> ) minimum	Thickness (inches) minimum
Polyurethane foam	Prime	2.2	0.375	Not recommended for Class 2	
	Grafted Prime	2.7	0.250	2.7	0.250
	Densified Prime	2.2	0.313	2.7	0.250
	Bonded	5.0	0.375	6.5	0.375
	Mechanically Frothed	10.0	0.250	12.0	0.250
Rubber	Flat Rubber	18.0	0.220	21.0	0.220
	Rippled Rubber	14.0	0.285	16.0	0.330

**Class 1:** Light and moderate traffic such as living, dining, bedrooms, and recreational rooms. Class 2 underpad may be used in Class 1 applications.

**Class 2:** Heavy-duty traffic, such as lobbies and corridors in multi-family facilities, and all stair applications.

Whenever possible, it is recommended to use an underpad of a higher quality than the suggested minimum to provide more support and cushioning for the carpet. In areas where heavy use is expected, we suggest using a firmer underpad. These areas include stairways, halls, and areas where heavy furniture is used, such as living rooms and dining rooms. Softer underpad may be used in bedrooms and lounge areas where use is lighter and a plusher "feel" is desired.



## **FILING A CLAIM**

In the event of a claim, please notify the retailer. Be prepared to describe the specific problem and to include a copy of your invoice. The retailer will then take the necessary steps to ensure the claim is looked after and contact Beaulieu Canada's local representative if necessary. If the retailer cannot be reached or an unsatisfactory reply is given, contact Beaulieu Canada's Help Desk at 1-888-467-5075. To ensure fast and easy service, please refer to the "Homeowner Obligations" section of this document.

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Please visit our website at [beaulieucanada.com](http://beaulieucanada.com) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

11.01.2019

## ANNEXE A: CARPET TILES WARRANTY IN COMMERCIAL INSTALLATIONS

Beaulieu Canada hereby warrants, solely to the original end use purchaser (hereafter “the Purchaser”), that when used in a commercial contract application, modular carpet tiles distributed by Beaulieu Canada (hereafter “the carpet tiles”) will be free from the following defects during the below stated warranty period:

- Visible defects: observed before installation of the carpet tiles;
- Hidden defects: reported to Beaulieu Canada or its authorized dealer (hereafter “Authorized Dealer”) during the warranty period;
- Excessive Wear: under normal use, the carpet tiles will lose no more than 10% of their surface pile weight from abrasive wear during the warranty period. “Abrasive wear” includes fiber loss of the carpet tiles through normal abrasion. It does not include crushing or flattening of the carpet pile, nor staining, soiling, fading or change the carpet appearance, nor fiber loss due to abnormal use of the carpet tiles;
- Excessive Static: under normal use, carpet tiles will not generate static build-up during the warranty period in excess of  $\leq 2$  kV according to ISO 6356
- Edge raveling/zippering: under normal use, that carpet tiles will not edge ravel during the warranty period;
- Delamination: under normal use the secondary backing of the carpet tiles will not delaminate from the face carpet during the warranty period. Chair pads are recommended under roller castor chairs to prevent premature wear of the carpet surface;
- Dimensional Instability: under normal use the carpet tiles will provide dimensional stability during the warranty period per  $\leq 0.2\%$  (shrinkage and extension in both directions) according to EN 986
- Poor colorfastness: under normal use, correct installed carpet tiles will not change color during the warranty period due to exposure to:
  - Water: Solution Dyed Fibers:  $\geq 4$  according to EN ISO 105-B02 ♣ All others:  $\geq 4$  according to EN ISO 105-B02
  - Light: Solution Dyed Fibers:  $\geq 7$  according to EN ISO 105-B02 ♣ All others:  $\geq 5$  according to EN ISO 105-B02

The warranty period starts at the time of ordering of the carpet tiles and is limited to a period of 15 years or for the period the carpet tiles are owned and maintained by the Purchaser, whichever comes first. It extends only to the Purchaser and is not transferable. Presentment of the original invoice for the carpet tiles, as issued by Beaulieu Canada or its Authorized Dealer, is required to assert any warranty related claim and should be provided at first request of Beaulieu Canada representative or Dealer.

The use of a premium pressure sensitive adhesive such as Roberts 6300 is required to ensure optimum results. Failure to abide by the above-mentioned installation instructions will result in this warranty being null and void. If the Purchaser has any questions or uncertainty with respect to the above-mentioned installation instructions, the Purchaser should contact the Authorized Dealer or Beaulieu Canada for clarification prior to installation of the carpet tiles.

The carpet tiles must be installed and maintained in accordance with the installation and cleaning instructions as published on the Beaulieu Canada website (<https://www.beaulieucanada.com>). Failure to abide with above mentioned cleaning instructions will result in the warranty being null and void. If the Purchaser has any questions or uncertainty with respect to the above-mentioned cleaning instructions, the Purchaser should contact the Authorized Dealer or Beaulieu Canada for clarification.

This warranty does not cover disfigurement or any damage caused by abnormal use or any damage to the carpet tiles not arising out of a manufacturing defect in the carpet. This exclusion from warranty coverage includes but is not limited to:

- damage caused by abnormal use, burns, cuts, fading, matting, pills, pulls, odors, soiling, staining or tears;
- damage due to improper installation or due to improper cleaning agents or methods;
- edge ravel due to cuts in the carpet tiles for access to floor outlets or trench header ducts;
- differential fading due to light exposure, shading, pile crush, dye lot differences or soiling;
- improper use of the carpet tiles;
- damage due to moisture or alkalinity in the substrate.
- Carpet tiles installed on stairs or in areas subject to abnormal foot-traffic use (e.g. golf spikes, other spiked footwear, ski boots, and the like) are excluded from the warranty.

After discovery of the alleged defect, the Purchaser should notify the dealer and/or Beaulieu Canada sales representative of its claim within 10 working days detailing the issue. A copy of the original invoice (and any other documents establishing proof of the Purchaser's identity and the purchase), as well as a photograph/sample showing the warranty problem must be included. Beaulieu Canada will designate a representative to inspect the carpet tiles and evaluate the warranty claim. In case a defect covered under this warranty is found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Beaulieu Canada may, at its sole option, replace the affected carpet or refund the purchase price for the affected area less a usage charge equal to 10% of the value of the carpet tiles at the time of ordering for each year elapsed from the date of ordering, prorated on a per diem basis for partial years. Replacement carpet will come only from current running-line products comparable to the warranted product.



Beaulieu Canada will pay the reasonable costs for freight and labor incurred to effect repairs or replacements covered under this warranty. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the carpet tiles will be at the Purchaser's expense. Nor shall Beaulieu Canada obligations include the indirect, incidental or consequential costs arising from the interruption of the use of the spaces affected.

**This warranty is exclusive, and in lieu of all other warranties expressed or implied, whether pertaining to the carpet tiles or the manner of their installation and whether arising by law, custom, conduct, or usage or trade, and supersedes any additional or inconsistent warranty set by the Authorized Dealer, Purchaser, or any third party. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, or those arising by model or sample, are expressly disclaimed.**

The rights and remedies provided in this warranty are exclusive and in lieu of all other rights and remedies. Under no circumstances will Beaulieu Canada be liable for any consequential, indirect, special, punitive or incidental damages, whether foreseeable or unforeseeable.

No modification of this warranty shall be effective unless in writing and signed by an authorized representative of Beaulieu Canada.

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25.09.2019