



P H E N I X

F L O O R I N G , L L C

CARPET WARRANTY

TECHNICAL AND CLEANING INFORMATION



Phenix would like to say THANK YOU for your recent purchase.

Phenix is proud to provide products made here in the USA. Our employees take great pride in manufacturing carpets that are stylish, comfortable, sustainable and affordable. We stand behind our products and the materials that are used to manufacture them. We are confident that our products are made with the best resources and manufacturing procedures available. Phenix is committed to customer satisfaction and providing superior products.

Phenix facilities are located in the beautiful city of Dalton, GA. Since 2003, Phenix has been providing quality carpeting at affordable prices. We strive to offer the best service and product selection in the industry. Our carpets are made with our customers in mind and we take pride in our ability to service customers across the world.

This brochure will explain what each warranty covers and what you can expect from your recently installed carpet. Each specific warranty is covered in detail as well as what is required from you, the homeowner. Please keep a copy of this warranty with the following important documents and resources;

- Original invoice / sales receipt
- Professional cleaning receipts and information
- Copy of the sample label or sample information
- A 2' x 2' uninstalled sample of your carpet
- Padding information
- Installer's name and certification information
- If rubber backed carpet/attached pad carpet, what adhesives and tapes were used

The documentation will provide critical information needed in the unlikely event of a claim. The uninstalled sample is recommended in the case of a repair or testing during a claim.

Thank you for choosing Phenix and for allowing us to fulfill your flooring needs.

If you have any questions regarding your Phenix carpet, please call our Technical Service Team at 800-609-9557. Thank you for supporting Phenix.

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General Warranty Information

To protect your warranty coverage specified in the terms of these warranties, you must do the following;

1. Have proof of purchase: You must have a valid invoice and/or sales receipt showing you purchased the carpet.
2. Know which warranties apply to your carpet: Each style has a unique set of warranties. Some products have numerous warranties. It is important that you know what your carpet is warranted for.
3. All carpet padding must meet the specifications set by Phenix: Padding is one of the most critical components to your carpet's long-term performance. Padding is the support system that allows your carpet to retain its texture and appearance. Carpet cushion that is too soft or too hard will cause the carpet to fail. Carpet that is too thick will inhibit the carpet from being anchored properly. Carpet that is too thin may lead to severe crushing and/or matting.

Unless otherwise stated, Phenix requires all carpeting to be installed indoors over specified pad and installed using proper installation procedures. Failure to fulfill any of the requirements will void all warranties. Warranties are valid in residential installations only. All installations must be stretched in over padding unless otherwise stated. Gluing a carpet down will void all warranties. Rugs and stairs are not covered under any warranty. Rubber backed carpets do not require padding and can be glued down or taped down using only Carpet and Rug Institute approved items.

MINIMUM WARRANTY REQUIREMENTS FOR CUSHION: Cushion must meet FHA/HUD requirements and must follow the Carpet and Rug Institute (CRI) Installation Standard effective 2011. Minimum density required is 6 pounds per cubic foot; thickness should be a minimum of 3/8 inch and a maximum of 1/2 inch.

For berber-style carpets it is recommended by CRI to use a minimum density of 8 pounds per cubic foot; thickness of pad should be no less than 1/4 inch and no more than 3/8 inch.

4. Have your carpet installed by a certified professional installer: Your carpet warranty is only valid if the carpet is installed by the methods described by the Carpet and Rug Institute. The installation procedures and requirements explained in the Carpet and Rug Institute Carpet Installation Standards must be followed. All warranties will become null and void if carpets are not installed properly.

Carpets that are not installed correctly are subject to delamination, wrinkling, buckling, matting, loss tufts, unraveling and overall texture failure. Carpets that are not installed properly will not last as long as carpets that are installed correctly. It is crucial to the overall performance of your carpet that the installers follow the proper guidelines. Carpets installed with use of a *Stinger* instead of a power-stretcher will void all warranties. *Stingers* permanently damage the carpet and are not acceptable.

General Warranty Information cont.

4. cont. Before the carpet is installed it is recommended that it sits unrolled overnight in an area where the temperature is no less than 65°F. Allowing the carpet to acclimate will make the carpet more pliable and easier to install. It is normal for the carpet to have a smell. This is usually referred to as a “New Carpet Smell” and is not harmful and should be expected. Independent testing has found that there are **no** harmful emissions linked to carpet.

If your room dimensions require a seam, please be aware that the seam needs to run perpendicular to windows and large doors in order to minimize light reflecting off the seam. All seams must be sealed with an approved seam sealer. ALL SEAMS ARE VISIBLE, THIS IS NOT A DEFECT.

All carpets must be inspected and measured before they are cut for installation. Claims will be denied on shortages and appearance issue if the carpet has been cut. It is the sole responsibility of the installer to measure all carpets and inspect carpets before installing them.

5. Carpet must be maintained in accordance to Phenix requirements: Please refer to the section in this warranty labeled “Caring for Your Carpet”. It is required that your Phenix carpet be professionally cleaned at a minimum of every 18 months. Professionally cleaned means a cleaning by hot-water extraction. All professional cleanings must be performed by a professional that has obtained the Carpet and Rug Institute Seal of Approval. You can obtain a full list of certified cleaners in your area by visiting www.carpet-rug.org. Please put all cleaning invoices and documentation with your other important carpet documents. Do not use over-the-counter carpet cleaners on your carpet. These cleaners will leave soap residue in your carpet fibers causing the carpet to become soiled faster. Use of these products can result in damage to your carpet’s backing and the padding.

All of the Phenix warranties outlined in this brochure may not apply to all products manufactured by Phenix. The specific warranty coverage for your Phenix 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.

Phenix Performance Warranty Details

The following outlines the Phenix General Warranty Conditions and Homeowner requirements. Please read the “Exclusion” portion of this warranty brochure and the disclaimer and limited liability discussed. The following are warranties provided by Phenix.

Limited Stain Resistance Warranty **Please consult your carpet’s information to determine if this warranty is applicable to your purchase.*

Important Information

If your carpet has a STAINMASTER® warranty you will need to file your claim with STAINMASTER® during the first year of ownership. You can contact them at 1-800-438-7668 or on the web at www.stainmaster.com.

No Carpet is Stain Proof. Phenix warrants that surface pile of your Phenix carpet will remain stain resistant to most household beverage and food substances for the specified warranty period in an owner-occupied residence. Phenix stain warranties exclude stains from substances such as bleaches, medications, acids, caustic chemicals, bleaches, hot beverages, insecticides, paints, plant food, iodine, rust, dyes, natural dyes (berries, wines, soft drinks, powdered drinks), feces, vomit, urine, waxes and cleaning products.

Phenix warrants that the surface pile of your carpet will resist soiling due to most common household soil for the specified warranty period. Proper cleaning is essential in reducing the level of soiling in your carpet. Carpets must be vacuumed and professionally cleaned on a regular basis to reduce soiling levels. All carpets respond to soiling differently. Lighter colored carpets may show soiling more than darker colored carpets. Lighter colored carpets may require cleaning more frequently than darker colored carpets.

Exclusions

The Stain Resistance Limited Warranty does not include general soiling and/or staining from foods and 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. Examples 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, vinyl and tile cleaners/polishes, disinfectants, animal foods, urine, fecal matter, vomit, blood, body fluids, and any matter that contains natural dyes and/or the ability to remove color. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

Please refer to the “Caring for Your Carpet” section for cleaning tips and helpful resources.

Quality Assurance Warranty **Please consult your carpet information to determine if this warranty is applicable to your carpet.*

Phenix warrants that the carpet purchased will be free from any defects related to manufacturing during the specified warranty period. Carpets must be installed properly. Manufacturing defects refers to any defect in the material that occurred due to a manufacturing or workmanship error. 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. Indentions due to furniture or other household items are not covered. All carpets must be installed correctly and properly maintained for warranty to be valid for specified period. Phenix will not provide credit for labor charges for appearance related defects that should have been noticed prior to installation.

Exclusions

The Quality Assurance Warranty excludes wrinkling, buckling, matting, crushing, or any change in appearance or pile retention. These are not manufacturing defects but are maintenance related issues. Yellowing of the carpet is not a manufacturing defect and is not covered under this warranty. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

Fade Resistance Warranty

Phenix 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.

Exclusions

The Fade Resistance Warranty excludes Yellowing or oxidization of carpeting, pooling, watermarking, filtration, or color change due to improper maintenance. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

Anti-Static Warranty

Phenix 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

Phenix 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.

Exclusions

The Abrasive Wear Warranty excludes wrinkling, buckling, matting, crushing, traffic patterns, pooling or any change in appearance or pile retention. These are not manufacturing defects, but are maintenance related issues. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

Texture Retention Warranty

Phenix 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.

Exclusions

The Texture Retention Warranty excludes footprints, wrinkling, buckling, matting, crushing, pooling or any change in appearance or pile retention. These are not manufacturing defects but are maintenance related issues. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

Manufacturing Defects Warranty

Phenix 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.

Exclusions

The Manufacturing Defect Warranty excludes wrinkling, buckling, matting, crushing, pooling or any change in appearance or pile retention. These are not manufacturing defects but are maintenance related issues. Improperly installed carpets are not covered by this warranty. Carpets that are not maintained properly are not covered in this warranty. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

All carpet must be installed following the guidelines provided by the
Carpet and Rug Institutes Installation Standard.

[http://www.carpet-rug.org/documents/publications/CRI Carpet Installation Standard 2011.pdf](http://www.carpet-rug.org/documents/publications/CRI_Carpet_Installation_Standard_2011.pdf)

Failure to follow these standards will result in the warranty being void.

One Year Limited Warranty

Phenix warrants that the carpet purchased will have a one-year warranty against manufacturing related visual defects. All visual defects must be brought to the attention of Phenix within one calendar year of purchase. This warranty is non-transferable and extends only to the original purchaser.

Exclusions

The Manufacturing Defect Warranty excludes wrinkling, buckling, matting, crushing, pooling or any change in appearance or pile retention. These are not manufacturing defects but are maintenance related issues. Improperly installed carpets are not covered by this warranty. Carpets that are not maintained properly are not covered in this warranty. Snags and pulling of loops in carpet are not considered a defect and are not covered in this warranty. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

All carpet must be installed following the guidelines provided by the
Carpet and Rug Institutes Installation Standard.

[http://www.carpet-rug.org/documents/publications/CRI Carpet Installation Standard 2011.pdf](http://www.carpet-rug.org/documents/publications/CRI_Carpet_Installation_Standard_2011.pdf)

Failure to follow these standards will result in the warranty being void.

General Terms, Limitations and Warranty Exclusions

All of the Phenix warranties outlined in this brochure may not apply to all products manufactured by Phenix. The specific warranty coverage for your Phenix 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.

Phenix warranties apply only to carpet installed in owner-occupied, single family, residential housing. Carpets cannot be uninstalled and reinstalled. This will void the warranty. Commercial installations will void all warranties. Phenix 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/installation and are not transferable unless otherwise stated.

Phenix warranties are valid only on stretch-in installation applications, unless otherwise stated. All carpets must be installed using the CRI installation guidelines. Phenix does not warranty carpets used in a commercial setting, glue-down or rug applications, unless otherwise stated.

- Phenix warranties do not cover fuzzing and/or shedding, pooling, watermarking, crushing, matting, traffic patterns, footprints, vacuum marks, pet damage, acts of nature, certain stains, installer errors, or general maintenance related issues.
- Phenix is not considered narrow if it has a width of 11' 10".
- The BOW and SKEW tolerance on Phenix Carpet is 1 ½" in 12'.

Some products may carry additional warranties provided by the companies that manufacture certain soil & stain treatments, fibers and yarns. These warranties will take precedence over the warranties set forth by Phenix. 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 Stain Resistance 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 Phenix.

Rubber backed carpets must be installed using specified carpet adhesives and tapes. All rubber backed carpets must be installed using correct installation methods and procedures. Rubber backed and/or attached pad carpets do not require additional padding.

Proration of Phenix Warranties

The following is a prorated chart that applies to all Phenix Warranties

<u>Lifetime Warranty</u>			
1st year	100%	11th year	80%
2nd year	100%	12th year	70%
3rd year	100%	13th year	60%
4th year	100%	14th year	50%
5th year	100%	15th year	40%
6th year	100%	16th year	30%
7th year	100%	17th year	25%
8th year	90%	18th year	20%
9th year	90%	19th year	15%
10th year	90%	20th year	10%

<u>20 Year Warranty</u>			
1st year	100%	11th year	80%
2nd year	100%	12th year	70%
3rd year	100%	13th year	60%
4th year	100%	14th year	50%
5th year	100%	15th year	40%
6th year	100%	16th year	30%
7th year	100%	17th year	25%
8th year	90%	18th year	20%
9th year	90%	19th year	15%
10th year	90%	20th year	10%

<u>15 Year Warranty</u>			
1st year	100%	9th year	90%
2nd year	100%	10th year	90%
3rd year	100%	11th year	80%
4th year	100%	12th year	60%
5th year	100%	13th year	40%
6th year	100%	14th year	20%
7th year	100%	15th year	10%
8th year	100%		

<u>10 Year Warranty</u>			
1st year	100%	6th year	90%
2nd year	100%	7th year	80%
3rd year	100%	8th year	70%
4th year	100%	9th year	60%
5th year	100%	10th year	50%

<u>5 Year Warranty</u>	
1st year	100%
2nd year	100%
3rd year	100%
4th year	100%
5th year	100%

Limitations for All Phenix Carpet

Improper Installation

Phenix is not responsible for damages to carpet caused by improper installation. To be eligible for Phenix 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

Phenix 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

Phenix 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, exercise equipment and pet damage. Damage caused by staining and soiling is also excluded except on products labeled by Phenix with a Soil or Stain Resistance Warranty.

Indoor Pets

Phenix 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, In Kitchens, or Outdoors

Carpets installed on stairs, in bathrooms and in kitchens are not covered under any warranty offered by Phenix. 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

Phenix carpet warranties do not cover damages and/defects caused by carpet pad/cushion failure, or carpets installed over existing pad.

Moisture Problem

Phenix carpet warranties do not cover damage or defects caused by wetting, flooding, leaks, humidity or presence of moisture.

Area Rugs

Phenix carpet warranties do not cover area rugs or carpeting made into rugs. All carpets must be installed indoors and using the stretch-in method over padding.

Allergies and Asthma

Scientific evidence does not show a link between allergies and carpet. See www.carpet-rug.org for data. It is the consumers' responsibility to know what fibers and materials they are allergic to. Allergy and or asthma related issues are not covered by a Phenix warranty.

Changes in Carpet Color

Phenix carpet warranties do not cover changes in carpet resulting from external causes, such as fading due to sunlight, ozone, pooling/watermarking or spills of household chemicals and other non-food and non-beverage substances. This limitation may not apply on products specified by Phenix carpet labeled with a Stain and/or Fade Warranty.

Differences from Sample

Phenix 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 Phenix carpet has been discontinued and replacement of the product is deemed necessary under the terms of a Phenix carpet warranty, Phenix 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

Phenix excludes and refuses to pay incidental or consequential damages under these warranties. These damages would include, 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, exclusion, incidental or consequential damages, so these limitations may not apply. All charges, fees and claims should be submitted to the Phenix Claim Department for review.

The warranties offered by Phenix give specific legal rights, and may have other rights, which may or may not vary from state to state.

Phenix Limited Liability

Phenix 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). Phenix reserves the right to correct any defect prior to the carpet being replaced and/or removed. If a replacement is needed, Phenix 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. Phenix reserves the right to Repair, Replace or Refund depending on what Phenix considers complies with the terms of a specified warranty.

Disclaimer of Implied Warranties

THERE ARE NO IMPLIED WARRANTIES ASSOCIATED WITH CARPETS MANUFACTURED BY PHENIX. THIS INCLUDES WARRANTIES OF MERCHANT ABILITY AND FITNESS FOR A DESIGNATED PURPOSE; NOTHING GOES BEYOND THE EXPRESSED TERMS OF COVERAGE OF THE WARRANTIES ESTABLISHED BY PHENIX. Implied warranties are warranties, which the law presumes have been given by the seller even though there are no 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 your 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 within the specifications in order for your Phenix 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 Phenix.

Phenix recommends that a cushion with no more than 1/2 inch thickness, and no less than 3/8 inch thickness, with 6 pounds per cubic foot of density, or equivalent, be installed under your new carpet.

Berber style carpets require a cushion with 3/8 inch thickness and 8 pounds per cubic foot of density, or equivalent.

Homeowners Responsibilities and Obligations Under Phenix Warranties

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

Homeowners Responsibilities and Obligations Under Phenix Warranties cont.

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 your carpet has an issue that requires the filing of a claim, 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 perform an inspection, cleaning, and/or repair in your residence. Phenix reserves the right to inspect, repair and/or maintain a warranted carpet before offering a replacement.

Caring for Your Carpet

Phenix requires that your carpet be routinely cleaned and maintained in order to keep your Phenix 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. Place 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. Place protective mats under office chairs around desks and computer areas.
2. Furniture coasters must be used on all furniture fixtures. 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. See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

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.
4. Select a vacuum with the following options;
 - **Adjustable Heights** – Use the highest appropriate setting.
 - **Adjustable Motor Speed** – Use low to medium setting where appropriate.
 - **Large Wheels** – Easy control of vacuum and ability to glide easily across surface of carpet is important.
 - **Beater Bar / Brush Control** – Ability to turn beater bar or brush motor On/Off. This will allow you to use suction only when vacuuming loop carpets.

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 tea spoon of detergent to 32 ounces of water. Follow detergent's cleaning with clear water rinsing. Repeat this step until all the detergents' residue is removed, and then blot dry as much as possible.

Stain Removal cont.

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. Any stains caused by a natural dye, (wines, fruits, plants, etc.), contact a professional carpet cleaner immediately.

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 will prolong its overall life.
2. While vacuuming is important to the life and health of your carpet, please DO NOT USE a beater bar or any type of spinning brush on carpeting with loops. Any carpet that has loops in the construction of the carpet must be maintained by using SUCTION ONLY vacuums. Beater bars spin and can cause loops to pull free from the backing. Carpet damaged due to the use of a vacuum is not covered by Phenix warranties.
3. 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.
4. 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 reduce the amount of shedding.

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. Over time, carpets in traffic areas may look different than the surrounding area. This is normal. As carpet receives traffic, the piles of the carpet reflect lighting differently. This reflection may cause the carpet to look darker than the surrounding area. High traffic areas gather soil faster than non-traffic areas and can lead to a carpet looking darker or “worn”. Regular maintenance and walk-off mats can help reduce the effects of traffic on a carpet.
3. Odor: All new carpets have a carpet smell. Padding also has a smell. Odor and smell are not covered by a Phenix warranty.
4. 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. Raw or manufacturing edges cannot be used. Installers must use fresh straightly cut edges for all edges and seams.
5. All carpets must be inspected and measured before installing. Failure to do so releases Phenix from any shortage or damage claims.
6. 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. All insect claims will be denied.
7. The use of beater bars or spinning brushes on loop carpets is prohibited. The use of a beater bar or spinning brushes on any carpet containing loops will possibly cause damage to the carpet. Any damage caused by vacuum cleaners is not covered by Phenix.
8. Phenix warranties do not cover indentions made by furniture or stationary equipment. These items will leave indentions in the carpeting. Use mats, casters and furniture coasters to help distribute the weight of the items to minimize the severity of the indentions. Indentions are not considered a manufacturing defect.
9. Carpet is a textile, and it must be professionally cleaned yearly by a certified hot-water extraction professional. This professional must be certified through the Carpet and Rug Institute.

Resources

1. Carpet and Rug Institute www.carpet-rug.org
2. Certified Flooring Installers www.cfiinstallers.com
3. Institute of Cleaning and Restoration www.iicrc.org
4. Flooring Consultants and Inspections www.fcits.org
5. All Flooring Inspections www.afinspect.com
6. Phenix Flooring www.phenixflooring.com

Thank You for Supporting Phenix

Thank you for your recent purchase and your support of Phenix. Your carpeting was crafted with pride here in the United States of America. The men and women of our company thank you for your business.

Phenix values your business. Our products are made with you and your comfort in mind. We hope you enjoy your carpeting for years to come, and we ask that you provide us with your opinions on how we can become a better company and a better member of the community.

Your comments and opinions are important to us, and we look forward to hearing from you. Our top priority is service, and we strive to provide the best service in the industry. If you would like to send us a letter for any reason, please contact us at the address below:

Phenix Flooring
Attn: Claims / Customer Care
1001 Enterprise Dr
Dalton, GA 30721

Thank you for trusting us with your carpeting needs.

