



Peerless Residential Carpet Care and Warranty Guide

Thank you for choosing a Peerless 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 two square feet (0.2 m²) 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.
- Make sure the carpet is installed according to the latest version of the 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.

Please visit our website for the most up-to-date version of this document as it may have been revised and updated since this printed version. - 14-08-18 -

CARPET CARE & CLEANING TIPS

Proper care and cleaning can make a big difference in retaining the appearance and performance of your carpet over many years of use. And remember, no carpet is absolutely stain proof.

Carpet must be regularly maintained by following the manufacturer's recommended maintenance procedures, 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.

FOUR SIMPLE TIPS:

1. USE ENTRANCE MATS

Place walk-off mats 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. See CRI for approved vacuum cleaners (www.carpet-rug.org) for list and details.

3. CLEAN UP SPILLS IMMEDIATELY

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

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 (keep all receipts for proof of cleaning). High traffic areas & 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 your 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 the next page.

If you know what type of stain you are going to treat, please follow the suggested recommendations.

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

Use only a small amount of the liquid cleaner to slightly wet the carpet fibre 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	Gelatins	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 **clear** hand dishwashing detergent in 1 cup of warm water. The detergent should be clear & not containing any bleaching agents.

- A.** Blot excess stain or liquid. Soak with lukewarm water, one minute, blot with white paper towel. Repeat, until no stain is evident on the towel. If stain persists, use Cleaning Solution and press into stain area with fingers. Blot excess, rinse with clear lukewarm water to remove detergent, blot dry. If stain persists, add water again, fold paper toweling, 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. Soak with lukewarm water, one minute, blot with white paper towel. Apply hydrogen peroxide (3% strength available in drug stores) immediately follow with household ammonia and blot. Rinse with water and blot. If stain persists, follow directions in Method A, from the use of Cleaning Solution, and water onward.
- C.** Blot or scrape off excess stain or liquid. Vacuum particles and soften stain with alcohol or dry-cleaning solvent and blot immediately. If stain persists, follow directions in Method A, from the use of Cleaning Solution, and water onward.
- D.** Blot excess stain or liquid. Wet stain with alcohol or dry-cleaning solvent and blot dry immediately. Repeat two times. If stain persists, follow directions in Method A, from the use of Cleaning Solution and water onward.
- E.** Blot to remove 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 towel. If stain persists, follow directions in Method A, from the use of Cleaning Solution and water onward.
- 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 RESISTANCE WARRANTY

Peerless guarantees that with proper care and maintenance (see Carpet Care/Maintenance and General Terms & Conditions for details), the pile of your new Peerless carpet will not wear more than 10% by weight from normal foot traffic for the term of the product's warranty. Wear is defined as countable 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 ASTM D 5252 Hexapod Drum Tester. The carpet must be installed over a Peerless retailer-approved underpad which meets minimum thickness and density requirements and must have proper, adequate care and maintenance. The Peerless 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 for the recommended underpad requirements.

EXCLUSIONS

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

TEXTURE RETENTION WARRANTY

Peerless carpets are warranted against exhibiting abnormal loss of surface texture from normal residential foot traffic and must retain a texture rating of at least 3.0 for the period of time as specified by the product's 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 to ASTM D-5252 standard test method. The carpet must be installed over Peerless retailer-approved underpad which meets minimum thickness & density requirements and must have proper, adequate care and maintenance.

EXCLUSIONS

This warranty does not apply to changes in appearance from soiling, from furniture indentation, or shading and does not apply to carpet on stairs or high moisture areas. Texture change associated with normal crushing or matting are not included under the texture retention warranty. Please refer to the Normal Changes in Carpet Appearance on page 13 of this document for more details.

GENERAL CONDITIONS FOR STAIN RELATED WARRANTIES

These general terms apply to the following: Stain Resistance Warranty, Stainproof for Life Warranty and Household Pets Stainproof Warranty. These different stain related categories 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 our care and maintenance section available at page 1 of this document.

If stains are saturated and result in wicking, these stains will release with additional recleaning. (Wicking is defined as a reappearance of previously cleaned stains due to moisture transfer from liquid remaining in carpet backing or padding.) Wicking is a normal phenomenon and it is not covered in any Peerless stain warranties.

Claims submitted to Peerless under these warranties must include a letter and a receipt from a professional carpet cleaner describing the affected area 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 area is found to have a rating of less than 4.0 on the AATCC Grey Scale for dark color and less than 3.0 for medium to light color, Peerless 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 Peerless determines that the affected area remains unsatisfactory after this second professional attempt at restoration, and that all warranty conditions have been met, Peerless will compensate the owner on a prorata basis.

STAIN RESISTANCE WARRANTY

Peerless guarantees the ability of the surface pile to resist stains by most common food and beverages for the period of time as specified by the product's warranty. Recommended carpet care and cleaning procedures, including professional cleaning every 12-18 months, must be followed for the warranty to be valid. High traffic areas & 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 WARRANTY (IDENTIFIED BY LOGO)



Peerless warrants that carpet marked with the Stainproof for Life icon 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 Carpet & Rug Institute (CRI) Carpet Installation Standard and maintained according to Peerless's care and maintenance document.

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

*AATCC Grey Scale: 1.0 = most difference; 5.0 = no difference

EXCLUSIONS

This warranty excludes willful damage including burns, water damage and reappearing spots. In addition, chemical substances that degrade or destroy the carpet fibers are also excluded from warranty coverage. This warranty applies only to solution dyed products that has the Stainproof for Life warranty icon published on its designated sample board or on its product information sheet on the Peerless website.

HOUSEHOLD PETS STAINPROOF WARRANTY (IDENTIFIED BY LOGO)



Peerless warrants that the surface pile of any carpet marked with the Household pets stainproof icon 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 area should begin immediately upon discovery. The more time that elapses before removal, the to remove. If permanent staining should occur that cannot be removed using recommended methods, Peerless may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

EXCLUSIONS

Specifically excluded from this warranty is damage or stains caused by any vomit, feces, or urine other than 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 products that has the Household Pets Stainproof icon published on its designated sample board or on its product information sheet on the Peerless 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 WARRANTY

Peerless guarantees the surface pile will not have a noticeable color change (less than 3 using the AATCC Grey Scale) due to deposits of dry soil resulting from normal, indoor household foot traffic for the specified period of time from original purchase date. Provided the carpet is installed according to the latest version of the CRI carpet installation standard and maintained in compliance with the Peerless recommended carpet care and cleaning procedures. Please note that lighter colors will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

EXCLUSIONS

Any carpets treated with a silicone based anti-soil treatment post installation. Improper maintenance and 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). Any Carpet not maintained in accordance with the recommended carpet care and cleaning instructions.



FADE RESISTANCE WARRANTY

Peerless warrants that this carpet will not significantly change in color as a result of exposure to light for the period of time as specified by the product's warranty (up to lifetime for 100% solution dyed products). 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 to light only.

MANUFACTURING DEFECTS WARRANTY

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

EXCLUSIONS

Peerless will not be liable for the cost of incidental or consequential damages. The Peerless Manufacturing Defects warranty does not include labor on claims for appearance-related manufacturing defects that could have been observed during pre-installation such as wrong material ordered, missing tufts, pattern inversion, dye spots, tears, loose backing, etc. Pile distortion or wrinkles resulting from the shipping and handling of the carpet, is temporary and is not considered a manufacturing defect. Matting & crushing or any change in appearance retention, furniture indentation is also excluded. Please refer to the Normal Changes in Carpet Appearance on page 13 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 Peerless retailer will replace it with another Peerless 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 Peerless retailer. This is a one-time only replacement and is limited to material only.

EXCLUSIONS

- Cost of floor covering removal, installation (initial or new), freight of returned goods, delivery, undercushion or underlay, 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 are not accepted as replacement.
- 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 TILE WARRANTY DETAILS

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

INSTALLATION GUARANTEE (MAINSTREET BROADLOOM ONLY)

Installation of patterned carpets requires more time and expertise than non-patterned carpet. Pattern adjustment during installation is both possible and expected. Peerless warrants that their carpet's 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. Appropriate tools for pattern adjustment include: power stretcher, knee kicker, dead man, "dry" lines, stay nails, mini stretcher (crab stretcher).

ANTI-ZIPPERING AND EDGE RAVEL WARRANTY

Peerless warrants that this carpet will not zipper or edge ravel for the warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Peerless's maintenance and installation recommendations. Claims for zippering will be determined by tuft bind analysis as determined using the ASTM D 1335 Evaluation. For broadloom Mainstreet, 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

Fraying, edge ravel and zippering caused by dragging heavy objects across the carpet pile or by other occurrences other than ordinary foot traffic are not covered by this warranty.



DELAMINATION WARRANTY

Peerless warrants that their carpet will not delaminate (i.e. the secondary backing will not separate from the carpet), during the listed warranty years of the carpet, provided that the carpet is properly installed and maintained indoors according to Peerless's installation and maintenance recommendations. Claims for delamination will be determined using the ASTM D 3969 Resistance to Delamination test method.

EXCLUSIONS

For Mainstreet broadloom, 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. This warranty covers lamination of the carpet itself, as distinct from the adhesion of the carpet to the flooring substrate.

STATIC CONTROL WARRANTY

Peerless warrants that this carpet will not generate static electricity in excess of 3 kilovolts (tested according to AATCC 134-2016) during the listed warranty years of the carpet, provided that the carpet is properly installed and maintained indoors according to Peerless's maintenance and installation recommendations.

CARPET TILE WARRANTY DETAILS

The following warranties are categories specific to carpet tile products only. 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 (MAPEI 360 or Roberts 6300)

DIMENSIONAL STABILITY WARRANTY

Peerless 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 test ASTM D 7570 for Evaluation of Dimensional Stability.

EXCLUSIONS

This warranty excludes the effects of improper installation and maintenance. Effects of improper floor preparation, improper adhesive spread, improper installation procedure and/or improper maintenance are excluded from this warranty.



CARPET TILE MANUFACTURING DEFECTS WARRANTY

Peerless warrants that its carpet tiles against manufacturing defects that are not apparent during installation for the duration of the warranty period specified on your authorized Peerless carpet dealer's sample. Manufacturing defects pertain to any defect in material or workmanship of carpet tiles. With the exception of carpet tiles that offer this extended warranty, and unless noted otherwise on the sample, all Peerless carpet tiles are warranted for 1 year from the date of proper installation against manufacturing defects.

WARRANTY GENERAL TERMS CONDITIONS AND LIMITATIONS

In addition to the requirements previously 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, facility, or other place of business or residential dwelling. Area rugs are not covered under this warranty.

Peerless will repair or replace the portion of the carpet that does not perform according to its warranties. If all warranty conditions have been met, Peerless will compensate the owner on a prorata basis for the original cost of the carpet for the directly affected area and a reasonable removal and reinstallation allowance. Reasonable removal and re-installation costs are limited to \$7 per square yard. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

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

The carpet must be installed in accordance with the latest version of the CRI Carpet Installation Standard. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

If a defect covered by these warranties appears during the warranty period, Peerless will, at its option, repair or replace the defective carpet areas extended to the nearest wall, doorway or entrance. Peerless will replace the defective carpet areas with the identical carpet, or if that is not available, a Peerless carpet of comparable quality, color and value. The replacement product is guarantee for the remainder of the original warranty period.

This warranty applies to Peerless 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. Peerless 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 Peerless recommendations as outlined in the Care and Maintenance section of this brochure. The consumer shall reasonably cooperate with Peerless in its efforts to honor and perform its obligations under this warranty.

Peerless 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 Peerless retailer from which the product was purchased. Peerless authorized retailers have the option to repair any area of carpet that does not perform as described in the Performance Assurance Warranty.

If Peerless 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 Peerless, and will be limited to the affected areas 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 Program with specific product warranty coverage – see your retailer for details. In a case where the product is covered by more than one program, any given performance claim can only be filed against one warranty program.

LABOR CHARGES

If replacement is necessary under the terms of these warranties, Peerless will pay during the first three years of coverage for the removal of the old carpet and the installation cost of the new. Any costs associated with carpet disposal, underpad 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.



WARRANTY PRORATION CHART

If Peerless reimburses you for your carpet under the terms of these warranties; Peerless will credit a percentage of the original carpet 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 to lifetime	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 Peerless warranties excludes:

Accidents or abnormal use

This Warranty excludes carpet which has been subjected to abnormal use, conditions, or abused. Incidental or consequential damages (including but not limited to water damage from cutting, 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. Regular maintenance and a good quality cushion will limit these changes. With age, the tuft tips may gradually lose twist, causing a blooming effect in the carpet. Normal changes in carpet appearance are normal characteristic of carpet and are 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 and/or improper cleaning, oil from bare feet combined with pivoting or shuffling movements.

Shading, Vacuum Cleaner Marks and Footprints

Cut pile carpet constructions 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. Use furniture coasters 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

It is normal that the sample color and texture may slightly differ from the true color and texture of the actual carpet. These Peerless warranties do not cover these minor differences.

Commercial Use

Carpet that has been put to commercial use (stores, office or other place of business, etc.) are not covered by these Peerless Warranties.

Filtration 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

Peerless warranties do not cover damage caused by improper cleaning, maintenance, cleaning materials or inadequate care. It is the homeowner's responsibility to keep his cleaning receipts.

Improper Installation

Peerless warranties do not cover damage caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts due to improper seam and seam peaking. The (CRI) Carpet and Rug Institute Carpet Installation Standards conform to proper installation procedures and must be followed.

Outdoor carpet

This Warranty excludes all carpet which 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, color alterations, or fading affected by atmospheric conditions or chemical contamination.

Pooling

Pooling, a naturally occurring phenomenon, is excluded from the warranty.

Inadequate Cushion

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

MINIMUM CUSHION REQUIREMENTS

Following the minimum cushion requirement will maximize the life of your carpet investment and is a requirement for the terms of this Performance Assurance Warranty. Source: Carpet Cushion Council

		Class 1		Class 2	
		Density (lbs./ft ³) minimum	Thickness (inches) minimum	Density (lbs./ft ³) 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 cushion 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.

This chart illustrates products that meet minimum guidelines. Better grades of carpet cushion than the minimum suggested are always recommended, when possible, to provide more support and cushioning for carpet. In areas where heavy use is expected, we suggest using firmer grades of cushion. These areas include stairways, halls, and areas where heavy furniture is used, such as living rooms and dining rooms. Softer cushion may be used in bedrooms and lounge areas where use is lighter and a plusher "feel" is desired.

FILLING A CLAIM

In the unlikely 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 Peerless's local representative if necessary. If the retailer cannot be reached or an unsatisfactory reply is given, contact Peerless's Help desk at: 1- 888-467-5075. To ensure fast and easy service retain two square feet of excess, unused carpet after installation and keep your original carpet purchase receipt, as well as proof of periodic cleaning.