



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.

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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.



The carpet must be maintained and cleaned in accordance with W@# recommendations as outlined in the Care and Maintenance section of this brochure. The consumer shall reasonably cooperate with W@# in its efforts to honor and perform its obligations under this warranty.

W@# 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 W@# 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.