

CARPET Warranty | FloorSure™



LIFETIME PLUS WARRANTY

Whether you have kids, pets, or just want flooring you don't have to worry about FloorSure™ by Phenix means no worries, forever.

Every FloorSure™ product is built to withstand the “uh-ohs” at your home 24/7, with lifetime warranties for stain and spill protection, texture retention and more. FloorSure™ even includes a 120 day replacement guarantee, ensuring your complete satisfaction with our product collection.

Giving you a lifetime of durability, beauty and cleanliness, FloorSure™ is a total flooring solution that's engineered for life.

Stain	Soil	Abrasive Wear
Lifetime	Lifetime	25 Year
Anti-Static	Texture Retention	Customer Satisfaction
Lifetime	25 Year	120 Days
Fade Resistance	Pet	Manufacturing Defects
Lifetime	Lifetime	Lifetime

For full warranty details, refer to our Phenix Warranty for more information.

WARRANTY INFORMATION

The following must be followed to maintain your Phenix Flooring FloorSure™ Warranty.

1. Your warranty information will be displayed on the back of your sample. Please note which warranties apply to the product you selected
2. It is recommended that your FloorSure™ carpets be installed by a certified carpet installer. The installer should follow CRI residential carpet installation guidelines. Failure to install carpeting properly can cause the carpet to exhibit appearance issues and will enable the carpet from performing properly.
3. Please keep a record of all documentation that you received when purchasing your FloorSure™ carpeting. This would include your receipt or invoices, proof of service and labor contracts.

4. Please install your FloorSure™ carpeting using the recommended padding. Carpet padding will ensure the carpet is performing at its highest level and will enhance the carpets feel and comfort underfoot.

To maintain a valid warranty, your FloorSure™ carpets should be installed properly following CRI residential guidelines. Your FloorSure™ carpeting must be professionally cleaned every 12 to 18 months. Proper maintenance is a required for the warranty to remain active.

Cushion Requirements:

All cushion/padding used when installing FloorSure™ flooring must meet FHA/HUD requirements. Phenix recommends a cushion with a minimum thickness of 3/8 inch and maximum of 1/2 inch. Phenix also recommends a minimum pad weight of 6 lbs., and a maximum weight of 8 lbs.

LIMITED LIFETIME | STAIN WARRANTY FloorSure™ Certified Flooring

Every Day Stain Protection

Phenix warrants that the surface pile of your FloorSure™ carpet will resist staining due to most common household food and beverages for the specified warranty period. Prompt and proper cleaning is essential in reducing the level of staining in your carpet, once it is exposed to a staining agent. Carpets must be vacuumed and professional cleaned on a regular basis to reduce possibility of your FloorSure™ carpets from staining.

Phenix warrants that your FloorSure™ carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own it.

Exclusions

This Limited Lifetime Stain Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances.

Additional Exclusions

Please see the general terms, warranties and exclusion page of the brochure.

WARRANTY

LIMITED LIFETIME | SOIL WARRANTY FloorSure™ Certified Flooring

Phenix warrants that the surface pile of your FloorSure™ 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.

Phenix warrants that your FloorSure™ carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own it.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

Additional Exclusions

Please see the general terms, warranties and exclusion page of the brochure.

LIMITED 25 YEAR | ABRASIVE WEAR WARRANTY FloorSure™ Certified Flooring

Regular vacuuming is required to keep your FloorSure™ carpet looking new and fresh. You should also have your FloorSure™ carpet professionally deep cleaned your carpet every 12 to 18 months. Please use a certified professional hot water extraction carpet cleaning provider for this routine maintenance. Please see our full Phenix Warranty for more information.

Phenix warrants that the surface pile of this FloorSure™ carpet will not sustain more than 10% abrasive wear for life of the carpet, from the original date of installation. "Abrasive wear" is defined as fiber-loss or the wearing down of the carpet fiber through normal residential use. Matting and crushing are not considered abrasive wear and are not covered by this warranty.

Exclusions

This warranty does not cover damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, medical equipment or athletic equipment.

Additional Exclusions

Please see the general terms, warranties and exclusion page of the brochure.

LIMITED LIFETIME | ANTI-STATIC WARRANTY FloorSure™ Certified Flooring

Regular vacuuming is required to keep your FloorSure™ carpet looking new and fresh. You should also have your FloorSure™ carpet professionally deep cleaned your carpet every 12 to 18 months. Please use a certified professional hot water extraction carpet cleaning provider for this routine maintenance. Please see our full Phenix Warranty for more information.

For the life of your FloorSure™ carpet, the carpet will not produce static exceeding 5.0 kilovolts (using AATCC (2) Test Method 134). If Phenix discovers that your carpet does not meet this anti-static limited warranty, Phenix will repair or replace your FloorSure™ carpet.

Additional Exclusions

Please see the general terms, warranties and exclusion page of the brochure.

LIMITED 25 YEAR | TEXTURE RETENTION WARRANTY FloorSure™ Certified Flooring

Regular vacuuming is required to keep your FloorSure™ carpet looking new and fresh. You should also have your FloorSure™ carpet professionally deep cleaned your carpet every 12 to 18 months. Please use a certified professional hot water extraction carpet cleaning provider for this routine maintenance. Please see our full Phenix Warranty for more information.

Phenix warrants that the FloorSure™ 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. Indoor stairs are included in this warranty.

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.

WARRANTY

LIMITED 120 DAY | CUSTOMER SATISFACTION GUARANTEE FloorSure™ Certified Flooring

Satisfaction claims under this FloorSure™ guarantee will not be on goods that are damaged, sold as 2nd quality, used carpet, or the carpet has been reinstalled.

The 120 Day Satisfaction Guarantee is limited to one replacement. This is will be honored only on original purchases and to the original buyer.

Phenix offers this 120 day Satisfaction Guarantee on FloorSure™ Certified styles only. This satisfaction guarantee is valid within the first 120 days of purchase. The replacement must be of an equal value Phenix product. You must choose a different Phenix style and color as the replacement. If a carpet of greater value is chosen, you will be responsible for paying the difference in the price. Phenix will not provide a refund if a carpet of lesser value is selected as the replacement. **The consumer will be responsible for all labor and maintenance costs that are incurred due to replacing your carpet under the 120 day Satisfaction Guarantee.**

LIMITED LIFETIME | FADE RESISTANCE WARRANTY FloorSure™ Certified Flooring

Enjoy your FloorSure™ carpets in the natural light from your windows and doors, without the concern of fading. Phenix FloorSure™ carpets are protected against fading, so you can enjoy the natural beauty of your FloorSure™ carpet.

Phenix warrants that your FloorSure™ carpet will not exhibit permanent color change due to sunlight or natural lighting sources, exceeding one unit on the AATCC Gray Scale.

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.

LIMITED LIFETIME | PET STAIN WARRANTY FloorSure™ Certified Flooring

Phenix provides assurance that your pets can enjoy time with you and the family without fear of staining your FloorSure™ carpet. Your FloorSure™ carpet is protected with stain fighting properties that allow you time to clean any accidents that may be pet related.

Phenix Enhanced Pet Protection Stain warranty ensures that the surface pile of your FloorSure™ carpet will resist stains from all domestic pets. This warranty covers staining from urine, feces and vomit for the life of the carpet from the date of original installation. The staining may require several cleanings before it is totally removed. If for any reason permanent staining should occur that is pet related and is not removable through professional carpet-cleanings, Phenix will address these claims as outlined in our “General Terms, Limitations and Warranty Exclusions”.

Additional Exclusions

Damages that occur due to non-domestic pets are not covered under this warranty. Damages that occur due to pets chewing, clawing or misusing the carpet, are not covered under this warranty.

Odors related to pet urine, feces and vomit are not covered under this warranty. Delamination that may occur due to pet urine is not covered under this warranty.

LIMITED LIFETIME | MANUFACTURING DEFECT WARRANTY FloorSure™ Certified Flooring

Phenix provides peace of mind that your FloorSure™ carpet is manufactured at the highest quality. Phenix warranties your carpet for the life of the product from the date of original installation, to be free of manufacturing related defects.

Phenix warrants that your FloorSure™ carpet will be free from any defects related to manufacturing, for the life of the product.

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 in the carpet due to furniture and/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.

See “General Terms, Limitations and Warranty Exclusions” for a full list of exclusions.

WARRANTY

LIMITED LIFETIME | BOUND RUG WARRANTY FloorSure™ Certified Flooring

- **BOUND RUGS** - If you purchased a bound carpet made from a Phenix residential broadloom wall-to-wall carpet, the limited warranties are valid for bound carpets that are 6' x 9' (54 square feet) or larger. The limited warranties apply to normal, indoor household use only, and do not apply to labor and materials for binding, patchwork, carving or serging of the bound carpet. Any replacement under this warranty will be limited to only the carpet, the delivery of the carpet and the removal and disposal costs related to the carpet being replaced. Binding costs, any other labor charges, and any other charges are your responsibility. If your bound carpet is replaced, this limited warranty only covers one replacement and will not apply to any future carpet replacement.

LIMITED LIFETIME | ALL OTHER STAINS RESISTANCE WARRANTY FloorSure™ Certified Flooring

All other stains that are not covered under regular Stain and Soil Limited warranties are covered subject to the terms and conditions outlined herein. For the Warranty Period stated, if your Phenix FloorSure™ carpet becomes stained by substances which are excluded from the Stain Resistance Limited Warranty, the affected area of the carpet will be repaired or replaced. This coverage is subject to the following conditions:

- Phenix will cover the cost of the carpet, all labor and disposal costs are your responsibility.
- All other terms and condition of your responsibility apply to this portion of the warranty.
- The All Stains Limited Warranty only covers non-food and beverage stains for your carpet. This particular warranty specifically excludes fading, shading or pile reversal, snags, matting, crushing, wear, odor, burns, water damage, damage from improper cleaning or maintenance, damage from abnormal use or conditions, abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster or any act of God.
- The following chart determines what Phenix will pay for the cost of carpet:

PHENIX WARRANTIES

	Lasting Luxury Collection	Lasting Luxury Pet Collection
Food & Beverage	Lifetime Includes Labor Non-Prorated	Lifetime Includes Labor Non-Prorated
Pets	Lifetime Urine Includes Labor Non-Prorated	Lifetime Urine/Vomit/Feces Includes Labor Non-Prorated
Other Stains	All Lifetime No Labor Prorated	All Lifetime No Labor Prorated
Soil Resistance	Lifetime Includes Labor Non-Prorated	Lifetime Includes Labor Non-Prorated
Anti-Static	Lifetime Includes Labor Non-Prorated	Lifetime Includes Labor Non-Prorated
Texture Retention	25 Years Includes Labor Non-Prorated	25 Years Includes Labor Non-Prorated
Abrasive Wear	25 Years Includes Labor Non-Prorated	25 Years Includes Labor Non-Prorated
Fade	Lifetime Includes Labor Non-Prorate	Lifetime Includes Labor Non-Prorate
Stairs	Covered	Covered
Satisfaction	120 days No Labor	120 days No Labor
Bound Rugs	Yes	Yes

GENERAL TERMS, LIMITATIONS AND WARRANTY

The following is a prorated chart that applies to all Phenix warranties.

PRORATION OF PHENIX WARRANTIES

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

Exclusions

All 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 as 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 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 carpet 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 and stain treatments, fibers and yarns. These warranties will take precedence over the warranties issued by Phenix. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty offered 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 in accordance with the cushion meeting standards detailed 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** 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 or 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, non-domestic pet urine, non-domestic pet fecal matter, non-domestic pet vomit, blood, body fluids and any matter that contains natural dyes and, or the ability to remove color.

The **Soil Resistance Limited Warranty** is in effect only if the carpet has been installed in accordance with the cushion meeting standards detailed 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.

LIMITATIONS FOR ALL PHENIX CARPETS

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 Institute's Installation Standard CRI-105. Examples of improper installation are side match 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.

WARRANTY

INDOOR PETS Phenix carpet warranties do not cover damage and carpet failure caused by pets and, or animals. Damages that occur due to pets chewing, clawing or misusing the carpet, are not covered under this warranty. Odors related to pet urine, feces and vomit are not covered under this warranty. Delamination that may occur due to pet urine is not covered under this warranty.

CARPET IN BATHROOMS, IN KITCHENS OR OUTDOORS PHENIX Carpets installed in bathrooms and in kitchens are not covered under any warranty offered by Phenix. Areas included in this exclusion are 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, or defects caused by carpet pad or 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.

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%. Carpet Specs may change based on raw materials and would not warrant a claim.

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 a Phenix carpet 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, expense or damage other than to the carpet itself that may be the result of a defect in the carpet.

Some states do not allow the limitation and exclusion of 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's 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. Regarding the 120 day satisfaction warranty, Phenix will not assume liability for labor or any installation related cost.

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 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

The recommended cushions include any meeting FHA minimum requirements. All installations must be done with new padding. Any exceptions must be approved by Phenix.

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. Homeowner must 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 Institute's Installation Standard CRI-105. Carpet must be maintained in accordance with the recommendations found in the "Caring for Your Carpet" section of this brochure.
3. Homeowner must provide proof of periodic cleaning by a certified professional cleaning service.
4. 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. 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.

At Phenix, we take great pride in designing beautiful carpets that are stylish, comfortable, sustainable and affordable.

We stand behind the quality of our products and the materials used to create them. At Phenix, we are constantly at work to ensure our products offer cutting edge quality by utilizing the best resources and technology available. This brochure explains the scope of each warranty and the quality you can expect from your recently installed carpet. In addition to detailed warranty coverage, this brochure also defines what is required from the homeowner in order to maintain a valid warranty. Please keep a copy of this warranty along 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

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

CARING FOR YOUR 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. 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. 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 or 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. 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.
2. All carpets need to be vacuumed a minimum of twice per 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:
 - o Adjustable Heights – Use the highest appropriate setting.
 - o Adjustable Motor Speed – Use low to medium setting where appropriate.
 - o Large Wheels – Easy control of vacuum and ability to glide easily across surface of carpet is important.
 - o 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.
 3. Work from the outer edge of the stain towards the center to avoid the stain from spreading. Blot and pat gently, never rub or scrub; this may distort the carpet fibers. Always use a white cloth towel when working with stains.
 4. When using a mild detergent, use a clear, non-bleach laundry detergent. Do not use colored or cloudy detergents; they can leave a sticky residue that will cause severe soiling. Use only ¼ teaspoon of detergent to 32 ounces of water. Follow detergent's cleaning with clear water rinsing. Repeat this step until all the detergents' residue is removed, and then blot dry as much as possible.
5. In most cases, a stain can be removed by using warm water on the affected area and blotting dry with a towel. It may take several minutes, but water is the best solvent when working with most stains and soiling issues.
 6. If the stain is large or has been sitting for a long period of time, please contact a certified carpet cleaning professional. Any stains caused by a natural dye (i.e. wines, fruits, plants, etc.) require the homeowner to 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 affic and other items cause some residue to become trapped deep in the carpet 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 returns 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. 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 light 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 “new 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 as doing this will void 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. Insects need food and water and neither are found in uninstalled carpeting. All insect claims will be denied.
7. 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.

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