

MAINTENANCE AND WARRANTY GUIDE



RESIDENTIAL INSTALLATION WARRANTY

Exclusive Floors warrants all carpet labor for one (1) year from date of installation. This warranty remains in effect as long as it remains installed in the residence that is occupied by the original purchaser. Commercial properties carry a one year installation warranty.

Types of services covered under this warranty: Seams which gap, unravel or fray, re-stretching and replacement or repair of transitions (metal, etc.). This warranty does not apply to repairs necessitated by abuse, flooding, improper cleaning or by customer's own repairs or removal of carpet to install stereo wires, cable, phone wires, etc. Consequential or incidental damages resulting from installation service are not covered by this warranty.

Manufacturer Warranties: Most product specific warranties are available on the manufacturer website, but in the event of any product warranty issues, Exclusive Floors will assist and convey this information to the customer. Please refer to this literature for each products specific warranty details. We make no claims or guarantees over and above those listed by the manufacturer.

PREVENTATIVE MAINTENANCE

A regular maintenance program extends the life and the initial appearance of your carpet. Remember, carpet is a fiber like your clothing, it must be cleaned and maintained to keep it looking good. All manufacturers require professional cleaning every 12 to 18 months, not doing so may void your warranty. Do-it-yourself cleaning is not recommended. While store-bought machines are generally good for spot pickup, they are not recommended for overall cleaning. Leave that to the professionals and be sure to keep a copy of all cleaning receipts. You will need them if you have to file a claim in the future.

THE DOS AND DON'TS OF VACUUMING

Proper vacuuming is the easiest and most effective way to keep your carpet clean. Removing loose soil while it remains on the carpet surface prevents dirt from being ground into the carpet pile. Removing embedded soil is more difficult and time consuming than removing surface soil. Before vacuuming your carpet, check the beater bar height. Most upright vacuums are equipped with a beater bar brush attached to the underside of the unit. The beater setting can make, or break, your new carpet. If it's set too low, it will be hard to push, and can cause damage.

For looped pile carpets, it is recommended that you use a suction-only or canister vacuum. If this type of vacuum is not available, be sure to set the beater bar on its highest setting. This setting should lift the beater bar into the unit, pulling it away from the carpet pile.

HOW TO VACUUM AND GET THE MOST OUT OF YOUR NEW CARPET

Use slow, repetitive front-to-back motions in an overlapping sequence. A quick once over doesn't do much. On the other hand, don't press down or make too many passes over the same spot. Instead, move slightly to the left or right about every four strokes.

PREVENTATIVE MAINTENANCE

VACUUM CARE TIPS

- Periodically inspect your vacuum to keep it functioning properly.
- Keep the instructions that came with your vacuum and refer to them periodically.
- Keep brushes clean (for example, remove tangled hair) and replace them when worn. Typically, worn brushes are stiff, which cause surface texture change on carpet.
- Empty containers or replace bags when half full.
- Look for rough edges or bent metal on your machine that can snag carpet.

POST INSTALLATION

Please be aware of the following conditions that may exist after installation:

SEAMS - Some carpets show seams more than others. There is no such thing as an invisible seam. Lighting will also affect the visibility of your seam. It is a characteristic of Berber carpet and residential loop carpet to have visible seams.

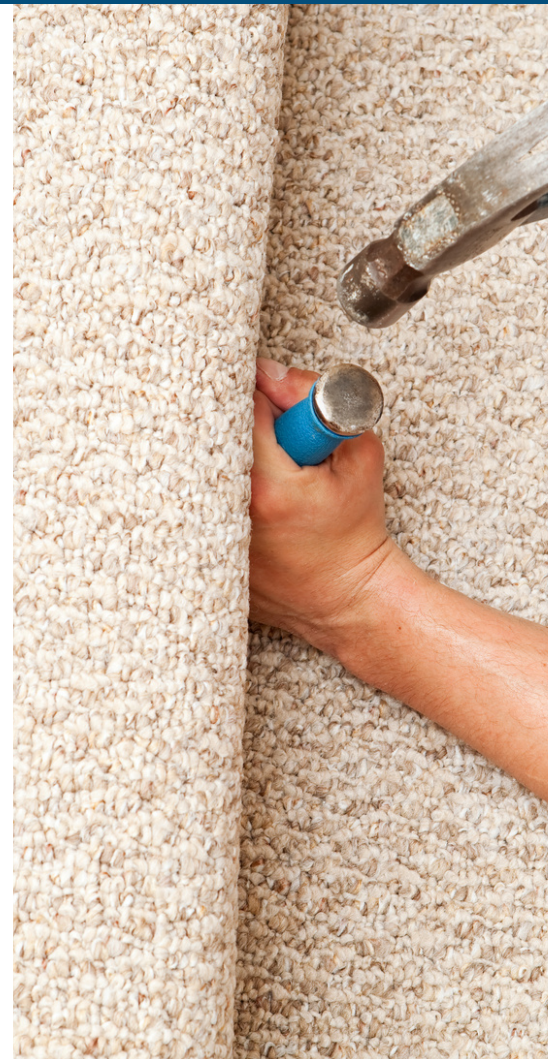
ROLL MARKS - You may notice what appears to be lines in the carpet. These result from the weight of the carpet resting on itself during storage. These marks will disappear in time with normal traffic and vacuuming. During cold months it may take longer for these marks to disappear. If roll marks are still visible in 30 days, please contact us.

FOOTPRINTS - All plush carpeting will show footprints to some extent. Some carpets are labeled as "trackless," while these carpets show less footprints, marks, etc., it is important to remember that it means "less tracks," not "no tracks."

INDENTS - All carpets will show indents from heavy objects, such as furniture. Nylon carpet is the most resilient. Olefin carpet (berber/loop) however is the least resilient, this means that dents may be impossible to remove.

SHEDDING - New carpet, especially cut pile carpeting will shed to some extent. Fiber type, twist and construction will affect how much a carpet will shed. It is normal to see excess fibers on the surface of your carpet and in your vacuum. If it continues to be heavy after 6 months, please contact us.

SHADING - Carpets will appear to look different depending on lighting, room colors, furniture layout, etc. Remember that carpet is a dyed product and will appear slightly different each time it is made and once it is placed in your home, therefore it may not match the sample exactly.



WARRANTY EXCLUSIONS

All carpets will change in appearance over time. This is primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good quality cushion will help extend the carpet's appearance. The tips of the tufts in cut-pile carpets, over time and use, will lose some twist, causing it to bloom. This is normal and should be expected. Other non-warranted carpet characteristics include crushing, fading or color loss, footprints, indentations, matting, shading, shedding, filtration soiling, and yellowing.

SPECIAL TIPS FOR PET OWNERS

Do you have a pet? About 70 million North American households do, and that's a 35 percent increase from 1988, according to the American Pet Products Manufacturers Association. **You can combat pet odors and stains in many ways:**

- Vacuum carpet more frequently to capture pet hair and dander from your pet's fur.
- Use CRI Seal of Approval cleaning products that are specifically designed for pet stains and odors.
- Clean up new messes promptly and then follow the steps for spot and stain removal outlined in the manufacturer's warranty information.
- Use small hand extractors for a quick cleanup of pet accidents, but remember that these quick clean ups don't take the place of periodic deep professional cleaning.
- Have your carpet professionally cleaned every 12 to 18 months, or more frequently if necessary.
- Don't use a steam cleaner when dealing with urine spots because the heat will set the stain and the smell. Extracting the spill with a wet-vacuum and rinsing with cool water will reduce the odor. If necessary, call in certified carpet cleaning firms that know how to remove pet stains and odor permanently.



SERVICE COMMITMENT

Accessible - Our service department is easy to reach and easy to communicate with. We will respond to your requests promptly.

Reliable - We are over 40 years in the market with one of the best brands in the industry. We can be relied on to do what's right and warrant our work.

Inclusive - We are committed to keeping clients informed of what's happening at all times and involve them in the warranty process from the beginning.



LOCATIONS

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