

## Lifetime Commercial Wear Limited Warranty

Traffic Master warrants that this carpet will not wear more than 10% during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Traffic Master's maintenance and installation recommendations (see general warranty details below).

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects and abuse. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty is void in areas where seams are not properly sealed at installation. This warranty covers abrasive wear (loss of pile) and does not cover soiling, crushing or pooling.

If after inspection and/or testing of the carpet, Traffic Master determines that the carpet has worn more than 10% and that all warranty conditions have been met, Traffic Master will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

### General Warranty Details

- **Warranty Coverage**

Traffic Master will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Traffic Master will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$5 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

- **Installation**

The carpet must be installed in accordance with the Carpet & Rug Institute standard CRI-104. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

[http://www.carpet-rug.org/pdf\\_word\\_docs/104.pdf](http://www.carpet-rug.org/pdf_word_docs/104.pdf)

- **Maintenance**

The carpet must be maintained and cleaned in accordance with Traffic Master's recommendations as outlined in "How to Maintain Your Commercial Carpet" by Traffic Master. Daily spot cleaning and vacuuming of traffic areas, weekly vacuuming of all areas, and periodic steam cleaning are all an integral part of any pre-planned routine and ongoing commercial maintenance program. Do not over-wet the carpet when cleaning. Allow carpet to dry thoroughly before exposing to traffic. When cleaning spots never pour solvents directly on the carpet, apply to a cloth and blot carefully.

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

- The consumer shall reasonably cooperate with Traffic Master in its efforts to honor and perform its obligations under this warranty.

# Lifetime ZipperLock® Limited Warranty

This warranty is void in areas where seams are not properly sealed. (See CRI-104 Installation Standard)

Traffic Master warrants that this carpet will not zipper or edge ravel during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Traffic Master's maintenance and installation recommendations (see general warranty details below).

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects and abuse. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty.

If after inspection and/or testing of the carpet, Traffic Master determines that zipping or edge ravel has occurred, and that all warranty conditions have been met, Traffic Master will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

## General Warranty Details

- **Warranty Coverage**

Traffic Master will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Traffic Master will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$5 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

- **Installation**

The carpet must be installed in accordance with the Carpet & Rug Institute standard CRI-104. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

[http://www.carpet-rug.org/pdf\\_word\\_docs/104.pdf](http://www.carpet-rug.org/pdf_word_docs/104.pdf)

- **Maintenance**

The carpet must be maintained and cleaned in accordance with Traffic Master's recommendations as outlined in "How to Maintain Your Commercial Carpet" by Traffic Master. Daily spot cleaning and vacuuming of traffic areas, weekly vacuuming of all areas, and periodic steam cleaning are all an integral part of any pre-planned routine and ongoing commercial maintenance program. Do not over-wet the carpet when cleaning. Allow carpet to dry thoroughly before exposing to traffic. When cleaning spots never pour solvents directly on the carpet, apply to a cloth and blot carefully.

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

- The consumer shall reasonably cooperate with Traffic Master in its efforts to honor and perform its obligations under this warranty.

## Lifetime Stain Proof No Exceptions Limited Warranty

Traffic Master warrants that this carpet will not permanently stain from substances typically found in homes or offices during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Traffic Master's maintenance and installation recommendations (see general warranty details below).

A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change)

This warranty excludes willful damage including burns, water damage and reappearing (wicking) spots. In addition, substances that degrade or destroy the carpet fibers are also excluded from warranty coverage.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet (see maintenance section below).

Claims submitted to Traffic Master under this warranty 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. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Color, Traffic Master will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If Traffic Master determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Traffic Master will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

### General Warranty Details

- **Warranty Coverage**  
Traffic Master will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Traffic Master will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$5 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.
- **Installation**  
The carpet must be installed in accordance with the Carpet & Rug Institute standard CRI-104. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

[http://www.carpet-rug.org/pdf\\_word\\_docs/104.pdf](http://www.carpet-rug.org/pdf_word_docs/104.pdf)

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## Lifetime Stain Proof No Exceptions Limited Warranty Continued

- **Maintenance**

The carpet must be maintained and cleaned in accordance with Traffic Master's recommendations as outlined in "How to Maintain Your Commercial Carpet" by Traffic Master. Daily spot cleaning and vacuuming of traffic areas, weekly vacuuming of all areas, and periodic steam cleaning are all an integral part of any pre-planned routine and ongoing commercial maintenance program. Do not over-wet the carpet when cleaning. Allow carpet to dry thoroughly before exposing to traffic. When cleaning spots never pour solvents directly on the carpet, apply to a cloth and blot carefully.

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

- The consumer shall reasonably cooperate with Traffic Master in its efforts to honor and perform its obligations under this warranty.

## Lifetime Residential Wear Limited Warranty

Traffic Master warrants that this carpet will not wear more than 10% during the useful life of the carpet, provided that the carpet is properly installed and maintained indoors according to Traffic Master's maintenance and installation recommendations (see general warranty details below).

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects, and abuse. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty is void in areas where seams are not properly sealed at installation. This warranty covers abrasive wear (loss of pile). Changes in appearance caused by soiling, crushing (matting) or pooling are excluded from warranty coverage.

If after inspection and/or testing of the carpet, Traffic Master determines that the carpet has worn more than 10% and that all warranty conditions have been met, Traffic Master will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

### General Warranty Details

- **Warranty Coverage**

Traffic Master will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Traffic Master will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$5 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

- **Installation**

The carpet must be installed in accordance with the Carpet & Rug Institute standard CRI-105. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

[http://www.carpet-rug.org/pdf\\_word\\_docs/105.pdf](http://www.carpet-rug.org/pdf_word_docs/105.pdf)

- **Maintenance**

The carpet must be maintained and cleaned in accordance with Traffic Master's recommendations as outlined in "How to Maintain the Carpet in Your Home" by Traffic Master. Spills should always be cleaned immediately and heavily trafficked areas should be vacuumed a minimum of twice per week, with less trafficked areas vacuumed at least once per week. Residentially installed carpet should be professionally cleaned at least every 12 to 18 months to maintain the appearance of the carpet, sooner if the carpet begins to appear soiled. Hot water extraction (steam cleaning) is Traffic Master's recommended cleaning method. Always allow carpet to dry thoroughly before exposing to traffic.

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.
- The consumer shall reasonably cooperate with Traffic Master in its efforts to honor and perform its obligations under this warranty.

## Lifetime Anti-Shock Limited Warranty

Traffic Master warrants that this carpet will not will not generate static electricity in excess of 3 kilovolts (tested according to AATCC 134) during the useful of the carpet, provided that the carpet is properly installed and maintained indoors according to Traffic Master's maintenance and installation recommendations (see general warranty details below).

If after testing of the carpet according to AATCC 134, Traffic Master determines that the carpet has generated in excess of 3 kilovolts, and that all warranty conditions have been met, Traffic Master will compensate the owner on a pro rata basis for: (1) the original material cost of the carpet for the area directly affected, and (2) a reasonable installation allowance.

### General Warranty Details

- **Warranty Coverage**

Traffic Master will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Traffic Master will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$5 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

- **Installation**

The carpet must be installed in accordance with the Carpet & Rug Institute standard CRI-104. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

Installation Recommendations:

[http://www.carpet-rug.org/pdf\\_word\\_docs/104.pdf](http://www.carpet-rug.org/pdf_word_docs/104.pdf)

- **Maintenance**

The carpet must be maintained and cleaned in accordance with Traffic Master's recommendations as outlined in "How to Maintain Your Commercial Carpet" by Traffic Master. Daily spot cleaning and vacuuming of traffic areas, weekly vacuuming of all areas, and periodic steam cleaning are all an integral part of any pre-planned routine and ongoing commercial maintenance program. Do not over-wet the carpet when cleaning. Allow carpet to dry thoroughly before exposing to traffic. When cleaning spots never pour solvents directly on the carpet, apply to a cloth and blot carefully.

- This warranty is prorated based upon a typical useful life of 15 years and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

- The consumer shall reasonably cooperate with Traffic Master in its efforts to honor and perform its obligations under this warranty.