



Carpet Warranty

The following guidelines cover most manufacturer's warranties. All product warranties are from the manufacturer and not The Floor Trader of Tacoma. Here are common statements found in many manufacturer warranties. They are typical industry warranty keypoints. Every manufacturer may differ. Just remember when it comes to warranties, as my dad used to say, bold print giveth, fine print taketh away! Just because advertising a trait or feature does not make it a warranted item.

Non-Warranted Carpet Characteristics

Crushing

Crushing is the loss of pile thickness due to foot traffic or furniture indentation. Loss of pile thickness is the compression of the carpet tufts. Crushing may become permanent and is not a defect. Frequent vacuuming should reduce crushing due to traffic and hot water extraction may help restore some pile thickness. The use of furniture coasters is also highly recommended.

Shading/Watermarking

Shading is not a change in color but a change in pile direction that sometimes appears randomly in a carpet or rug. If you look at the shaded area in one direction, it will appear darker, but from another direction, it will appear lighter in color due to the direction that light is reflecting off the fiber. Shading is a characteristic of certain constructions of carpet and is normal. Permanent pile reversal can also be classified as shading and is sometimes called watermarking or pooling. This condition has no known cause but is not a manufacturing defect.

Vacuum Marks and Footprints

Many carpet styles will show footprints and vacuum marks, these marks are not defects. Some yarns are shiny and reflect light more than others like de-lustered yarns. The pile height of the carpet comes into play too as well as the construction. Tighter, denser, and shorter pile carpet show less traffic than loosely constructed taller pile carpet.

Matting

Matting is the result of fibers or tufts entangling with adjacent tufts and is usually the result of infrequent vacuuming or cushion failure in traffic areas. Matting is not a manufacturing defect and can be avoided with good maintenance and using a proper cushion or pad.

Filtration Soiling

Filtration Soiling is the result of air flowing through or over the carpet. Dirt, dust, pollen and other air born particulates are trapped on the carpets surface. Filtration soiling will appear as dark or grayish spots or lines along walls, under doors, or vents as air escapes through tiny gaps and is filtered by the carpet. This condition can be cleaned but will return quickly if the gaps are not sealed or otherwise corrected. One can always see this at the corners and sides of a staircase steps when light carpet is installed.

Buckling and Ripples

Buckling may occur after installation and is not a manufacturing defect. The ripples are often the result of excessive humidity or damp weather and may disappear as the atmosphere dries. They can also be the result of improper installation. An installer can usually correct this problem by re-stretching the carpet with a power stretcher. Remember - anything bigger than a phone booth needs to be power stretched. If an installer comes into your home with just a knee kicker to install your carpet, show him back out the door. Do not use him - you will NOT be happy with the results. This can be caused as well when you push your furniture across the room instead of lifting it. Furniture moving guides are great to use, they are plastic on the bottom and slide over the carpet face. Just push slow and easy.

Yellowing

Yellowing can be caused by many different influences including but not limited to changes in alkalinity, off gassing from cushion, heating fuels, cleaning solution residue, etc. A professional carpet cleaner can remove most yellowing using white vinegar or citrus acid based cleaning solutions.

Seams

Certified installers know how to minimize the appearance of seams. Seams may be more apparent in certain carpet constructions with lower pile heights, your retailer should discuss this with you before you purchase. Expect all seams to be visible! Period.

Tip Bloom

Over time, daily foot traffic can cause the tips of yarns in cut pile carpets to untwist and bloom open. This is a normal occurrence. To minimize this effect, look for carpets with highly twisted yarns of dense construction, use a vacuum cleaner set to the correct height and make sure to have a hot water extraction performed annually.

Limited Stain Resistance Warranty

- Some manufacturers warrant that the surface pile of your carpet will resist stains from most foods and beverages (except as noted below) with the use of proper carpet care and cleaning procedures (found in Carpet Care & Maintenance) for the term of the warranty. The manufacturer will repair or replace any carpet that does not perform as warranted.
- No Carpet is completely stain proof, therefore, this warranty excludes
 1. General soiling and stains from non-food/non-beverage sources
 2. Foods and beverages that contain strong dyeing agents such as but not limited to mustard, herbal tea, red wine, and coffee
 3. Substances that permanently damage or change the color of the carpet including, but not limited to bleach, hydrogen peroxide, acne medication, acids, drain cleaners, plant food, vomit, feces, and urine
 4. Wicking or residual stains and filtration soiling.
- The manufacturer additionally warrants that carpets manufactured with 100% PET only will resist stains from benzoyl peroxide, a common ingredient found in acne medication.

Limited Texture Retention Warranty

- The manufacturer warrants that the surface pile of your carpet will not lose a significant amount of texture as measured with the ASTM-D-6119 standardized rating scale provided the carpet is installed over an approved pad that measures a minimum 6 lb density and is at least 7/16" thick to 1/2" thick. No more. We will repair or replace any carpet that does not perform as warranted.
- Texture retention is the ability of carpet tufts to maintain their shape and not lose twist, burst or bloom. Wear from crushing, flattening, soiling, agitated feet grinding or shuffling in front of seating areas, burns, pile reversal, damage from improper installation, pet damage, pulls, or tears are specifically excluded. Indentions from heavy equipment or furniture are specifically excluded. The texture of any carpet will change to some degree in heavy traffic areas, such conditions constitute normal wear.

Limited Abrasive Wear Warranty

- The manufacturer warrants that your carpet will not lose more than 10% of the original face weight for the term of the warranty due to abrasive wear provided the carpet is installed over an approved pad that measures a minimum 6 lb density and is at least 7/16" thick. The manufacturer will repair or replace any carpet that does not perform as warranted.
- Abrasive wear is defined as fiber loss from the pile surface due to normal foot traffic. Wear from crushing, flattening, soiling, fading, burns, pile reversal, damage from improper installation, pet damage, pulls or tears are specifically excluded.

Limited Quality Assurance Warranty

- The manufacturer warrants that your carpet will be free of any manufacturing defects. A manufacturing defect is defined as any defect in workmanship or material. They will repair or replace any carpet that is found to have manufacturing defects.

- Crushing or matting of any kind including but not limited to pile compression or entanglement caused by foot traffic or indentions caused by furniture or other heavy equipment is not covered under most warranties.
- Color loss or changes caused by atmospheric contaminants, chemicals, or sunlight are specifically excluded from some warranties.
- De-lamination, loss of tuft bind, buckling, ripples or any other damage caused by abuse including but not limited to improper installation, improper maintenance, flooding and pet damage is specifically excluded from this warranty.
- The manufacturer will not pay for labor for appearance related defects that should have been identified prior to installation such as streaks, color shifts, spots, tears, missing tufts, etc.
- Manufactures do not cover or compensate your for any and all inconveniences. This would be like furniture moving, days without carpet down, trim that needs to be removed or replaced, etc.