



## 10 Year Stain Proof No Exceptions Limited Warranty

Kraus Inc. warrants that this carpet will not permanently stain from substances typically found in homes or offices in the 10 years following installation, provided that the carpet is properly installed and maintained indoors according to Kraus' 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 Kraus 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, Kraus 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 Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus 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**

Kraus Inc. will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Kraus Inc. 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.krausflooring.com/installation\\_recommendations.htm](http://www.krausflooring.com/installation_recommendations.htm)

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

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## 10 Year Stain Proof No Exceptions Limited Warranty Continued

### Maintenance

The carpet must be maintained and cleaned in accordance with Kraus' recommendations as outlined in "How to Maintain Your Commercial Carpet" by Kraus Inc. 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.

Maintenance Recommendations:

[http://www.krausflooring.com/maintenance\\_recommendations.htm](http://www.krausflooring.com/maintenance_recommendations.htm)

- This warranty is prorated based upon 10 years of service and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.
- The consumer shall reasonably cooperate with Kraus Inc. in its efforts to honor and perform its obligations under this warranty.

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