



5 Year Residential Texture Retention Limited Warranty

Kraus Inc. warrants that the surface pile of this carpet will not exhibit a significant loss of texture under normal residential use for the 5 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).

Texture retention is defined as the ability of the individual carpet tufts to retain their visible shape and not burst, bloom, or lose their twist at the surface of the carpet. Abnormal loss of texture is defined as a rating of less than 2.5 on the international standardized rating scale, CRI TM-101 (1.0 = severe change; 5.0 = new or no change).

A professional cleaner must clean carpet under this warranty at least every 12-18 months. Hot water extraction is the recommended cleaning method. This warranty also requires that the carpet be installed over a cushion with a minimum density of five pounds per cubic foot and a maximum thickness of ½ inch.

This warranty excludes carpet installed in public corridors and on stairs. It also excludes damaged caused by furniture casters, athletic footwear, water damage, abuse and willful damage including burns, tears and cuts. Changes in appearance caused by soiling, crushing, shading and pooling are also excluded. The texture of any carpet will slightly change over time. Such change is considered a normal characteristic.

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-105. 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.carpet-rug.org/pdf_word_docs/105.pdf

- **Maintenance**

The carpet must be maintained and cleaned in accordance with Kraus' recommendations as outlined in "How to Maintain the Carpet in Your Home" by Kraus Inc. 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 Kraus' recommended cleaning method. Always allow carpet to dry thoroughly before exposing to traffic.

Maintenance Recommendations:

http://www.krausflooring.com/maintenance_recommendations_res.htm

- This warranty is prorated based upon 5 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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