



## **COUNTRY ROAD**

### **WARRANTY, CARE AND MAINTENANCE**

#### **15 YEAR LIMITED RESIDENTIAL BROADLOOM CARPET WARRANTY**

The following details the Residential Limited Warranty issued for this residential carpet. This warranty applies to purchases of this residential carpet made on or after January 1, 2021.

#### **Who Is Covered?**

This warranty protects you, the original purchaser, if you have purchased this carpet for your own residential use in an owner-occupied residence. This warranty is non-transferable.

#### **What This Residential Limited Warranty Covers?**

Subject to the conditions and exclusions below, the following outlines the warranty coverage of your Residential Limited Warranty. This prorated warranty includes reasonable labor for installation for one (1) year after the date of purchase. If a defect covered under this limited warranty should occur, see below.

- 15 Years Quality Assurance - Will be free of material or workmanship defects.
- Limited Lifetime Staining - Will remain stain resistant to most household food and beverage.
- Limited Lifetime All Pet Stains - Resist staining caused by pet urine, feces, and vomit.
- Limited Lifetime Soiling - Surface pile of the carpet will resist soiling by common household soil.
- 15 Years Texture Retention - Not exhibit significant twist loss or loss of texture from normal foot traffic.
- 15 Years Delamination, Tuft bind, & Edge Ravel - Remain free of delamination, tuft bind failure, and edge ravel issues.
- 15 Years Abrasion - Carpet will lose no more than 10% of the pile face fiber, by weight.
- 10 Year Zipper Warranty – Loop Carpets are guaranteed not to “zipper” for up to 10 years. Seams and edge must be properly sealed based on installation guidelines.

Your residential carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by dealer. Prior to replacement, a claim report must be completed and submitted. Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end.

## What Conditions Apply?

- Installation must be in an owner-occupied residence; commercial use is excluded.
- Indoor installations only.
- Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105, using a suitable pad that meets FHA/HUD requirements. (Note: Midwest Floor Source recommends a pad with a maximum thickness of 7/16" for optimum performance.) Consult your retailer for details.
- Midwest Floor Source will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

## What Is Not Covered?

- Damage from flooding or excessive moisture from existing moisture.
- Damage from improper installation such as burns, cuts, fading, matting, pulls, odor, soiling, staining, or tears.
- Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.
- Changes in carpet color or color fading resulting from external causes, such as fading due to sunlight, are not warrantied.
- The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.
- Carpet which has been treated after installation with any silicone-based anti-soil treatments.
- Carpet in any nonresidential use.
- Minor and normal texture, feel or color differences between sample and actual carpet.
- Stairs are not warrantied.
- Stains from substances such as bleaches (unless covered under the ColorGuard® and Fade Resist Technology), caustic or acidic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, feces, oil-based substances, and vomit.
- Carpet subjected to abnormal abuse or abusive conditions and damage due to the application of improper cleaning agents. Failure to follow recommended carpet care and cleaning instructions described in the Care and Maintenance section could result in damage to your carpet that may not be covered by your warranty. The cleaning of the affected area should begin immediately upon discovery.

**PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.** While your residential carpet is inherently stain-resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require repeated cleanings, and some stains may not be removable. The more time that elapses before removal, the more difficult a stain will be to remove. Midwest Floor Source may, as its sole option, elect to have the affected area of the carpet cleaned professionally.

## **What If You Need Warranty Service?**

If you think that there is a defect in your carpet that is covered by this warranty, you must notify the Midwest Floor Source retailer who sold you the carpet. Your retailer will be able to file a claim with Midwest Floor Source for you. If you are unable to contact your retailer, do not receive satisfaction, or need more information regarding proper installation or this warranty, please contact Midwest Floor Source. Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the carpet excluding pad and labor.

**WHAT Midwest Floor Source WILL DO:** Should a defect covered under this warranty above be found, the affected area will be repaired to conform to the warranty. If Midwest Floor Source determines repair is not commercially practical, Midwest Floor Source may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. Midwest Floor Source will pay the reasonable costs for freight and for labor if within one (1) year of the date of purchase where applicable. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the carpet, will be at your sole expense. Any moisture-related testing (i.e. Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of Midwest Floor Source and all issues related to moisture, including any product-related issues, are excluded from this warranty.

**IMPLIED WARRANTIES: NO IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERM OF THIS WRITTEN Midwest Floor Source WARRANTY.** By implied warranties, we mean ones that the law presumes to have been given by the seller even though they aren't set out in writing.

**PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

# **CARE AND MAINTENANCE**

## **How to Keep Carpet Clean**

Carpeting is a popular flooring choice in many homes due to its comfort and aesthetics. To keep your carpet looking its best and to help maintain a healthy indoor environment, regular maintenance and cleaning are crucial. Delve into the world of carpet cleaning with these best practices listed below.

### **Preventative Maintenance: Your First Line of Defense**

Adding rugs and walk off mats to high traffic areas, such as entryways, doorways and hallways, helps reduce the amount of dirt and debris tracked onto your carpets and can help minimize wear and tear.

### **Spot Cleaning and Spill Removal: Get It Before It's Gone (into Your Subfloor)**

When spills occur, it's crucial to address them promptly. Letting stains sit for too long can allow them to seep into the subfloor and cause unseen damage. Blot the stain with a clean cloth, working from the outside in to prevent it from spreading.

### **Vacuuming Regularly: Keep it Clean**

The most important step in caring for your carpet is vacuuming it thoroughly and frequently. Regular vacuuming is essential to remove surface dirt and debris. Aim to vacuum high-traffic areas at least once a week. Use slow, overlapping strokes and pay extra attention to areas with heavy foot traffic and under furniture. Consider investing in a high-quality vacuum cleaner that suits your carpet type. Vacuum cleaners with HEPA filters are excellent for trapping allergens. Hot Water Extraction or Steam Cleaning: Deep Cleaning for Carpets

For tougher, stubborn stains, bigger messes, or a special occasion deep cleaning, hot water extraction or steam cleaning can be highly effective in restoring the freshness and cleanliness of your carpets. Hot water extraction involves the use of hot water and a cleaning solution to remove deep-seated dirt and stains from carpets, removing oils and particulates that accelerate soiling. While DIY carpet cleaning machines are available, professional hot water extraction services often yield better results and save you time and effort. Whether you choose to hire a professional or do it yourself, make sure the machine used has the CRI Seal of Approval. Midwest Floor Source requires hot water extraction every 12-18 months.

## **Creating A Carpet Cleaning Schedule**

Establish a cleaning schedule based on your household's needs. Consider factors like the number of occupants, pets and amount of activity. Carpet cleaning needs may also vary with the seasons. Heavy cleaning may be required after the winter months when carpets accumulate more dirt and moisture. Periodic professional cleaning by certified technicians ensures a thorough job and helps prolong the life of your carpets.

Regular carpet cleaning, including preventative maintenance, proper vacuuming, and hot water extraction, is essential for maintaining a clean and healthy living environment. By establishing a cleaning schedule and following the tips provided in this guide, you can enjoy the beauty and comfort of your carpets for years to come.

## **Preventative Maintenance**

Easy, proactive steps will keep your carpet looking good over time.

**Don't track dirt inside.** Placing walk-off mats outside all entrances will help absorb soil and moisture and trap excessive dirt, sand or oil that might otherwise be tracked into the home. Clean mats on a regular basis so they don't become sources of soil themselves.

**Use quality carpet cushion.** A good carpet cushion, or pad, not only gives better resilience and comfort underfoot, it can extend the life of your carpet - especially on stairs.

**Occasionally move heavy furniture.** Moving your furniture on occasion refreshes the feel of your room and helps avoid excessive pile crushing. Consider using carpet protectors under the legs of tables, chairs and other furniture to help distribute the weight. Damage can occur if you use chairs or appliances with rollers or casters without a chair pad designed specifically for carpet.

**Protect carpet when moving furniture.** When moving heavy wheeled furniture (pianos, buffets, etc.), prevent damage by placing a protective barrier of heavy cardboard or plywood between the wheels and the carpet.

**Clean your area rugs.** If you use area rugs on your carpet, be sure to clean them regularly, and make sure you clean and restore the pile of the carpet underneath as well. After cleaning your carpet, allow it to dry completely before replacing rugs.

**Reduce periods of direct sunlight.** Protect your carpet from prolonged periods of direct sunlight with blinds, shades or awnings.

## **Vacuum Frequently to Extend the Life of Your Carpet**

The most important step in caring for your carpet is vacuuming it thoroughly and frequently.

Frequent vacuuming stops soil from working its way below the surface of the carpet pile where it is far more difficult to remove and can damage the carpet fibers.

- Invest in a quality vacuum certified through the Carpet and Rug Institute's Seal of Approval/Green Label Vacuum Cleaner Program
- For light traffic areas - vacuum the carpet traffic lanes twice weekly and the entire area once weekly
- For heavy traffic areas - vacuum the carpet traffic lanes daily and the entire area twice weekly
- For shag, wool and wool-blend styles, suction-only vacuum or a vacuum with an adjustable brush lifted away from the carpet so it does not agitate the pile
- For all other carpet styles, use a vacuum with a rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil. Test the beater/brush bar in an inconspicuous location before regular use to make sure it doesn't produce excessive fuzzing.

### **As a general rule of thumb, it's important to always do the following when you have a carpet Stain:**

1. **Scrape:** Pick up and remove as much of the solid mess as possible.
2. **Absorb:** Blot repeatedly with a wet cloth to absorb the stain quickly.
3. **Blot:** Never rub or scrub your carpet abrasively—always blot! It's best to work from the outer edge in.
4. **Rinse:** Always follow blotting with water to remove cleaning product residue.
5. **Pressure:** Place several layers of paper towels or cloth over the spot and add pressure to help pull the stain up.

**DEEP CLEAN** Schedule a hot water extraction every 12-18 months or more depending on the traffic in your home.