



## **PINCH HITTER**

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

#### **General Information**

PureColor® is a residential brand of solution-dyed fiber that is used in this carpet. Because it's solution-dyed, the color goes all the way through the fiber, like the color in a carrot, meaning the color won't fade, wear off, or stain. The result is color that is beautiful, vivid, and permanent for the life of the carpet, with virtually no inconsistencies or sidematching issues.

This carpet is made in the USA using the latest technology and state-of-the-art manufacturing facilities and processes in the carpet industry. Because of the manufacturing efficiencies and the way the solution-dyed fibers are made, this carpet uses considerably less energy and water and produces less greenhouse gases.

#### **Built-in protection**

PureColor® fiber has Soilshield®, a soil and stain protection that is not only applied to the outside of each fiber, but is also inside each fiber.

### **WARRANTY INFORMATION**

#### **Stain Resistance – Limited Warranty**

No one wants a permanent stain on their carpet. That is why this carpet is extremely stain resistant. With proper care and prompt attention, this carpet will resist staining from a host of common food and beverage accidents, such as coffee, colas, ketchup, chocolate, and wine, as well as household bleach and cleaners. Of course, this warranty excludes abusive conditions (paint, stain/varnish, hair dye, and adhesive) or unattended spills or accidents. You must keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute. The guidelines can be found at [www.carpet-rug.org](http://www.carpet-rug.org).

#### **Pet Resistance – Limited Warranty**

Carpet made with PureColor® will not be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty covers the physical appearance of a pet stain. This warranty does not cover odor, as odor can emanate from below the surface of the carpet, even from the pad under the carpet, if pet deposits are allowed to dwell for a period of time before extraction. The carpet must be installed correctly, be subject to normal use in a residential dwelling, and be maintained according to recommendations as outlined in the Care and Maintenance information for this carpet. Allowances will not be offered where there is

evidence that pet stains are not accidental, but are a regular occurrence. Terms and conditions apply.

### **Fade Resistance – Limited Warranty**

We all enjoy a beautiful view and lots of natural light, but no one wants to worry about the possible damage and color fading that can be caused by prolonged exposure to harsh sunlight – especially from southern exposures. That is why this carpet is made beautifully fade resistant with PureColor® solution-dyed fiber. You can even spot clean with household bleach and the color will not fade.

### **Soil Resistance – Limited Warranty**

Nothing dulls the appearance of a new carpet faster than soiling from outside dirt and everyday living. That is why this carpet is equipped with soil and stain shield treatment. The use of walk-off mats is suggested to minimize soiling. This treatment keeps dirt from clinging to the carpet fibers so it's easier to vacuum. Did you know regular vacuuming also prolongs the life of your carpet? It does! Always keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

### **Abrasion Resistance – Limited Warranty**

Everything wears from use and carpet is no exception, but you certainly don't want your new carpet to wear out before its time, and neither do we! That is why we warrant this carpet to stand up to normal wear and lose no more than 10% of pile fiber during its warranty period. Of course, the carpet has to be installed correctly and the abrasive wear has to be normal residential foot traffic - not abusive use.

### **Manufacturing Defects – Limited Warranty**

Our suppliers use the best materials and have the finest workmanship, but no one is perfect. So, in the very rare instance there is a manufacturing defect, you're protected.

### **Texture Retention – Limited Warranty**

Texture gives your new carpet the look and feel you want. So why not keep it longer? Your new carpet is warranted against significant twist loss from foot traffic for the warranty period. This does not cover abusive wear or carpet that has been incorrectly installed.

## **WARRANTY EXCLUSIONS**

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by

tears, pulls, burns, wheel traffic, or athletic equipment. Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs; carpets in commercial facilities, outdoor areas; and anywhere other than owner occupied residences. This warranty does not cover damage due to flooding as a result of weather events, plumbing, or appliance failure. We recommend a new pad with a maximum thickness of 7/16 inch and a minimum density of 6 pounds for optimum performance. Warranties are voided if you fail to follow recommended carpet care and routine maintenance of the product or recommended installations guidelines.

## **WARRANTY SERVICE**

If you are unhappy with your carpet and believe you have a warranty claim, contact the retailer from whom you purchased the carpet, and they will file a claim on your behalf.

You will need to provide your proof of purchase, a full description of your claim, and receipt(s) for recommended professional cleaning by hot water extraction. Photographs and/or samples of the carpet may be required. These warranties are not transferable.

**Please note: We comply with state law where it addresses warranty exclusions, limitations, etc.**

## **CARPET CARE CHECKLIST**

- ✓ Only install your carpet in appropriate areas of your home. Use a professional carpet installer for best results.
- ✓ Use a quality carpet pad of the correct thickness and weight.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- ✓ Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ Do not apply heat or hot water to a urine stain.
- ✓ Have professionals remove stains caused by markers.
- ✓ Only use Carpet and Rug Institute Seal of Approval spot cleaners.
- ✓ Minimum pad requirement
  - Patterns & Loop Constructions
    - 3/8" inch thickness and 8 lb density
  - Cut-pile Constructions
    - 7/16" inch thickness and minimum 5.5 lbs density

*See "Spot Cleaning Guide" for more tips or visit [www.carpet-rug.org](http://www.carpet-rug.org).*

## **SPOT CLEANING GUIDE**

### *A. WATER SOLUBLE STAINS*

First, using cold water, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 1 tsp. clear liquid dishwashing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed.

### *B. WATER SOLUBLE STAINS WITH ODOR*

Same as A, but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

### *C. WATER SOLUBLE STAINS WITH HEAVY COLORS*

Same as A, but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

### *D. GREASE*

Blot as much as possible with a white cloth or paper towel. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid) or a citrus-based solvent to a white cotton cloth.

**CAUTION:** Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and adequate ventilation.

### *E. WAXES AND GUMS*

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

### *F. MEDICAL STAINS*

Commercial preparations are available. A 5% sodium thiosulfate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

### *G. RUST*

Most can be removed with a 10% solution of citric acid. More stubborn stains will require professional cleaning, as restricted chemicals may be needed. Certain household cleaners contain citric acid and should be used with caution.

### *H. PET STAINS REMOVAL PROCEDURES*

Address all spills and stains as soon as they happen or as soon as they are known to exist. The longer a substance remains on the carpet, the more difficult it can be to remove. Remove any solids deposited on the carpet using a dull knife or similar dull rigid tool. Blot as much of a liquid deposit as possible using white absorbent cloth. Working the edges can prevent spreading. Do not use heat or hot water on a urine deposit, as heat can 'set' this type of stain. Apply a small amount of cold water using a clean cloth or a spray bottle and continue to blot. A solution of clear liquid dish detergent (with no additives such as lanolin, lotion, etc.) and cold water (1/4 tsp detergent to one cup water) can help remove the stain. Apply all cleaning solutions using a spray bottle or a clean cloth. Do not at any point saturate the carpet. Rub lightly in one direction at a time so as to rub further down the individual tufts rather than in a back and forth motion. Do not rub with pressure. Absorb as much of the stain and any applied solution and water as possible

using white absorbent cloth and direct weight or pressure or using suction. Allow carpet to dry completely before traffic resumes.

If a pet urine stain has been 'set' or has been allowed to dwell for a period of time prior to being attended to, use a 50/50 clear vinegar and water solution. A 50/50 bleach/water solution in place of or in addition to methods described above may be used. An enzyme cleaner may also be effective on deposits of organic matter such as pet stains.

Repeat any of these procedures as needed.

**Completely remove all cleaning chemistry with cold water and blotting or suction. Residue from cleaning products will attract soil going forward.**

Professional cleaning may be required.

Alcoholic Beverage	A	Grease (auto)	D
Asphalt	D	Grease (food)	A
Beer	A	Ink (ball point)	D
Betadine	F	Ink (washable)	A
Berries	A	Lipstick	D
Blood (Wet)	A	Milk	A
Blood (Dry)	C	Mustard	A
Butter	A	Nail Polish	Nail Polish Remover
Chewing Gum	E	Paint Latex (wet)	A
Chocolate	C	Paint Latex (dry)	D
Coffee	B	Paint (oil)	D
Cola Drinks	A	Rust	G
Cosmetics	A	Tea	A
Crayon Markers	D	Urine	B
Excrement	A	Vomit	B
Food Dyes	A	Wax	E
Furniture Polish	A, D	Wine	C