

# Beaulieu® of America Commercial Carpet Warranty, Care & Maintenance Brochure March 2015



## Specification

The functional benefits and performance characteristics of a carpet will depend greatly on proper specification. Properly specifying carpet is important to those who purchase, sell, install, and use carpet. Proper commercial carpet specification includes considerations for fiber type and carpet construction, tufted texture, backing type, method of dyeing, color or shade, and installation specification to meet a site's daily traffic load requirements. Properly specified carpet contributes to the decorative qualities and comfort of a commercial facility, and is the beginning of a successful, long-lasting installation. Beaulieu's exceptional line of commercial carpets, provide the outstanding wear, and abrasion resistance, cleanability, and other performance features designed to meet the rugged demands required of commercial carpet.

Another significant consideration regarding commercial carpet specification is to ensure the carpet can be easily maintained. By following a properly planned and effective cleaning schedule, you will significantly help protect carpet fibers against damage caused by abrasive soiling, which will extend its life, and allow it to continue to promote and enhance your professional work environment. This brochure is designed to help you understand the warranties that apply to your Beaulieu® commercial carpet and Hollytex Modular Carpet Tile, to help your facilities manager design a preventative maintenance plan, and to develop an effective carpet cleaning and maintenance program. To comply with your warranty obligations, all commercial carpet care and maintenance products and cleaning equipment must be certified by the CRI Seal of Approval (SOA) Program ([www.carpet-rug.org](http://www.carpet-rug.org)) and be performed by a certified professional carpet cleaner. Listed herein here are spot cleaners, traffic lane cleaners, in-tank detergents and extractors that have demonstrated to meet the very stringent carpet cleaning capabilities set forth in this program. The CRI Green Label (GL) program lists recommended vacuum cleaners that have also demonstrated a similarly high level of carpet cleaning efficacy while releasing the least amount of dusts during vacuuming.

## Preventative Maintenance

Preventative maintenance provides a more cost effective means to maintain your commercial carpet investment. A properly thought-out carpet care and maintenance program begins with preventative maintenance. Preventative maintenance in commercial facilities typically includes the use of frequently cleaned or replaced walk-off mats placed in strategic exterior building entry ways and transition areas. Included with good ground-keeping practices in key exterior areas, walk off mats will reduce the amount of soil tracked onto your carpet. Similar protective mats should be placed around food stations, public restrooms and water coolers, and in front of elevators and stair thresholds. In addition to this, preventative maintenance requires compliance with a routine vacuuming program that will vary in frequency, based on recognized soiling patterns. The use of chair mats is required under chairs equipped with casters to prevent damage caused by grinding dry abrasive soil into the carpet. Preventative maintenance can include the use of portable hot water extractors, pile lifting and fast drying liquid encapsulates.

## Vacuums

Routine vacuuming will remove as much as 90% of dry soils which if not removed, will accelerate fiber wear, dull the carpet, and shorten its useful lifecycle. For commercial carpet needs, the use of a two-motor upright vacuum model equipped with a rotary brush is recommended. A proper and effective vacuuming program is the most essential consideration of a well-designed commercial carpet maintenance program. Listed below are examples of the expected vacuuming frequencies required, based on daily commercial traffic load needs and facility applications. In general, it is recommended to vacuum back and forth and side to side, using a minimum of four passes in each direction. To keep a vacuum operating most efficiently, empty canisters, and dispose of bags before they reach full capacity.

## Vacuums Frequencies

Because the vast majority of soils are tracked-on, vacuuming frequencies should be determined by using a copy of the facility floor plan and the chart below to identify the type of traffic each area is subjected to on a daily basis. Traffic types can be broken down into Light, Medium, and Heavy Traffic categories which are based on the number of times a person walks on a specific concentrated area. The examples listed below provide a recommended vacuuming frequency for each area based on their typical traffic type.

Area	Traffic Type	Vacuuming Frequency
Entries	Heavy	Daily
Lobbies	Heavy	Daily
Corridors	Heavy	Daily
Cafeterias	Heavy	Daily
General Offices	Medium	3 Times per Week
Classrooms	Medium	3 Times per Week
Interior Hallways	Medium	3 Times per Week
Private Offices	Light	Weekly
Boardrooms	Light	Weekly
Conference Rooms	Light	Weekly

### Spot Cleaning

Spots and spills are inevitable. When they occur, it is imperative to identify what was spilled, and immediately spot clean properly to prevent staining. Proper spot cleaning will help allow a carpet to resist staining, and soiling that spots and spills can attract. Proper spot cleaning will also make deep restorative cleaning easier and less expensive to do.

Note: Spot cleaning should be performed on a daily basis using water or the recommended spot cleaners listed here.

### How to Spot Clean

To help protect against staining, blot up spots and spills immediately. Always spot clean initially using only water. If necessary, then use the recommended spot cleaners listed here by applying them to a clean, white terry cloth towel, and then blotting from the outside of the spot or stains toward its center. Never scrub or abrasively rub when spot cleaning. If solid matter is present, start by gently scraping-up solid material, and then vacuum to remove loose matter. Spot clean wet spills by dry blotting first, using a clean, and dry white terry cloth towel. Spot clean oily-based substances by first softening any solid matter by using isopropyl alcohol. Proceed using a dry volatile solvent or citrus solvent spot cleaner. Never apply solvents or any other spot cleaner directly to your carpet. Blot clean until the stain is removed, or until it ceases to transfer onto the towel. Some spots and spills require repeat spot cleaning, and/or the use of the next recommended spot cleaner. The use of a weighted, folded dry terry cloth towel placed over spot cleaned areas will facilitate the removal of residues that can cause spots to reoccur. Check towels every 30 minutes, and replace as needed. Leave a weighted clean towel down overnight. If after following these spot cleaning procedures a stain reappears, moisten the stain using water only, thoroughly dry blot, and repeat the use of weighted terry cloth towels. Some stains require the use of professional spot cleaning. This is your responsibility.

## STAIN REMOVAL GUIDE

Listed below are the most common types of stains, and recommended spot cleaners and steps required to properly care for our carpet. Not all stains listed here are covered by your warranty.

**Dampen a white terry cloth towel and then blot clean using these spot cleaners.**

Acne Medication- 3, 1, 7	Furniture polish (oil based)- 8, 3	Paint (acrylic)-3, 6, 2
Asphalt- 3, 1	Glue-3, 2	Paint (enamel)-3, 2, 1
Asphalt Sealer- 3, 1	Graphite-9, 3, 2	Paint (latex)-1, 7, 3
Baby Formula- 3, 1, 7	Gravy-3, 1, 7	Paint (oil based)-3, 2, 1
Beer- 1, 2	Grease (black)-3, 1	Paint (water based)-1, 7, 2
Blood-7, 1, 5	Greasy food stains-3, 1, 7	Peanut Butter-3, 1, 2
Butter-3, 1, 7	Gum-3	Rust-1, 2
Candy-1, 7, 6, 5	Hair shampoo-2, 7, 4	Salad Dressing- 3, 1
Carbon black- 9, 3, 1	Hand Cream-3, 1, 7	Sauces-3, 1, 7
Catsup-1, 7, 6	Ice Cream-3, 1, 7	Shoe Polish-(Liquid)-3, 8, 1
Chocolate-3, 1, 7	Iodine-3, 1, 5	(Paste)-3, 1 (Wax)-3, 1, 2
Chocolate Milk-3, 1, 7, 6	Ink-8, 3, 2	Soft drinks-1, 7, 6, 5
Clay-3, 1, 6	Jelly-1, 7, 6	Soot-9
Coffee-1, 6, 5	Kool-Aid (powder)-9, 2, 6	Syrup-1, 7, 2
Cola-1, 7, 6, 5	Kool-Aid (wet)-1, 6, 5, 2	Tar-3, 1
Cologne-1, 7, 6	Liquor-Alcohol Beverages 1, 7, 6	Tea- 1, 6, 2, 5
Cooking Oil-3, 1, 7	Makeup-3, 1, 2	Tomato juice/sauce-1,6,2,5
Cosmetics-8, 3, 1	Margarine-3, 1, 2	Urine-(dry) 1,2,6,5 (wet)-1,7,6
Cough Medicine: 1, 7, 6	Mayonnaise-3, 1, 7	Varnish- 3, 1
Cranberry juice-1, 7, 5	Medicines-(non-ointment)-8, 3, 5	Vegetable oil-3, 1, 2
Crayon-3, 1, 4	Milk-3, 1, 7	Vinegar-7, 2
Dye-4, 3, 2	Mold, Mildew-1, 7	Vomit-1, 7, 6
Egg-1, 7, 6	Mouthwash-1, 6, 3	Wax-3, 1, 6
Feces-1, 7	Mud-1, 2	Wine-1, 6, 7, 5
Felt Marker-8, 3, 5	Mustard-1, 6, 5	Water-3, 6, 2
Food Dye-4, 3, 2, 7	Nail Polish-8, 3, 1	Water colors-1, 7, 6, 4
Fruit punch/juice-1, 7, 6	Oil-3, 1	Whiskey- 1, 6, 7
Furniture Dye-8, 3, 1	Ointment- 3, 1, 7	

## Cleaning Methods

Step 1 – Detergent and water - Mix ½ teaspoon of dish detergent (with no bleach or lanolin) with two (2) cups lukewarm water. Follow spot cleaning by blotting with clear water using a white terry cloth towel.

Step 2 – Warm Water Rinse - Dampen a white terry cloth towel with luke warm water and blot affected area.

Step 3 – Dry Cleaning Solvent or Citrus Solvent – Solvents can be found in your local hardware store or supermarket. (Nail polish remover with Acetone can be substituted when spot cleaning small stains).

Step 4 – Isopropyl Alcohol

Step 5 – 3% Hydrogen Peroxide - Follow by blotting with clear water using a white terry cloth towel. DO NOT attempt to clean acne medication, cosmetics, or hand cream stains using hydrogen peroxide.

Step 6 – Vinegar and water – Mix 1 cup of white vinegar with 2 cups of water. Follow spot cleaning by blotting with clear water using a white terry cloth towel.

Step 7 – Ammonia and water - Mix 2 tablespoons of household ammonia with 1 cup water. Follow spot cleaning by blotting with clear water using a white terry cloth towel.

Step 8 – Nail Polish Remover with Acetone

Step 9- Vacuum

## Interim Maintenance

An interim maintenance program should be included in your commercial carpet's cleaning and maintenance program. Interim cleaning is designed to reduce the soil-removal burden during hot-water extraction cleaning cycles, make your daily scheduled maintenance easier to perform, and to help your carpet retain a fresher, cleaner appearance. Proper interim cleaning is fast and effective, and provides a safe way to help retain a high appearance level with your commercial carpet. Interim cleaning can include the use of a commercial pile lifter (dual counter rotating brushes) to remove deeply embedded soils, or a fast-drying liquid encapsulate. Unlike hot water extraction, interim cleaning does not require significant training to do or expensive equipment and can be performed by in-house maintenance personnel. As in vacuuming, the frequency of interim cleaning needs will vary based on traffic and soiling conditions. The use of the Carpet and Rug Institute (CRI) Seal of Approval (SOA) approved products and equipment is required.

## Restorative Deep Cleaning Requirements

Although the frequency of restorative deep cleaning needs also vary, you must have your carpet cleaned professionally using the hot-water extraction method by a certified professional carpet cleaner following the IICRC Standard Reference Guide for Professional Cleaning and using the Carpet and Rug Institute (CRI) Seal of Approval (SOA) products and equipment every twelve (12) months to maintain your warranty rights. Due to higher concentration of traffic, areas such as, but not limited to lobbies, corridors, elevators, and food service locations will require more frequent cleaning. Carpet is easier to maintain, and more successfully cleaned when cleaned before becoming discolored by soiling. Hot-water extraction cleaning removes deeply embedded dry soils that can damage carpet fibers and be a deterrent to the long-term appearance and performance of a carpet. All chemicals used must have a pH level of less than nine. Before cleaning, a carpet must be thoroughly vacuumed. Heavily soiled carpet may require the use of a pile lifter and/or a traffic lane pre-spray prior to hot-water extraction. If the carpet was manufactured with a stain resistance treatment, Beaulieu recommends the re-application of Scotchgard™ Protector or similar treatment where applicable by a certified professional carpet cleaner after each professional hot water extraction. The use of fans, air-blowers, dehumidifiers, and air conditioners will help reduce drying times, which generally do not exceed six to eight hours. The use of a Bonnet or any carpet cleaning equipment or method other than professional hot-water extraction cleaning for restorative cleaning of your Beaulieu® commercial carpet is prohibited and will void these warranties. The use of portable extraction equipment that continuously recycles the cleaning solution can cause accelerated re-soiling. The use of this type cleaning equipment is not recommended. For questions or more information, Technical Services can be contacted at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).

OmniLoc™ Modular Tiles and MaxxBac™ Modular Tiles must only be extracted using a maximum 100 psi. and the temperature at the wand should not exceed 100 degrees Fahrenheit. Exceeding these limits may disrupt adhesive bond on perimeter of the tiles.

**Note:** The use of a Spin Bonnet, the use of detergents containing optical brighteners, and the use of silicone-based soil protection treatments is prohibited, and will void your warranties.

## Installation Requirements

Proper specification for commercial broadloom carpet includes installation by a certified carpet professional and strict compliance with the installation guidelines set forth in the CRI Carpet Installation Standard, unless otherwise specified by Beaulieu, and also includes the use of proper installation sundries. (Note: Refer to our OmniLoc Modular Carpet Tile Warranties and MaxxBac™ Modular Carpet Tile Warranty sections for installation requirements). The use of appropriate Green Label certified carpet adhesive and seam sealer is recommended for commercial direct glue down installations. If a pad is used, it must be a commercial pad construction, with a minimum 12 lb. per cubic foot weight density, and a maximum thickness

of 3/8 inch. A denser pad will be required for heavy traffic areas. The use of Green Label certified carpet pad is recommended. Carpet must be installed in sequential order based on matching dye lots and roll number sequence. If patterned carpet is used, consideration for normal pattern elongation must be taken into account. In this case, roll sequencing must be established prior to installation according to the length pattern measurement, starting with the roll with the longest length pattern measurement, and then sequencing each consecutive roll by the next longest length pattern measurement until reaching the roll with the shortest length pattern measurement. An exact pattern match is not guaranteed. Minor bow, skew, and pattern elongation up to 1 ½ inches in twelve feet is within manufacturing tolerance, and can be adjusted using fundamental installation standards. The use of pad and tackstrip should be avoided in areas subjected to rolling traffic. All seams must be properly sealed using appropriate seam sealer. Proper installation helps assure that commercial carpet will perform at an optimum level. For additional information pertaining to the installation of our commercial carpet, OmniLoc™ Modular Carpet Tiles and MaxxBac™ Modular Carpet Tiles contact our Technical Services Department at 800-944-2840, or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).

## Commercial Carpet Warranties

### Beaulieu® Limited Warranties

Not all of the Limited Warranties listed in this brochure apply to every Beaulieu® carpet. The specific limited warranties for your carpet are listed on your authorized Beaulieu carpet dealer's sample, which includes the duration of each such warranty. Review these limited warranties with your authorized Beaulieu carpet dealer prior to purchase to be certain the carpet you selected is suitable for your intended use, and the warranties it provides meet your warranty needs and expectations. Your warranties begin on the date of proper installation, and are extended to the original purchaser. **These warranties are pro-rated and are not transferable. Original sales receipts for the purchase of the carpet must also be maintained.** This brochure contains details of all the limited warranty features of Beaulieu® commercial carpets.

**For more warranty information and requirements to maintain these warranties please refer to sections Care & Maintenance, Installation Requirements, Warranty Exclusions, In the Event of a Claim, Consequential and Incidental Damages, Implied Warranties and General Terms and Conditions found elsewhere in the brochure.** For information on how to file a claim see the section "In the Event of a Claim".

### Limited Wear Warranty

Beaulieu warrants that when properly installed according to CRI Carpet Installation Standards, including the use of the carpet cushion meeting minimum requirements when used, the pile yarn in any area of our commercial carpet will not experience excessive wear during the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Excessive wear is defined as a countable loss of pile fiber that averages 10% or greater, that has resulted from normal foot traffic. Excessive wear is determined by pile yarn weight/ounces per square yard comparisons of the worn area of your carpet to a non-trafficked area or to the uninstalled carpet using mechanical wear simulator testing ASTM D 5252 Hexapod Drum Tester. Carpet installed on stairs, carpet installed in areas that are not appropriate for carpet, and damage caused by improper installation and improper, inadequate, or inappropriate care is excluded from this warranty. All carpet will crush to some degree from normal use. This is not a defect, or an indication of excessive wear, and is not covered by this warranty. How quickly, and to what extent crushing occurs is determined by traffic load, proper carpet specification, and method of installation, including proper carpet cushion specification when cushion is used. Other conditions, such as matting, burns, scuffs, cuts, snags, pulls, tears, pilling, fuzzing, damage caused by wearing other than normal footwear, by fiber degradation or loss resulting from exposure to harsh strong acids or caustics, from unfiltered sunlight exposure, or by anything other than caused by normal foot traffic, does not constitute excessive wear, and are not covered by this warranty.

### Lifetime\* Limited Stain Removal Warranty for Solution Dyed Nylon Carpets

Beaulieu warrants for the useful life that our commercial carpet made from our solution dyed nylon will resist permanent stains caused by spills of all substances, subject to the following limitations. This warranty specifically excludes general soiling, discoloration, appearance change due to pile distortion, and exposure to substance or contaminants that degrade or destroy nylon yarn or the color of the carpet. Also, this warranty specifically excludes carpet that has been surface treated with materials not recommended or approved by Beaulieu, or which has been subjected to abnormal use of conditions or to cleaning agents or maintenance methods not recommended or approved by Beaulieu.

**THIS IS NOT A CLEANING CONTRACT.** In order to make a claim under this warranty, the owner must have attempted to remove the stain within 24 hours after occurrence of the spill, **USING ONLY THOSE CLEANING METHODS AND PROCEDURES RECOMMENDED** by Beaulieu, and must notify Beaulieu immediately if stain removal is not successful. The original purchaser must also identify the type of stain and the method used to clean it. For approved cleaning agents and removal procedures, maintenance recommendations and other conditions of this warranty refer to the sections **Care & Maintenance, Installation Requirements, Warranty Exclusions, In the Event of a Claim, Consequential and Incidental Damages, Implied Warranties and General Terms and Conditions found elsewhere in the brochure.**

In addition, the owner must furnish to Beaulieu the ORIGINAL PROOF OF PURCHASE and non-returnable samples of the carpet for testing, and must permit a Beaulieu Representative access to the installed carpet in order to attempt to remove the stain. If, in testing and analysis performed by Beaulieu, and subject to the other limitations set forth herein, the tested carpet or the cleaned area is found to have a rating of less than **3** under the AATCC Gray Scale for Evaluating Change in Color, Beaulieu will pay for the attempted removal of the stain by the Beaulieu Representative, or replace the original carpet in the affected area, up to 100 times the size of the stain, free of charge, including installation. No charges for floor preparation or for movement or replacement of equipment, furnishings, partitions, etc., will be allowed. At Beaulieu's option, we will refund to the owner the original purchase price of the carpet in the affected area, up to 100 times the size of the stain. If the stain is removed using Beaulieu's recommended procedures, all stain removal costs will be the responsibility of the owner.

### **Limited Manufacturing Defect Warranty**

Beaulieu warrants your carpet against manufacturing defects that are not apparent during installation for the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Manufacturing defects pertain to any defect in material or workmanship of a carpet. With the exception of carpets that offer this extended warranty, and unless noted otherwise on our sample, all Beaulieu® carpets are warranted for one (1) year from the date of proper installation against manufacturing defects.

### **Limited Anti-Static Warranty**

Beaulieu warrants when properly installed and maintained that your carpet will not generate static above 3.5 kv when tested using the AATCC 134 Test Method for the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample.

**For more warranty information refer to sections Care & Maintenance, Installation Requirements, Warranty Exclusions, In the Event of a Claim, Consequential and Incidental Damages, Implied Warranties and General Terms and Conditions found elsewhere in the brochure.**

### **Limited Colorfastness for Solution Dyed Nylon Carpets**

Beaulieu warrants for the useful life that our commercial carpet made from Solution Dyed Nylon, when installed and maintained as outlined elsewhere in this brochure for INDOOR USE ONLY and subject to the other limitations set forth herein, will be colorfast against exposure to light and atmospheric contaminants as specified below for the duration of use for the warranty period specified on your authorized Beaulieu carpet dealer's sample.

#### **Colorfastness to Light**

Beaulieu warrants, that commercial carpet made from solution dyed nylon for the warranty period specified on your authorized Beaulieu carpet dealer's sample from the date of the original installation, will not display or evidence a significant change in color due to exposure to light. In order to make a claim under this warranty, the owner must notify the Beaulieu authorized carpet dealer and furnish non-returnable samples of the carpet for testing. If, in testing by Beaulieu and subject to the other limitations set forth herein, (1) the carpet is found to have a rating of 3 or less under the Gray Scale for Evaluating Change in Color, AND (2) such rating is determined to be the result of exposure to light for a period of time not to exceed 200 Xenon Fadeometer hours of such exposure, when testing in accordance with the AATCC 16E test method, Beaulieu will replace the original carpet in the affected room or area, free of charge, including installation, except that no charges for moving or replacing equipment, furnishings, partitions, etc., will be allowed.

#### **Colorfastness to Atmospheric Contaminants**

Beaulieu warrants, that commercial carpet made with Solution Dyed Nylon for the warranty period specified on you authorized Beaulieu carpet dealer's sample will not display or evidence a significant change in color due to exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen). In order to make a claim under this warranty, the owner must notify the Beaulieu authorized carpet dealer and furnish non-returnable samples of the carpet for testing. If, in testing by Beaulieu and subject to the other limitations set forth herein, (1) the carpet is found to have a rating of 3 or less under the Gray Scale for Evaluating Change in Color, AND (2) such a rating is determined to be the result of Ozone exposure for a period of time not to exceed 8 cycles, when tested in accordance with the AATCC 129 test method, or Oxides of Nitrogen exposure for a period of time not to exceed 8 cycles, when tested in accordance with the AATCC 164 test method, Beaulieu will replace the original carpet in the affected room or area, free of charge, including installation, except that no charges for moving or replacing equipment, furnishings, partitions, etc., will be allowed.

**\*Note:** All Lifetime Limited Warranties are defined as the length of time the carpet or modular carpet tile remains installed in the original location, and is owned by the original purchaser. These warranties are pro-rated, and are not transferable.

### **OmniLoc™ Backing Warranties**

OmniLoc™ backed commercial carpet must be installed by a certified professional carpet installer and in strict compliance with The Carpet and Rug Institute's Carpet Installation Standard, and any additional installation requirements set forth by Beaulieu, including the use of proper seam sealer on all trimmed edges of a carpet to be seamed. For installation guidelines contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com). You are required to keep a sample of uninstalled carpet measuring a minimum of two (2) feet square to enable us to review a warranty claim, use protective floor mats under chairs equipped with roller caster wheels, and follow the care and maintenance guidelines outlined elsewhere in this brochure.

### **Limited Lifetime\* Commercial No Edge Ravel & Zipper Warranty for Nylon**

OmniLoc™ Unitary (UL)

OmniLoc GBS (UA)

OmniLoc Urethane Laminate (G1)

OmniLoc Urethane Attached Cushion (G2),

Beaulieu warrants that our commercial carpet made from 100% nylon on our OmniLoc backings listed will not exhibit yarn fraying or raveling at the carpet seams after proper installation, or zippering of the yarn in the carpet field under normal conditions of use during the Limited Lifetime\* warranty period. Claims for zippering will be determined by tuft bind analysis as determined using the ASTM D 1335 Evaluation for Tuft Bind test method. Claims for fraying, edge ravel and zippering caused by dragging heavy objects across the carpet's pile or by other occurrences other than ordinary foot traffic are not covered by this warranty. This warranty is not transferable and is subject to being pro-rated.

### **Limited Lifetime\* No Delamination for Nylon**

OmniLoc Unitary (UL)

OmniLoc GBS (UA)

OmniLoc Urethane Laminate (G1)

OmniLoc Urethane Attached Cushion (G2),

Beaulieu warrants that after proper installation and with the required care and maintenance listed in this brochure, your commercial carpet made with the OmniLoc Backings listed will not delaminate from the primary backing during its lifetime\*, starting from the date of proper installation. Claims for delamination will be determined using the ASTM D 3936 Resistance to Delamination test method. This warranty is not transferable and is subject to being pro-rated.

### **Limited Lifetime\* Dimensional Stability for Nylon**

OmniLoc GBS (UA)

OmniLoc Urethane Laminate (G1)

OmniLoc Urethane Attached Cushion (G2)

Beaulieu warrants that after proper installation, and with the required care and maintenance listed in this brochure your commercial carpet made with the OmniLoc Backings listed will not shrink or elongate as a result of inadequate dimensional stability properties during its lifetime\*, starting from the date of proper installation. Claims for dimensional stability will be determined using the test method Dimensional Stability of Pile Yarn Floorcoverings due to Mechanical Action for Combined Length and Width Unrecovered Extension. This warranty is not transferable, and is subject to being pro-rated.

### **OmniLoc Limitations and Exclusions**

To qualify for this limited warranty, which commences on the date of proper installation, this carpet must be installed following the Carpet and Rug Institute's Installation Standards, which includes proper application of appropriate seam sealer on all carpet edges to be seamed and exposed cut edges (consult your authorized Beaulieu carpet dealer, the Carpet and Rug Institute at [www.carpet-rug.org](http://www.carpet-rug.org) or Hollytex Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com) for details regarding Installation Standards). The use of protective floor mats under chairs equipped with roller caster wheels is required. If your carpet exhibits fraying and edge ravel at the seams, zippering in the carpet field, delamination or loss of dimensional stability, Beaulieu will issue credit to the dealer equal to the original purchase price for the affected room(s) only, which must be used towards the replacement cost of new Beaulieu® carpet of the same or similar quality, including reasonable labor. Fraying, edge ravel or zippering caused by dragging objects across the carpet or by other occurrences other than ordinary foot traffic is specifically excluded from this warranty.

For more warranty information refer to sections Care & Maintenance, Installation Requirements, Warranty Exclusions, In the Event of a Claim, Consequential and Incidental Damages, Implied Warranties and General Terms and Conditions found elsewhere in the brochure.

\*Note: All Lifetime Limited Warranties are defined as the length of time the carpet or modular carpet tile remains installed in the original location, and is owned by the original purchaser. These warranties are pro-rated, and are not transferable.

### **Hollytex OmniLoc™ Modular Carpet Tile Warranties**

OmniLoc™ Modular Carpet Tiles must be installed by a certified professional carpet installer and in strict compliance with The Carpet and Rug Institute's Carpet Installation Standard, and any additional installation requirements set forth by Beaulieu (contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com) for installation guidelines). You are required to keep four (4) uninstalled carpet tiles to enable us to review a warranty claim, use protective floor mats under chairs equipped with roller caster wheels, and follow the care and maintenance guidelines outlined elsewhere in this brochure. Not all of the Limited Warranties listed for OmniLoc Modular Carpet Tiles apply to every OmniLoc Modular Carpet Tile. The specific limited warranties for your carpet are listed on your dealer's sample.

### **OmniLoc Modular Carpet Tile Limited Lifetime\*Wear Warranty**

Beaulieu warrants when properly installed your OmniLoc Modular Carpet Tile will not wear more than 10% of its surface pile weight from abrasive wear for the lifetime\* of the carpet. Abrasive wear is fiber loss from the carpet through normal abrasion, not crushing or flattening of the carpet pile in any area due to abnormal usage of carpet. To qualify for this warranty, which begins on the date of proper installation, your OmniLoc Modular Carpet Tile must be installed in strict compliance with our OmniLoc Modular Carpet Tile Installation Instructions, using our OmniLoc Modular Carpet Tile Pressure Sensitive Adhesive. These warranties are pro-rated and are not transferable.

### **OmniLoc Modular Carpet Tile 10 Year Limited Wear Warranty**

Beaulieu warrants when properly installed your OmniLoc Modular Carpet Tile will not wear more than 10% of its surface pile weight from abrasive wear for the lifetime\* of the carpet. Abrasive wear is fiber loss from the carpet through normal abrasion, not crushing or flattening of the carpet pile in any area due to abnormal usage of carpet. To qualify for this warranty, which begins on the date of proper installation, your OmniLoc Modular Carpet Tile must be installed in strict compliance with our OmniLoc Modular Carpet Tile Installation Instructions, using our OmniLoc Modular Carpet Tile Pressure Sensitive Adhesive. These warranties are pro-rated and are not transferable.

### **OmniLoc Modular Carpet Tile Limited Lifetime\* No Edge Ravel Warranty**

Beaulieu warrants that when properly installed, your OmniLoc Modular Carpet Tile, which is made with our revolutionary high performance carpet tile backing, will exhibit exceptionally high tuft bind properties that will prevent edge ravel under normal conditions of use for the duration of its lifetime\*. To

qualify for this warranty, which begins on the date of proper installation, your OmniLoc Modular Carpet Tile must be installed in strict compliance with our OmniLoc Modular Carpet Tile Installation Instructions, using our OmniLoc Modular Pressure Sensitive Adhesive. Edge ravel caused by dragging heavy objects across your Carpet Tile, by negligence, or what is caused by anything other than normal foot traffic, is specifically excluded from this warranty. These warranties are pro-rated and are not transferable.

#### **OmniLoc Modular Carpet Tile Limited Lifetime No Zipper**

Beaulieu warrants when properly installed your OmniLoc Modular Carpet tile will not zipper or develop continuous pile runners for the lifetime\* of the carpet. This portion of the warranty protects against zipping regardless of the average tuft bind properties, under dry or wet conditions as it might be during cleaning. Zipping caused by dragging heavy objects across your Carpet Tile is specifically excluded from this warranty.

#### **OmniLoc Modular Carpet Tile Limited Lifetime\* No Delamination Warranty**

Your OmniLoc Modular Carpet Tile backing has been engineered using a sophisticated process that ensures that it has superior laminate strength, and is capable of the high performance requirements of the most demanding commercial environments. Beaulieu warrants that when properly installed, your OmniLoc Modular Carpet Tile will not experience delamination of the backing during the duration of your OmniLoc Modular Carpet Tile's lifetime\*. To qualify for this warranty, which begins on the date of proper installation, your OmniLoc Modular Carpet Tile must be installed in strict compliance with our OmniLoc Modular Carpet Tile Installation Instructions, using our OmniLoc Modular Carpet Tile Pressure Sensitive Adhesive. Delamination caused by improper installation, improper site conditions, by negligence or abuse, improper handling, or for any other reason other than normal foot traffic, is specifically excluded from this warranty. These warranties are pro-rated and are not transferable.

#### **OmniLoc Modular Carpet Tile Limited Lifetime\* Dimensional Stability Warranty**

Your unique OmniLoc Modular Carpet Tile backing is engineered to be 50% stronger than conventional carpet tile backings, which enables it to exhibit excellent dimensional stability properties. Beaulieu warrants that when properly installed, your OmniLoc Modular Carpet Tile will not shrink or elongate as a result of it displaying improper dimensional stability characteristics. To qualify for this warranty, which begins on the date of proper installation, your OmniLoc Modular Carpet Tile must be installed in strict compliance with our OmniLoc Modular Carpet Tile Installation Instructions, using our OmniLoc Modular Carpet Tile Pressure Sensitive Adhesive. Loss of dimensional stability caused by improper site conditioning, improper installation, or any other reasons other than normal foot traffic causing a loss of dimensional stability in the length and width directions of your OmniLoc Modular Carpet Tile measuring more than .027% using the Aachen test method (ISO 2551 test method), is excluded from this warranty. These warranties are pro-rated and are not transferable.

#### **OmniLoc Modular Carpet Tile Limited Lifetime\* Manufacturing Defects Warranty**

Your OmniLoc Modular Carpet Tile is manufactured using state-of-the-art technologies, and the highest quality control standards to ensure its construction is superior, that it is of the highest quality, and it will be long-lasting. Beaulieu warrants that when properly installed, and properly maintained, your OmniLoc Modular carpet tile will be free of defects in its quality and workmanship for the duration of its lifetime\* use. This warranty is voided if your Carpet Tile is subjected to any type condition or use other than ordinary foot traffic, and any type of damage, including improper handling, negligence, and abuse. To qualify for this warranty, which begins on the date of proper installation, your OmniLoc Modular Carpet Tile must be installed in strict compliance with our OmniLoc Modular Carpet Tile Installation Instructions, using our OmniLoc Modular Carpet Tile Pressure Sensitive Adhesive. These warranties are pro-rated and are not transferable.

**For more warranty information refer to sections Care & Maintenance, Installation Requirements, Warranty Exclusions, In the Event of a Claim, Consequential and Incidental Damages, Implied Warranties and General Terms and Conditions found elsewhere in the brochure.**

**Note:** All Lifetime Limited Warranties are defined as the length of time the carpet or modular carpet tile remains installed in the original location, and is owned by the original purchaser. These warranties are pro-rated, and are not transferable.

#### **Hollytex MaxxBac™ Modular Carpet Tile Warranty**

MaxxBac™ Modular commercial carpet tile must be installed by a certified professional carpet installer and in strict compliance with The Carpet and Rug Institute's Carpet Installation Standard, and any additional installation requirements set forth by Beaulieu (contact Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com) for installation guidelines). You are required to keep four (4) uninstalled carpet tiles to enable us to review a warranty claim, use protective floor mats under chairs equipped with roller caster wheels, and follow the care and maintenance guidelines outlined elsewhere in this brochure.

#### **MaxxBac™ Modular Carpet Tile Limited Wear Warranty**

Beaulieu warrants that when properly installed the pile yarn in any area of our MaxxBac™ Modular Carpet Tile will not experience excessive wear during the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Excessive wear is defined as a countable loss of pile fiber that averages 10% or greater, that has resulted from normal foot traffic. Excessive wear is determined by pile yarn weight/ounces per square yard comparisons of the worn area of your carpet to a non-trafficked area or to the uninstalled carpet using mechanical wear simulator testing ASTM D 5252 Hexapod Drum Tester. Carpet installed on stairs, carpet installed in areas that are not appropriate for carpet, and damage caused by improper installation and improper, inadequate, or inappropriate care is excluded from this warranty. All carpet will crush to some degree from normal use. This is not a defect, or an indication of excessive wear, and is not covered by this warranty. How quickly, and to what extent crushing occurs is determined by traffic load, proper carpet specification, and method of installation, including proper carpet cushion specification when cushion is used. Other conditions,

such as matting, burns, scuffs, cuts, snags, pulls, tears, pilling, fuzzing, damage caused by wearing other than normal footwear, by fiber degradation or loss resulting from exposure to harsh strong acids or caustics, from unfiltered sunlight exposure, or by anything other than caused by normal foot traffic, does not constitute excessive wear, and are not covered by this warranty.

#### **MaxxBac™ Lifetime\* No Exclusions Stain Removal Warranty for Solution Dyed Olefin**

Beaulieu warrants that our MaxxBac™ Modular Carpet Tile made from our solution dyed olefin when properly installed and maintained will resist permanent stains during their duration of use for the warranty period specified on your authorized Beaulieu carpet dealer's sample. In order to invoke this warranty, proper spot cleaning must have occurred within a reasonable time after a spill occurs. If circumstances do not permit this, then no later than seventy two hours, or within three working days after the spill occurs. In the event a spill cannot be removed by proper spot cleaning, followed by professional spot cleaning, which is your responsibility, Beaulieu reserves the right to obtain a sample of the uninstalled carpet for testing, or take a cut from the installed carpet. If Beaulieu's testing of the carpet or cleaning of the installed carpet determines a stain resistance rating of less than 3.0 as determined using the AATCC Gray Scale for Evaluation for Staining, Beaulieu will pay for the cleaning required to remove the stain. If this cleaning fails to remove the stain, Beaulieu will replace the original carpet in the affected room or area up to, but not exceeding 100 times the size of the stain with the same or similar carpet, excluding what we deem are reasonable costs associated with labor. Conditions such as but not limited to soiling, pile distortion, discolorations, wicking, carpet that has been cleaned using agents and methods that are not approved by Beaulieu, or are not certified by the CRI SOA program are not covered by this warranty. Also excluded are carpets that have been treated with products that are not used in the carpet's manufacturing, or approved by Beaulieu and damage caused by improper, inadequate, and inappropriate cleaning. This warranty applies only to carpet whose construction is 100% solution-dyed olefin and to carpet that has been professionally cleaned a minimum of every 12 months. This warranty is not transferable and is subject to being pro-rated.

#### **MaxxBac™ Lifetime Limited Backing Performance**

Beaulieu warrants that when properly installed and maintained as outlined in this brochure that during the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample that MaxxBac carpet tile will not lose dimensional stability (i.e. shrink, grow, cup or dome), delaminate from face fiber or unravel at the edges.

This warranty excludes carpet tile installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage, including burns, tears and cuts and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty is not transferable, and is subject to being pro-rated

#### **MaxxBac™ Lifetime\* Limited Zipper Warranty**

Beaulieu warrants that MaxxBac Modular Carpet Tile backings when properly installed and maintained as outlined elsewhere in the brochure, will not exhibit yarn raveling at the carpet seams or zipping of the yarn in the carpet field under normal conditions of use during for the Limited Lifetime\* warranty period. Claims for zipping will be determined by tuft bind analysis as determined using the ASTM D 1335 Evaluation for Tuft Bind test method. Claims for edge ravel and zipping caused by dragging heavy objects across the carpet's pile, carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes, sharp objects abuse or by other occurrences other than ordinary foot traffic are not covered by this warranty. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also excluded from this warranty. This warranty is not transferable and is subject to being pro-rated.

**For more warranty information refer to sections Care & Maintenance, Installation Requirements, Warranty Exclusions, In the Event of a Claim, Consequential and Incidental Damages, Implied Warranties and General Terms and Conditions found elsewhere in the brochure.**

**Note:** All Lifetime Limited Warranties are defined as the length of time the carpet or the modular carpet tile remains installed in the original location, and is owned by the original purchaser. These warranties are pro-rated, and are not transferable.

#### **Warranty Exclusions**

Excluded in these warranties is carpet and modular carpet tile that has been improperly specified, installed on boats, docks, roof tops, carpet used for any type athletic playing surfaces, including courts, greens, or for any type recreational activity, carpet installed outdoors, carpet installed in recreational vehicles, motor homes, time-share dwellings, bathrooms, kitchens, laundry rooms, and on stairs, damage resulting from improper installation, improper maintenance, including the use of improper cleaning agents and methods, damage caused by pets, abnormal use or abuse, smoke, fire, water intrusion, by athletic equipment, or by chairs equipped with roller casters, and the installation of carpet used for any reason other than for normal foot traffic. Additional exclusions include carpet that has been cut, altered, or installed of the wrong style, color, or width, or carpet with visible defects, carpet sold as seconds, less than first quality, or "As Is", claims for minor differences in carpet weight, color and texture from roll to roll, or between existing carpet or modular carpet tile that might be replaced, and previously uninstalled carpet or modular carpet tile from the same production, differences between the dealer's sample and the finished carpet or modular carpet tile when compared to the manufacturing standard, claims for tears, cuts, snags, ravel, pulls, burns, pilling, shedding, crushing, matting, soiling, odor, yellowing in areas where asphalt sealer is tracked on to the carpet, staining by other than common foods and beverages that contain strongly colored dyes (e.g. mustard, coffee, wine, teas, etc), residual stains or wicking that may occur after cleaning, products containing benzoyl peroxide and bleach, or for shading, pooling, watermarking, and for carpet used as rugs, mats, and runners. Unless otherwise specified by Beaulieu, cost associated with on-site preparation, restoration, carpet installation, inconveniences, removal, extra handling and disposal of existing carpet or modular carpet tile, required sundries, extra handling, and the removal and re-installation of fixtures and furnishings are

also excluded. Failure to properly maintain your carpet as outlined in this brochure will void your warranties.

**\*Note:** All Lifetime Limited Warranties are defined as the length of time the carpet or modular carpet tile remains installed in the original location, and is owned by the original purchaser. These warranties are pro-rated, and are not transferable.

#### **In the Event of a Claim**

Claims must be submitted to Beaulieu® in writing by the Beaulieu® carpet dealer within a reasonable time after discovery of a defect. A Beaulieu® claim form must be used, and it must identify Beaulieu's® invoice number, date, carpet style, color, roll number, yardage, a description of the installation sundries, of the alleged defect, and of the exact location of the installed carpet. If your claim pertains to a maintenance concern, a copy of your professional hot water extraction carpet cleaning receipts must be submitted to Beaulieu®.

Beaulieu® reserves the right to inspect and/or test your carpet in the event of a claim. If we determine your claim is valid, we will choose at our sole discretion to either pay to repair or replace the defective carpet (only) with the same carpet, or with as close as possible comparable carpet in our product line, which will be based on what we determine comparable carpet to be. We are not required to replace non-defective carpet in other rooms, or to replace defective carpet with carpet of the same dye lot as the existing carpet. Disposal of existing carpet is the responsibility of the consumer, unless Beaulieu requires it to be returned to the mill. Claims requiring replacement carpet or credit refunds are subject to the usage charges based on the original date, and the aggregate sum paid to Beaulieu, and will be reduced by an amount equal to the usage charge as calculated in the usage guide located in this brochure.

If Beaulieu, at its sole discretion, determines your carpet has defects that cannot be reasonably repaired; a credit will be issued to your carpet dealer equal to the dealer's original purchase price of the carpet in the affected room(s) only, which must be used towards the purchase of Beaulieu® carpet for replacement. In no case will this credit exceed the aggregate sum paid to Beaulieu. Costs associated with labor, including but not limited to installation, on-site preparation, removal and disposal of existing carpet, installation sundries, and for moving, storing, and reinstalling furniture and floor fixtures are specifically excluded.

If you are unable to contact your dealer, or do not receive a response from them please write Beaulieu at:

Beaulieu Residential Claims Dept.  
P.O. Box 1248  
Dalton GA 30722-1248

#### **CONSEQUENTIAL AND INCIDENTAL DAMAGES**

BEAULIEU HEREBY EXCLUDES ANY AND ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES UNDER OUR LIMITED WARRANTIES, INCLUDED, BUT NOT LIMITED TO ANY TYPE LOSSES, EXPENSES, INCLUDING LOST PROFITS AND PUNITIVE DAMAGES, OR DAMAGES OTHER THAN TO THE CARPET ITSELF THAT MAY ARISE OR RESULT DIRECTLY, OR INDIRECTLY, FROM THE CARPET.

#### **IMPLIED WARRANTIES**

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE EXTEND BEYOND THE SPECIFIC LIMITED WARRANTY FOR A PARTICULAR WARRANTY PROVIDED. Implied warranties refer to warranties the law presumes are those provided by the seller, even though they are not set forth in writing. PLEASE NOTE: Some states do not allow limitations on the duration of implied warranties, or the exclusion or limitation of incidental and consequential damages. These limited warranties provide you with specific legal rights which may exist or vary from state to state. Except for these rights, the remedies provided under our limited warranties state and set forth the limit of Beaulieu's obligations.

#### **General Terms and Conditions of Your Beaulieu of America Limited Warranties**

There are no express or implied warranties that extend to sales outside the United States and Canada. The liability of Beaulieu under our limited warranties shall not exceed the cost of repair or replacement of the affected carpet area extending to the nearest wall, doorway, or entrance. We reserve the right to inspect and test the carpet, as well as the right to attempt to correct any defect prior to the carpet being removed replaced, or offering a settlement. If we determine replacement carpet is necessary, and the identical carpet is not available, we will, at our sole discretion, provide a carpet of comparable quality, color, and value, or refund a percentage of the original purchase price reduced in amount based on our usage charge, as calculated in the Usage Guide located in this brochure, and the amount of carpet we have authorized to be credited. We are not required to provide replacement carpet with a matching dye lot to non-affected carpet in other areas. In no case shall credit exceed the aggregate sum paid to Beaulieu for the affected carpet in the form of a credit that will be good only toward the purchase of Beaulieu® carpet. There will be no cash payments. We are not responsible for incidental or consequential damages. Some states do not permit the exclusion or limitation of consequential damages, so these exclusions or limitations may not apply to you. These limited warranties give you specific legal rights. And you may also have rights which vary from state to state. All Beaulieu® carpets are intended for use as floor covering only, and are not warranted or recommended for any other purpose. For more information please contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

Usage Chart

Replacement in Years	5 Year Warranty	10 Year Warranty
1	0	0
2	80%	90%
3	60%	80%
4	40%	70%
5	20%	60%
6	N/A	50%
7	N/A	40%
8	N/A	30%
9	N/A	20%
10	N/A	10%

Lifetime Limited Usage Guide

100 % of the original invoice cost for claims submitted within five (5) years.

50 % of the original invoice cost for claims submitted between years six (6) and ten (10).

25 % of the original invoice cost for claims submitted between years eleven (11) and fifteen (15).

10 % of the original invoice cost for claims submitted anytime after fifteen (15) years.

For questions or more information please contact Technical Services at 800-944-2840 or email us at [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com).

**Consumers Record  
Of Purchase & Installation Information**

Store Location		
Address		
City	State	Zip
Phone		
Carpet Style Name		
Color Name		
Date Installed		
Amount Purchased		
Cost Plus Labor (Excluding Pad)		
Area of Installation		
Type of Warranties Listed on Back of the Dealers Sample for the Carpet You Purchased:		
Wear:		
Stain:		
Texture:		
Soil:		
Fade:		
Other:		

Note: This form is for your records. Please fill out with your authorized Beaulieu dealer and keep a copy of it along with copies of your original sales receipt and cleaning receipts in the event of a claim.

*Beaulieu, Omni Loc Modular and MaxxBac are trademarks of Beaulieu Group LLC.*

*Effective March 5, 2015*