

# Carpets Inter<sup>®</sup>

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## Product Warranty

Carpet with **MegaPlank<sup>®</sup>**



October 2017

(Supersedes all previous Guidelines)



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**Carpets Inter warrants its 100% Nylon Machine Tufted Machine Tufted MegaPlank® Carpet with EcoSoft® Back against excessive surface wear under normal use for fifteen years of the original purchaser's ownership of the carpet, under the terms and conditions set forth below.**

Features

- Delamination – The carpet will not de-laminate.
- Static Control – The carpet will not generate static charges in excess of 3.5 KV when tested under the standard AATCC-134 test method.
- Dimensional Stability – The carpet will retain its stability and any dimensional changes due to normal atmospheric conditions, will be within internationally accepted tolerances as measured under test method BS EN 986 < 0.15%.
- Unraveling – The carpet will not show continuous unraveling of the surface pile yarn.

Carpets Inter's 100% Nylon Machine Tufted Machine Tufted MegaPlank® Carpet with EcoSoft® Back is warranted against excessive surface wear. "Excessive surface wear" means loss of more than 10% by weight of face fiber in a particular area of carpeting. If any of the 100% Nylon Machine Tufted Machine Tufted MegaPlank® Carpet with EcoSoft® Back displays excessive surface wear under conditions of normal use within fifteen years of installation, Carpets Inter will bear all labor and material costs for replacement or repair of the affected area.

This warranty applies only to manufacturing defects. It does not apply to damage resulting from the acts of third parties, such as cuts, tears, burns, or pile crush. It does not apply to watermarking, shade variations, or dye lot differences, which are not manufacturing defects.

This warranty applies to carpet installed on floor surfaces prepared in accordance with the Carpet and Rug Institute's CRI 104 – Sept 2015 Standard for Installation of commercial carpet (<http://www.carpet-rug.org/Industry-Resources/CRI-Installation-Standards.aspx>) or BS 5325 or AS/NZS 2455.1 and AS/NZS 2455.2, using adhesives and installation procedures as recommended by Carpets Inter. It does not apply to damage resulting from improper installation, such as moisture damage from inadequate barrier matting.

This warranty applies to carpet maintained in accordance with CRI's Green Label and Seal of Approval programs and Carpets Inter's maintenance guidelines. Carpets Inter requires the use of carpet & rug maintenance cleaning products, maintenance equipment and maintenance systems which are certified at the Silver or Gold level. Approved maintenance products and equipment are listed on CRI's website, [www.carpet-rug.org](http://www.carpet-rug.org). This warranty does not apply to damage resulting from harmful maintenance or cleaning practices.

This warranty applies to carpet under conditions of normal use. It does not apply to damage caused by unusual uses or events such as athletic uses, repeated wear from casters chairs, or flooding. It does not apply to damage caused by unusual foot traffic such as scuff damage on stairs or entryways.

Warranty claims may be submitted to the local Carpets Inter Technical Services Department. Consult our website at [www.carpetsinter.com](http://www.carpetsinter.com). For optimal customer service, Carpets Inter may require a Technical Service Representative to inspect and analyze the carpet before replacement or repair occurs.

***This Limited Warranty is the sole warranty with respect to the carpet. There are no warranties which extend beyond the provisions set forth herein. The buyer's remedies are limited to those set forth herein, and consequential damages for commercial loss is hereby excluded.***