

Carpet Tile – Maintenance & Warranty Guide

MAINTENANCE

Proper maintenance and care for your floor is critically important to keep your floor looking beautiful for many years to come. Failure to follow proper maintenance and care instructions will not only lessen the look and performance of your floor but can also void the warranty.

1. On a weekly basis, clean and vacuum your floor regularly to remove any dust or grit that can accumulate on, into, and between the carpet fibers. Removing these abrasive elements will reduce the amount of wear and prolong the life of the floor. The use of a vacuum with a rotating brush is recommended as it raises the carpet pile while removing foreign elements from the floor. Lighter colored tiles will require more frequent cleaning.

Note: Avoid vacuums with aggressive brushing as they may damage the pile/carpet fibers. Refer to the Carpet and Rug Institute (CRI) for approved vacuum cleaners and other details regarding maintenance – www.carpet-rug.org.

2. Treat and clean spots and stains as soon as they occur as they are easier to clean and remove before they set. Always blot when treating spots and stains. Do not rub, scrub or brush as you could further imbed the spot or stain. If stains persist, refer to the CRI website as referenced above regarding stain and spot removal as different sources of stain require specific cleaning methods.
3. It is recommended that you have the floor professionally cleaned every 12-18 months to remove any trapped dirt and soil. Lighter colour tiles will require more frequent cleaning.
4. Place walk off/doormats at entranceways to reduce/limit the amount of dirt, grit, and other contaminants that can be tracked in from outside environments. These mats must be cleaned weekly to avoid becoming collection and dispersion sources of dirt, grit, and outside contaminants. Avoid latex-based mats to avoid possible yellowing of the carpet tile.

Note: The installer is the final inspector of the product and is responsible to hold back and not install any tiles with visible aesthetics or manufacturing defects. Product installed with visible defects is not covered under any of the referenced warranties.

GENERAL WARRANTY GUIDELINES

The following prorated schedule applies to all Fuzion Flooring carpet tiles:

Lifetime Warranty Proration Chart			
1 st Year – 100%	2 nd Year – 90%	3 rd Year – 80%	4 th Year – 70%
5 th Year – 60%	6 th Year – 50%	7 th Year – 45%	8 th Year – 40%
9 th Year – 35%	10 th Year – 30%	11 th Year – 25%	12 th Year – 20%
13 th Year – 15%	14 th Year – 13%	15 th Year – 10%	16 th Year – 8%
17 th Year – 6%	18 th Year – 4%	19 th Year – 4%	20+ Years – 3%

Wear: From the date of purchase, following the aforementioned care and maintenance plan/schedule, Fuzion Carpet Tile will not wear more than 10% by weight from normal foot traffic. Weight is defined by fiber loss and not a change in appearance due to matting or crushing.

Texture: From the date of purchase, following the aforementioned care and maintenance plan/schedule, Fuzion Carpet Tile will not abnormally lose surface texture due to normal foot traffic in a residential, commercial environment. See CRI website defining texture retention/loss.

Stain: From the date of purchase, following the aforementioned care and maintenance plan/schedule, Fuzion Carpet Tile will resist stains from common household food and beverages. A stain is defined as an irreversible localized colour change rated less than 3.0 on the AATCC Grey Scale for evaluating staining (1.0 = more change; 5.0 = less change).

Note: Claims must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning the stain is tested, and the affected area is found to have a rating of less than 3.0 on the AATCC Grey Scale for evaluating change in colour. Fuzion Flooring will designate a professional carpet cleaner to remove the stain. If the second professional cleaning removes the stain, the dealer/ consumer must pay for the cleaning service. If Fuzion determines that the affected area remains unsatisfactory, and all warranty conditions have been met, Fuzion Flooring will compensate the owner as per the pro rata schedule.

Soil: From the date of purchase, following the aforementioned care and maintenance plan/schedule, Fuzion Carpet Tile will not have a noticeable colour change due to deposits of soil from normal residential indoor foot traffic.

Fade: From the date of purchase, following the aforementioned care and maintenance plan/schedule, Fuzion Carpet Tile will not noticeably fade due to exposure to light.

Structure: From the date of purchase, following the aforementioned care and maintenance plan/schedule, Fuzion Carpet Tile will not lose dimensional stability (i.e. shrink, grow, cup, or dome), delaminate from face fiber or unravel at the edges when properly installed indoors according to CRI's installation recommendations.

Note: The installer is the final inspector of the product and is responsible to hold back and not install any tiles with visible aesthetics or manufacturing defects. Product installed with visible defects is not covered under any of the referenced warranties.

Pro rata: Fuzion Carpet Tile warranties are offered on a pro rata basis. Reducing 10% per year or the end of the warranty period, whichever comes first. Fuzion will replace or repair the portion of the carpet that does not perform to the defined warranty standard. If warranty conditions have

been met Fuzion will compensate the owner based on the defined pro rata schedule and reasonable installation allowance. Other charges such as disposal, padding, moving of furniture, etc. are the responsibility of the owner.

EXCLUSIONS

- Improper installation.
- Heavy traffic areas/installation on stairs.
- Areas subject to inappropriate chair casters.
- Improper job site environment (indoor only and areas subject to other than normal foot traffic).
- Excess heat, humidity, or aridity. Ideal settings Room Temp = 60°F–80°F (16°C–27°C) and RH = 35%–65%.
- Moisture, mildew, corrosive substances, and hydrostatic pressure.
- Damage from skates, spiked shoes, and sharp objects including damage from athletic shoes and abnormal activity.
- Changes in appearance due to soiling or heavy object indentation.
- Improper maintenance.
- Stains/discoloration caused by bleach, unapproved cleaning solutions, harsh and corrosive chemicals, paint, iodine, dye, asphalt, mustard, urine, feces, etc.
- Abusive conditions and accidents such as those caused by pets, burns, floods, rips or tears, gouges, punctures, improper storage, abuse, fire, plumbing leaks, etc.
- Unapproved product alterations, modification, repair, accidents, misuse, or abuse.
- Installation of obvious defects. Tiles installed with obvious defects are not covered by warranty.

Conditions and Disclaimers

This warranty applies to first quality products only and does not cover loss of time, inconvenience, expenses, costs or any other consequential costs. Repair or replacement of the floor is the sole remedy, and at the sole discretion of Fuzion Flooring.

Filing a Claim

In the unlikely event of a claim, please notify the authorized retailer/dealer where you purchased the product. Be prepared to describe the specific problem and have a copy of your original invoice on hand. The authorized dealer/retailer will then take the necessary steps to ensure the claim is satisfied after contacting Fuzion Flooring if necessary. To ensure fast and easy service, retain at least four unused carpet tiles from installation and keep your original purchase receipt as well as proof of cleaning and maintenance schedule.