



## Warranty – Nylon Modular Carpet

Cascade Carpet Tile will repair or replace the portion of the carpet that does not perform according to our warranties.

If all warranty conditions have been met, Cascade Carpet Tile will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance. Reasonable re-installation costs are limited to \$6 per square yard or \$100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

The following prorated schedule applies to all Cascade Carpet Tile carpet tiles:

### Lifetime Warranty Proration Chart:

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

### Installation

The carpet must be installed in accordance with the Carpet & Rug Institute’s Carpet Installation Standard. (See [www.carpet-rug.org](http://www.carpet-rug.org))

### Maintenance

The consumer shall maintain the carpet in accordance with Carpet & Rug Institute’s Carpet Maintenance Guidelines for Commercial Applications. (See [www.carpet-rug.org](http://www.carpet-rug.org))

The warranty is non-transferable. The consumer shall reasonably cooperate with Cascade Carpet Tile in its efforts to honor and perform its obligations under this warranty.

### Commercial Wear Warranty

Cascade Carpet Tile warrants that this carpet will not wear (loose surface pile) more than 10% following installation of the carpet, provided that the carpet is properly installed and maintained indoors.

This warranty excludes carpet 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 covers abrasive wear (loss of pile). Changes in appearance caused by soiling, crushing (matting) or pooling are excluded from warranty coverage.

#### Stain Resistance Warranty Section I. Warranty

1. Cascade Carpet Tile warrants from the date of installation, the designated carpet tile, when installed and maintained as recommended by Cascade Carpet Tile, will resist permanent stains caused by spills of all conventional acid based substances, subject to the Limitations set forth in Section II. Provided that the carpet is properly installed and maintained indoors according to CRI recommendations (See general warranty details). A stain is defined as an irreversible localized colour change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).
2. This warranty is not a cleaning contract. The consumer must establish and implement a preplanned preventative maintenance program immediately after installation of the carpet. In order to make a claim under this warranty, the owner must have attempted to remove stain within three(3) working days after occurrence of the spill. Claims submitted to Cascade Carpet Tile under this warranty 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 Gray Scale for Evaluating Change in Colour, Cascade Carpet Tile will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If Cascade Carpet Tile determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Cascade Carpet Tile will compensate the owner on a pro rata basis.
3. This Warranty applies only to products whose dye method is Solution Dyed. Only those designated products that contain 100% solution dyed yarns qualify.

#### Section II. Limitations

This warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of defects in the carpet. For example, the warranty does not cover tears, burns, pulls, cuts, installation on stairs, damage resulting from improper cleaning agents or methods, or damage in transit
2. This warranty specifically excludes general soiling, discoloration, appearance change, due to pile distortion, and exposure to substances or contaminants which degrade or destroy nylon yarn or the color of the carpet. Also, this warranty specifically excludes carpet which has been surface treated with materials not recommended or approved by Cascade Carpet Tile, or which has been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by the Cascade Carpet Tile.
3. Abuse by any athletic equipment such as roller skates, ski boots, or golf shoes.
4. Differential fading from light exposure, dye lot differences, and soiling.
5. Any condition that would have been visible upon inspection prior to installation.
6. Any condition resulting from other than ordinary wear, or from any use for which the product was not designed

## **Backing Performance**

Cascade Carpet Tile warrants that this 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 (see general warranty details).

This warranty excludes carpet 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.

If after inspection and/or testing of the carpet, Cascade Carpet Tile determines that the carpet tile backing has not performed as per the warranty description and that all warranty conditions have been met, Cascade Carpet Tile will compensate the owner on a pro rata basis.

## **Filing a Claim**

In the unlikely event of a claim, please notify the retailer. Be prepared to describe the specific problem and to include a copy of your invoice. The retailer will then take the necessary steps to ensure the claim is looked after contacting the distributor or Cascade Carpet Tile if necessary.

To ensure fast and easy service retain four unused carpet tiles after installation and keep your original carpet purchase receipt, as well as proof of periodic cleaning.

*Updated July 2020*