



## PHENIX FLOORING COMMERCIAL CARPET WARRANTY

Thank you for choosing Phenix Commercial flooring as your product of choice. Phenix is a leader in the flooring industry and we take pride in offering quality, industry leading flooring products as well as superior service. Phenix commercial carpets provides the following limited warranties for our broadloom commercial carpets. All Phenix Commercial limited warranties begin on the date of purchase. Please review the warranties and their exclusions. Phenix hopes your flooring of choice brings you years of satisfaction. If Phenix can assist you or if you have any questions regarding your Phenix Commercial product, please contact us. Phenix Claims & Technical Support 1-800-609-9557 or [claims@phenixflooring.com](mailto:claims@phenixflooring.com)

All Phenix Commercial warranties require that the commercial carpet be installed following CRI-104 Standard for Installation of Commercial Carpets. All Phenix Commercial carpets must be maintained properly, following the specified Phenix Commercial carpet cleaning guidelines.

### **Abrasive Wear**

Phenix warrants that the carpet purchased will not wear from abrasion more than 10% as the result of normal foot traffic and use, within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. It is the responsibility of the purchaser and the flooring subcontractor to determine the correct carpet for the desired application. Matting, crushing, pile distortion due to traffic, footprints/vacuum marks and pile appearance change due to traffic is not covered under this warranty.

### **Anti-Static Warranty**

Phenix warrants that the carpet purchased will not generate static greater than 5.0 kilovolts (a level not detectable by most people), within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product.

### **Fade Resistance Warranty**

Phenix warrants that the carpet purchased will not fade from sunlight, resulting in a noticeable color change more than one unit on the AATCC Grey Scale under normal use for the warranty period specified on the product sample. Homeowners must use proper protection (i.e., window treatments, such as, but not limited to, curtains, blinds, shades, shutters, etc.) to ensure that the carpet is not over exposed to direct sunlight. This warranty does not cover yellowing or oxidization of carpeting, watermarking, pooling, filtration or color change due to improper maintenance.

### **Manufacturing Defects Warranty**

Phenix warrants that the carpet purchased will be free from any defects in the materials or workmanship within the specified warranty period. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product. It is the responsibility of the purchaser and the flooring subcontractor to determine the correct carpet for the desired application. There are limitations to this warranty and they can be found under the General Terms and Warranty Exclusions section of this brochure.

### **Commercial Limited Colorfastness Warranty – Solution Dyed Products**

Phenix warranties 100% solution dyed carpet products against color change due to natural indoor use. This warranty begins at the time of purchase and is valid only on indoor commercial products. Phenix warrants that carpets manufactured from 100% solution dyed fiber(s) and are properly maintained, should not change color surpassing step 4 on the Gray Scale for Color Change when subjected 200 AATCC Fading Units. This is in accordance with AATCC, Method 16e.



### **Quality Assurance Warranty**

Phenix warrants that the carpet purchased will be free from any defects related to manufacturing during the specified warranty period. Carpets must be installed properly. Manufacturing defects refers to any defect in the material that occurred due to a manufacturing or workmanship error. This warranty does not cover defects such as wrinkles, delamination, or issues related to the wear of the carpet. Matting and traffic issues are not covered in the warranty. Indentions due to furniture or other household items are not covered. All carpets must be installed correctly and properly maintained for warranty to be valid for specified period. Phenix will not provide credit for labor charges for appearance related defects that should have been noticed prior to installation. This warranty does not cover matting, buckling, traffic patterns, yellowing, crushing, footprints, vacuum marks or regular appearance changes due to traffic.

### **Limited Stain Resistance Warranty**

**(Please consult your carpet's information to determine if this warranty is applicable to your purchase.)**

**No Carpet is Stain Proof.** Phenix Commercial warrants that surface pile of your Phenix Commercial carpet will remain stain resistant to most household beverage and food substances for the specified warranty period in an owner-occupied residence. Phenix Commercial stain warranties exclude stains from substances such as bleaches, medications, acids, caustic chemicals, bleaches, hot beverages, insecticides, paints, plant food, iodine, rust, dyes, natural dyes (berries, wines, soft drinks, powdered drinks), feces, vomit, urine, waxes and cleaning products.

Phenix Commercial warrants that the surface pile of your carpet will resist soiling due to most common household soil for the specified warranty period. Proper cleaning is essential in reducing the level of soiling in your carpet. Carpets must be vacuumed and professional cleaned on a regular basis to reduce soiling levels. All carpets respond to soiling differently. Lighter colored carpets may show soiling more than darker colored carpets. Lighter colored carpets may require cleaning more frequently than darker colored carpets.

### **Allergies and Asthma**

Scientific evidence does not show a link between allergies and carpet, see [www.carpet-rug.org](http://www.carpet-rug.org) for data. It is the consumers' responsibility to know what fibers and materials they are allergic to. Allergy and or asthma related issues are not covered by a Phenix Commercial warranty.

### **Differences from Sample**

Phenix Commercial carpet warranties do not cover minor and normal differences in color or texture between the samples used to make the selection and the actual product received. Carpet colors can have a color variance up to 10%. Difference in backing size does not warrant a claim. Backing size has no influence on the carpet and is used only for installation purposes.

### **General Terms, Limitations and Warranty Exclusions**

All the Phenix Commercial Carpet warranties outlined in this brochure may not apply to all products manufactured by Phenix Commercial Carpet. The specific warranty coverage for your Phenix Commercial carpet is located on the back label of the carpet sample. Any questions related to the product and its warranties should be directed to the retailer.

Phenix Commercial Carpet warranties apply only to end-user owner occupants. Carpets cannot be uninstalled and reinstalled. This will void the warranty.

Phenix warranties cover first quality material only. Carpets sold as seconds, used, mill ends, and/or irregulars are void of all warranty coverage.

Warranties are extended only to the original purchaser/installation and are not transferable unless otherwise stated.



Phenix Commercial warranties are valid only on stretch-in installation applications, unless otherwise stated. All carpets must be installed using the CRI installation guidelines. Phenix Commercial Carpet does not warranty carpets used in a commercial setting, glue-down or rug applications, unless otherwise stated.

Phenix Commercial warranties do not cover fuzzing and/or shedding, pooling, watermarking, crushing, matting, traffic patterns, footprints, vacuum marks, pet damage, acts of nature, certain stains, installer errors, or general maintenance related issues.

Phenix Commercial Carpets are not considered narrow if it has a width of 11' 10".

The Bow & Skew tolerance on Phenix Commercial Carpet is 1 1/2" in 12'.

Some products may carry additional warranties provided by the companies that manufacture certain soil & stain treatments, fibers and yarns. These warranties will take precedence over the warranties set forth by Phenix Commercial. Always refer to the carpet sample to determine the warranty coverage or ask your retailer for more information regarding the warranty on a specific product.

The Stain Resistance Limited Warranty does not include general soiling, stains from foods and beverages that contain strong colored natural dyes. Examples of food and beverage stains excluded from this warranty include, but are not limited to mustard, ketchup, soda, wine, chocolate, syrups, coffee, teas, hot beverages, beer, sauces, and drinks made from powdered mixes. Example of other stains that are not covered under the warranty include, but are not limited to shoe polish, cosmetics, paint, acids, bleaches, acne medication, drain cleaners, plant foods, candles, carpet deodorizers, air fresheners, disinfectants, animal foods, urine, fecal matter, vomit, blood, body fluids, and any matter that contains natural dyes and/or the ability to remove color.

The Texture Retention Limited Warranty is in effect only if the carpet has been installed over cushion meeting standards set forth in this brochure and has been properly maintained according to the guidelines listed in the Caring for Your Carpet section of this brochure, owners must provide proof of professional carpet cleaning every 12 – 18 months. All carpets must be installed over new padding. Any exceptions must be approved by Phenix Commercial Carpet.

Rubber backed carpets must be installed using specified carpet adhesives and tapes. All rubber backed carpets must be installed using correct installation methods and procedures. Rubber backed and/or attached pad carpets do not require additional padding.



**Proration of Phenix Commercial Carpet Warranties**

**The following is a prorated chart that applies to all Phenix Commercial Carpet Warranties**

**Lifetime Warranty**

1 <sup>st</sup> year	100%	11 <sup>th</sup> year	80%
2 <sup>nd</sup> year	100%	12 <sup>th</sup> year	70%
3 <sup>rd</sup> year	100%	13 <sup>th</sup> year	60%
4 <sup>th</sup> year	100%	14 <sup>th</sup> year	50%
5 <sup>th</sup> year	100%	15 <sup>th</sup> year	40%
6 <sup>th</sup> year	100%	16 <sup>th</sup> year	30%
7 <sup>th</sup> year	100%	17 <sup>th</sup> year	25%
8 <sup>th</sup> year	90%	18 <sup>th</sup> year	20%
9 <sup>th</sup> year	90%	19 <sup>th</sup> year	15%
10 <sup>th</sup> year	90%	20 <sup>th</sup> year	10%

**20 Year Warranty**

1 <sup>st</sup> year	100%	11 <sup>th</sup> year	80%
2 <sup>nd</sup> year	100%	12 <sup>th</sup> year	70%
3 <sup>rd</sup> year	100%	13 <sup>th</sup> year	60%
4 <sup>th</sup> year	100%	14 <sup>th</sup> year	50%
5 <sup>th</sup> year	100%	15 <sup>th</sup> year	40%
6 <sup>th</sup> year	100%	16 <sup>th</sup> year	30%
7 <sup>th</sup> year	100%	17 <sup>th</sup> year	25%
8 <sup>th</sup> year	90%	18 <sup>th</sup> year	20%
9 <sup>th</sup> year	90%	19 <sup>th</sup> year	15%
10 <sup>th</sup> year	90%	20 <sup>th</sup> year	10%

**15 Year Warranty**

1 <sup>st</sup> year	100%	9 <sup>th</sup> year	90%
2 <sup>nd</sup> year	100%	10 <sup>th</sup> year	90%
3 <sup>rd</sup> year	100%	11 <sup>th</sup> year	80%
4 <sup>th</sup> year	100%	12 <sup>th</sup> year	60%
5 <sup>th</sup> year	100%	13 <sup>th</sup> year	40%
6 <sup>th</sup> year	100%	14 <sup>th</sup> year	20%
7 <sup>th</sup> year	100%	15 <sup>th</sup> year	10%
8 <sup>th</sup> year	100%		

**10 Year Warranty**

1 <sup>st</sup> year	100%	6 <sup>th</sup> year	90%
2 <sup>nd</sup> year	100%	7 <sup>th</sup> year	80%
3 <sup>rd</sup> year	100%	8 <sup>th</sup> year	70%
4 <sup>th</sup> year	100%	9 <sup>th</sup> year	60%
5 <sup>th</sup> year	100%	10 <sup>th</sup> year	50%

**5 Year Warranty**

1 <sup>st</sup> year	100%
2 <sup>nd</sup> year	100%
3 <sup>rd</sup> year	100%
4 <sup>th</sup> year	100%
5 <sup>th</sup> year	100%