



next floor®

UltraSoft™

Carpet for Home

Warranty, Care & Maintenance Guide

Really, Really Soft

100% BCF UltraSoft™ solution dyed PET face fiber

Resists All Kinds of Stains

UltraSoft™ PET face fiber resists staining,
when properly cared for, even from items like:

Ketchup



Pet Stains



Red Wine



UltraSoft™ PET
withstands harsh cleaners,
even diluted bleach
if rinsed thoroughly.



UltraSoft™ carpet
features our
**Lifetime Stain
Resistance
Warranty**



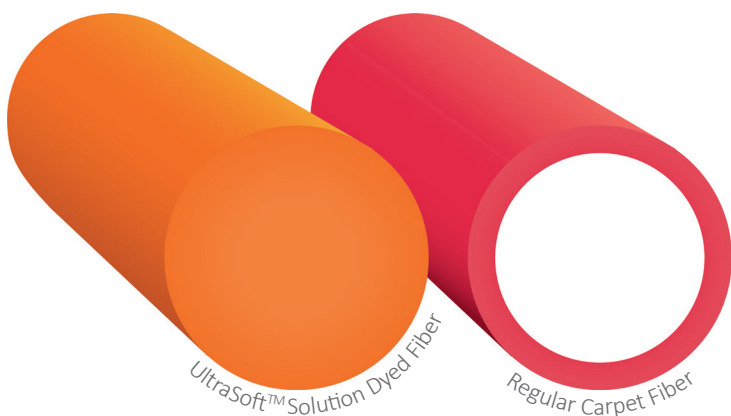


Colored to the Core

UltraSoft™ PET fiber is solution dyed, which means the color goes all the way thorough, like a carrot.



Ordinary carpet is only colored on the surface of the fiber, like a radish.



Won't fade from prolonged exposure to harsh sunlight indoors.

Comprehensive Warranties

Limited Warranties*:

- Lifetime Stain Resistance
- Lifetime Fade Resistance
- Lifetime Pet Stains
- 25 Year Soil Resistance
- 25 Year Abrasive Wear
- 25 Year Texture Retention
- 25 Year Manufacturing Defects

**See full limited warranty text for details*

STAIN RESISTANCE

LIMITED WARRANTY

No one wants a permanent stain on their carpet. That is why we make all our carpets to be extremely stain resistant. With proper care and prompt attention, our carpets will resist staining from a host of common food and beverage accidents, such as coffee, colas, ketchup, chocolate, and wine, as well as, household bleach and cleaners. Of course, this warranty excludes abusive conditions (paint, stain/ varnish, hair dye, and adhesive) or unattended spills or accidents. You must keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

The guidelines can be found at www.carpet-rug.org

PET RESISTANCE

LIMITED WARRANTY

Next Floor® warrants your carpet made with our UltraSoft Solution Dyed PET® fiber will not be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty covers the physical appearance of a pet stain. This warranty does not cover odor, as odor can emanate from below the surface of the carpet, even from the pad under the carpet, if pet deposits are allowed to dwell for a period of time before extraction. The carpet must be installed correctly, be subject to normal use in a residential dwelling, and be maintained according to recommendations as outlined in our warranty brochure.

Allowances will not be offered where there is evidence that pet stains are not accidental, but are a regular occurrence.

Terms and Conditions apply.

FADE RESISTANCE

LIMITED WARRANTY

We all enjoy a beautiful view and lots of natural light, but no one wants to worry about the possible damage and color fading that can be caused by prolonged exposure to harsh sunlight – especially from southern exposures. That is why our carpets are made beautifully fade resistant with our UltraSoft™ Solution Dyed PET® fiber. You can even spot clean with household bleach and the color will not fade.

SOIL RESISTANCE

LIMITED WARRANTY

Nothing dulls the appearance of a new carpet faster than soiling from outside dirt and everyday living. That is why we equip all of our carpets with our own soil and stain shield treatment. Our treatment keeps dirt from clinging to the carpet fibers so it's easier to vacuum. Did you know regular vacuuming also prolongs the life of your carpet? It does! Always keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.



ABRASION RESISTANCE

LIMITED WARRANTY

Everything wears from use and carpet is no exception, but you certainly don't want your new carpet to wear out before its time, and neither do we! That is why we warrant our carpet to stand up to normal wear and lose no more than 10% of pile fiber during its warranty period. Of course, the carpet has to be installed correctly and the abrasive wear has to be normal residential foot traffic - not abusive use.

MANUFACTURING DEFECTS

LIMITED WARRANTY

At **Next Floor®**, we use the best materials and workmanship, but no one is perfect. So in the very rare instance there is a manufacturing defect, you're protected.

TEXTURE RETENTION

LIMITED WARRANTY

Texture gives your new carpet the look and feel you want. So why not keep it longer? We warrant your new carpet against significant twist loss from foot traffic for the warranty period. This does not cover abusive wear or carpet that has been incorrectly installed.

WARRANTY EXCLUSIONS

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic, or athletic equipment. Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs, carpets in commercial facilities, outdoor areas and anywhere other than owner occupied residences. This warranty does not cover damage due to flooding as a result of weather events or plumbing or appliance failure.

Next Floor® recommends a new pad with a maximum thickness of 7/16 inch and a minimum density of 6 pounds for optimum performance. Warranties are voided if you fail to follow recommended carpet care and routine maintenance of the product or recommended installations guidelines.

WARRANTY SERVICE

First, be sure carefully read this brochure for complete information on all warranty coverage.

If you are unhappy with your Next Floor® carpet and believe you have a warranty claim, contact the retailer from whom you purchased the carpet and they will file a claim on your behalf.

You will need to provide your proof of purchase, a full description of your claim and receipt(s) for recommended professional cleaning by hot water extraction. Photographs and/or samples of the carpet may be required. These warranties are not transferable.

Please note: We comply with state law where it addresses warranty exclusions, limitations, etc.

CARPET CARE CHECKLIST

- ✓ Only install your carpet in appropriate areas of your home.
- ✓ Use a professional carpet installer for best results.
- ✓ Use a quality carpet pad of the correct thickness and weight.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- ✓ Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ Do not apply heat or hot water to a urine stain.
- ✓ Have professionals remove stains caused by markers.
- ✓ Only use Carpet and Rug Institute Seal of Approval spot cleaners.

See "Spot Cleaning Guide" for more tips or visit carpet-rug.org/spot-solver.



PRORATION SCHEDULE

If your carpet does not perform to the warranty, we will offer credit for the remainder of the carpet material in accordance with the following schedule:

Years following Installation	% of carpet cost
Year 1	100% carpet
Year 2	100% carpet
Year 3	100% carpet
Year 4	100% carpet
Year 5	100% carpet
Year 6	90% carpet
Year 7	90% carpet
Year 8	80% carpet
Year 9	70% carpet
Year 10	60% carpet
Year 11	50% carpet
Year 12	40% carpet
Year 13	30% carpet
Year 14	20% carpet
Year 15	10% carpet
Year 16	10% carpet
Year 17	10% carpet
Year 18	10% carpet
Year 19	10% carpet
Year 20	10% carpet
Year 21	10% carpet
Year 22	10% carpet
Year 23	10% carpet
Year 24	10% carpet
Year 25	10% carpet

*Installation, removal and disposal warranty cost proration:
100% in years 1-2, 67% in years 3-5, 33% in years 5-10, 0% thereafter*

SPOT CLEANING GUIDE

A. WATER SOLUBLE STAINS

First, using cold water, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 1 tsp. clear liquid dishwashing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed.

B. WATER SOLUBLE STAINS WITH ODOR

Same as A, but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

C. WATER SOLUBLE STAINS WITH HEAVY COLORS

Same as A, but treat with a household ammonia before using detergent.

D. GREASE

Blot as much as possible with a white cloth or paper towel. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid) or a citrus-based solvent to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and adequate ventilation.

E. WAXES AND GUMS

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

F. MEDICAL STAINS

Commercial preparations are available. A 5% Sodium Thiosulfate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

G. RUST

Most can be removed with a 10% solution of citric acid. More stubborn stains will require professional cleaning, as restricted chemicals may be needed. Use of citric acid is not recommended for solution-dyed products, as damage may result. Certain household cleaners contain citric acid and should be used with caution.

H. PET STAINS

Please refer to our Pet Stains Removal Procedure document available online at nextfloor.net/pet-stains or you can obtain a copy via email at info@nextfloor.net

Alcoholic Beverage	A
Asphalt	D
Beer	A
Betadine	F
Berries	A
Blood (Wet)	A
Blood (Dry)	C
Butter	A
Chewing Gum	E
Chocolate	C
Coffee	B
Cola Drinks	A
Cosmetics	A
Crayon Markers	D
Excrement	A
Food Dyes	A
Furniture Polish	A, D
Grease (auto)	D
Grease (food)	A
Ink (ball point)	D
Ink (washable)	A
Lipstick	D
Milk	A
Mustard	A
Nail Polish	Nail Polish Remover
Paint Latex (wet)	A
Paint Latex (dry)	D
Paint (oil)	D
Rust	G
Tea	A
Urine	B
Vomit	B
Wax	E
Wine	C





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