

## **Kraus® Commercial Warranties**

At Kraus, it is our goal to provide the finest quality flooring. As a worldwide producer of flooring and carpet manufacturer we pride ourselves on our designs, processes and customer service. We conduct ourselves with the highest level of integrity and stand behind our products.

Thank you for your trust in our company and products, we hope you enjoy your new Kraus flooring. If we can be of service or you have questions please contact customer service at:

USA 1-800-472-1475

### **General Warranty Coverage**

Kraus applicable commercial warranties are specified by style as per the product specification. These warranties extend only to the original purchaser and are non-transferable.

The Kraus commercial warranties cover Kraus commercial carpet tile. These warranties do not cover damage caused by abuse such as staining, soiling, burning, flooding, excessive moisture, cutting and inappropriate carpet use, improper installation and damage caused by pets.

It should be expected that there can be minor differences in carpet appearance between the retail store sample and the actual carpet. Kraus commercial warranties do not cover these reasonable differences.

### **Proration of Warranties**

Kraus will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Kraus will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance (prorated when applicable). Reasonable prorated re-installation costs are limited to \$6 per square yard or a minimum of \$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 Kraus commercial products:

#### **Lifetime Warranty**

|                                 |                                 |                                 |                                 |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <b>1<sup>st</sup> Year 100%</b> | <b>2<sup>nd</sup> Year 95%</b>  | <b>3<sup>rd</sup> Year 90%</b>  | <b>4<sup>th</sup> Year 85%</b>  |
| <b>5<sup>th</sup> Year 80%</b>  | <b>6<sup>th</sup> Year 75%</b>  | <b>7<sup>th</sup> Year 70%</b>  | <b>8<sup>th</sup> Year 65%</b>  |
| <b>9<sup>th</sup> Year 60%</b>  | <b>10<sup>th</sup> Year 55%</b> | <b>11<sup>th</sup> Year 50%</b> | <b>12<sup>th</sup> Year 45%</b> |
| <b>13<sup>th</sup> Year 40%</b> | <b>14<sup>th</sup> Year 35%</b> | <b>15<sup>th</sup> Year 30%</b> | <b>16<sup>th</sup> Year 25%</b> |
| <b>17<sup>th</sup> Year 20%</b> | <b>18<sup>th</sup> Year 15%</b> | <b>19<sup>th</sup> Year 10%</b> | <b>20+ Years 5%</b>             |



### 15 Year Warranty

|                           |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|---------------------------|
| 1 <sup>st</sup> Year 100% | 2 <sup>nd</sup> Year 93%  | 3 <sup>rd</sup> Year 86%  | 4 <sup>th</sup> Year 79%  |
| 5 <sup>th</sup> Year 72%  | 6 <sup>th</sup> Year 65%  | 7 <sup>th</sup> Year 58%  | 8 <sup>th</sup> Year 51%  |
| 9 <sup>th</sup> Year 44%  | 10 <sup>th</sup> Year 37% | 11 <sup>th</sup> Year 30% | 12 <sup>th</sup> Year 23% |
| 13 <sup>th</sup> Year 16% | 14 <sup>th</sup> Year 9%  | 15 <sup>th</sup> Year 2%  |                           |

### 10 Year Warranty

|                           |                           |                          |                          |
|---------------------------|---------------------------|--------------------------|--------------------------|
| 1 <sup>st</sup> Year 100% | 2 <sup>nd</sup> Year 90%  | 3 <sup>rd</sup> Year 80% | 4 <sup>th</sup> Year 70% |
| 5 <sup>th</sup> Year 60%  | 6 <sup>th</sup> Year 50%  | 7 <sup>th</sup> Year 40% | 8 <sup>th</sup> Year 30% |
| 9 <sup>th</sup> Year 20%  | 10 <sup>th</sup> Year 10% |                          |                          |

### 7 Year Warranty

|                           |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|
| 1 <sup>st</sup> Year 100% | 2 <sup>nd</sup> Year 86% | 3 <sup>rd</sup> Year 72% | 4 <sup>th</sup> Year 58% |
| 5 <sup>th</sup> Year 44%  | 6 <sup>th</sup> Year 30% | 7 <sup>th</sup> Year 16% |                          |

### 5 Year Warranty

|                           |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|
| 1 <sup>st</sup> Year 100% | 2 <sup>nd</sup> Year 80% | 3 <sup>rd</sup> Year 60% | 4 <sup>th</sup> Year 40% |
| 5 <sup>th</sup> Year 20%  |                          |                          |                          |

### Installation

The carpet must be installed in accordance with the Carpet & Rug Institute's Carpet Installation Standard. Recommended installation methods are available at [www.shopqep.com](http://www.shopqep.com).

### Maintenance

The carpet must be maintained and cleaned in accordance with Kraus' recommendations as outlined in "How to Maintain Your Commercial Carpet" by Kraus, available at [www.shopqep.com](http://www.shopqep.com).

This warranty is prorated based upon the typical useful life of service and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

The consumer shall reasonably cooperate with Kraus in its efforts to honor and perform its obligations under this warranty.

### Industry Standard

Kraus supports the industry standards set by the Carpet and Rug Institute. For more information, visit [www.carpet-rug.org](http://www.carpet-rug.org).



## **Commercial Wear Warranty**

Kraus warrants that this carpet will not wear (loss of surface pile) more than 10% during the listed warranty years following installation of the carpet, provided that the carpet is properly installed maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

A professional cleaner must clean carpet under this warranty at least every 12-18 months. Hot water extraction is the recommended cleaning method.

This warranty excludes carpet installed on stairs, areas subject to caster action, 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 Proof – No Exceptions™ Warranty**

Kraus warrants that this carpet will not permanently stain from substances typically found in homes or offices during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty excludes willful damage including burns, water damage and reappearing (wicking) spots. In addition, substances that degrade or destroy the carpet fibers (i.e. bleaches, drain cleaner, battery acid, etc.) are also excluded from warranty coverage.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet. The consumer must spot clean, vacuum and hot water extract the carpet on a regular basis. (see maintenance section).

Claims submitted to Kraus 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 Color, Kraus 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 Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **Stain Resistance Warranty**

Kraus warrants that this carpet will resist permanent staining by most food or beverage substances found in households and offices during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change)

This warranty excludes stains caused by substances other than food or beverage such as vomit, urine and feces. In addition, food or beverages that contain strongly colored natural dyes (for example, but not limited to mustard, coffee and herbal teas) and substances that degrade or destroy the carpet fibers (for example but not limited to bleaches, acne medication, drain cleaner, liquid plant food) are also excluded. This warranty also excludes willful damage including burns, water damage, reappearing (wicking) spots, and any stain that may occur in high traffic areas such as stairs.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet. The consumer must spot clean, vacuum and hot water extract the carpet on a regular basis. (see maintenance section).

Claims submitted to Kraus 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 Color, Kraus 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 Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **Soil Resistance Warranty**

Kraus warrants that this carpet will resist soiling by most household and office dry dirt during the listed warranty years after installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

Soil resistance is defined as the ability of the carpet to resist the retention of common dry dirt normally associated with carpet soiling. Color change is defined as a change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty is limited to color changes due to deposits of dry dirt as a result of foot traffic from normal, indoor household or office use. Color changes from grease, asphalt, tar, paints, ink, rust, blood, cement and burns are excluded from the warranty. Additionally, appearance or color changes on stains or high-traffic areas such as stairs are also excluded.

This warranty is not a cleaning contract. The consumer must spot clean, vacuum and hot water extract the carpet on a regular basis (see maintenance section).

Claims submitted to Kraus 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 Color, Kraus 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 Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **ZipperLock<sup>®</sup> Warranty**

Kraus warrants that this carpet will not zipper or edge ravel for the warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects and abuse. 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, Kraus determines that zipping or edge ravel has occurred, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **Colorfast Warranty**

Kraus warrants that this carpet will not significantly change in color as a result of exposure to light during the listed year of warranty of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

Significant change in color is defined as a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Color (1.0 = more change, 5.0 = less change).

This warranty excludes the effects of willful damage, improper installation and maintenance, and exposure to light equivalent to more than 40 Xenon Fadeometer hours.

If after inspection and/or testing of the carpet according to AATCC 16E-1982, Kraus determines that a significant change in color has occurred, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **Anti-Shock Warranty**

Kraus warrants that this carpet will not generate static electricity in excess of 3 kilovolts (tested according to AATCC 134) during listed warranty years of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

If after testing of the carpet according to AATCC 134, Kraus determines that the carpet has generated in excess of 3 kilovolts, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **AccuPattern™ Warranty**

Kraus warrants that this carpet's pattern will be at least 99% straight and true before installation (i.e. bow or skew up to 1.5 inches per 12 feet).

If after testing of the carpet according to CRI standards and Kraus determines that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **No-Delamination No-Edge Ravel Warranty**

Kraus warrants that this carpet will not delaminate (i.e. the secondary backing will not separate from the carpet), or edge ravel during the listed warranty years of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' installation and maintenance recommendations (see general warranty details).

This warranty excludes carpet installed on stairs, water damage, willful damage including burns, tears and cuts, and abuse. In addition, the effects of improper installation and maintenance are also excluded from this warranty. This warranty covers lamination of the carpet itself, as distinct from the adhesion of the carpet to the flooring substrate.

If after inspection and/or testing of the carpet, Kraus determines that the carpet has delaminated, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

## **Backing Performance**

Kraus warrants that this carpet tile will not lose dimensional stability (i.e. shrink, grow, cup or dome), delaminate from face fiber or edge ravel when properly installed indoors according to Kraus' installation recommendations (see general warranty details).

This warranty excludes carpet installed on stairs, areas subject to caster action, 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, Kraus determines that the carpet tile backing has not performed as per the warranty description and that all warranty conditions have been met, Kraus 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 and contact Kraus if necessary.

If the retailer cannot be reached or an unsatisfactory reply is given, contact Kraus at:  
USA                    1-800-472-1475

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

