



**RESIDENTIAL**

CARPET CARE AND WARRANTY INFORMATION

*By Lamo*



*Dear customer,*

*We are pleased that you have chosen our product for your carpet purchase. We hope you are enjoying the quality and the look of your new carpet.*

*We value your trust in our company, and we will do our best to meet your expectations. Rest assured, your purchase also includes this warranty should a problem arise.*

*This document was designed to help you understand the warranties Lano Carpets provides you, as well as your obligations to maintain your warranty rights. Failure to comply with Lano Carpets warranty conditions will void your Lano Carpet warranty*

*Thanks again, for your order. If you have any questions, please don't hesitate to call us.*

*Kind regards,*

*Joe Lano*



## PROPER INSTALLATION

Proper installation is as important as the original quality and durability of the carpet. Your carpet must be installed by a professional installer following the Lano Carpets' installation manual. Make sure to check the texture, style and colour when the carpet is delivered.

### Apparatus for transport

Make sure that only approved transport vehicles, equipped with low pressure pneumatic tires, are allowed on the installed carpet.

## CARPET CARE AND GUIDELINES

### PREVENTION

Soiling (dirt, dust and abrasive matter) is the greatest threat to carpet. We highly recommend the use walk-off mats at entrances and other areas to protect your carpet. Walk-off mats should be cleaned frequently to prevent them from becoming a source of soiling.

### VACUUMING

Most dirt, even dust, has the form of a hard particle and is as abrasive to the pile as sand paper when left in the carpet. The best way to increase the life of your carpet is to vacuum regularly meaning at least once a week in most areas and even daily in medium to high traffic areas. More use means more vacuuming but beware that some vacuums can be aggressive to the pile and damage the surface of the carpet. For cut pile carpets we recommend an upright vacuum cleaner with a cylindrical brushing action, or a cylinder vacuum cleaner with a power brush attachment. However, the exception to this is for carpet with loop textures, shag style and soft qualities as they may become fuzzy or worn with use of the rotating brush. For loop pile carpets, it's best to use a cylinder vacuum cleaner without a brushing action or an upright machine with the brushes raised or turned off.

Height adjustment of the brush is critical and is correct when the brush contacts the pile enough to vibrate the carpet lightly. Keep brushes clean and replace when worn and follow the manufacturer's instructions and change the filter bag when it reaches the "full line".

### SPOT AND STAIN REMOVAL

Spills are likely to happen and if you treat spots and stains immediately, they will be easier to remove. However, it is important to note that no carpet is completely stain proof. Certain carpet qualities are stain resistant which allows time for removal. Be aware never to scrub the area because this can cause pile distortion.

Certain products can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, etc can have strong chemicals which discolour or dissolve carpet fibers. Products containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet.

Blot liquids with a dry, white, absorbent cloth or plain white paper towel. To prevent the spill from spreading, please work from the edge of the spot to the center. Continue until no additional spot shows on the cloth or towel.

For food and other non-liquids, start by gently scraping up with a spoon or knife blade and vacuum until completely removed.

If the stain remains, you can treat it with one of the following procedures.

*Note: Do not get the carpet too wet. Wetting through to the backing may result in shrinkage, discoloration, odour and delaminating. Never walk on a cleaned area before it has thoroughly dried. Always pretest spot cleaners in an inconspicuous area to make sure that the agent will not damage the carpet.*

Dampen the stain and then blot using these cleaners (always use a white towel to blot or damp):

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- |  |  |   |
|--|--|---|
| <b>1</b> Mix 1/2 teaspoon of dish detergent (with no bleach or moisturizer) to 2 cups of mildly warm water. Follow spot cleaning by blotting with clear water. | <b>4</b> Isopropyl Alcohol   | <b>7</b> Mix 2 tablespoons of household ammonia with 1 cup of water; Follow spot cleaning by blotting with clear water. |
| <b>2</b> Warm water rinse: Dampen with mildly warm water and blot the stain  | <b>5</b> 3% Hydrogen Peroxide. Follow spot cleaning by blotting with clear water.                            | <b>8</b> Nail Polish Remover with Acetone   |
| <b>3</b> Dry Cleaning Solvent or Citrus Solvent (available in local hardware store or supermarket)   | <b>6</b> Mix 1 cup of white vinegar with 2 cups of water. Follow spot cleaning by blotting with clear water. | <b>9</b> Vacuum   |

This advice is offered in good faith. No responsibility is accepted for claims arising from the proposed treatments and if stains fail to respond or if you have doubts about what caused the spot and how to remove it, please contact a professional carpet cleaner. It may anyhow be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.

Beer	1	2
Blood	7	5
Butter	3	7
Candy	1	7
Carbon Black	9	3
Chocolate	3	7
Chocolate Milk	3	7
Chewing Gum	3	
Clay	3	6
Cola	1	7
Coffee	1	6

Cologne	1	7	6	Margarine	3	1	2	
Cooking Oil	3	1	7	Mayonnaise	3	1	7	
Cosmetics	8	3	1	Milk	3	1	7	
Cough Medicine	1	7	6	Mud	1	2		
Cranberry Juice	1	7	5	Mustard	1	6	5	
Crayon	3	1	4	Nail Polish	8	3	1	
Dye	4	3	2	Oil	3	1		
Egg	1	7	6	Paint (acrylic)	3	6	2	
Feces	1	7		Paint (oil based)	3	2	1	
Felt Marker	8	3	5	Paint (water based)	1	7	2	
Food Dye	4	3	2	7	Rust	1	2	
Fruit Juice	1	7	6	Salad Dressing	3	1		
Furniture Dye	8	3	1	Sauces	3	1	7	
Furniture Polish (oil based)	8	3		Shoe Polish (liquid)	3	8	1	
Glue	3	2		Shoe Polish (paste)	3	1		
Graphite	9	3	2	Shoe Polish (wax)	3	1	2	
Gravy	3	1	7	Soft Drinks	1	7	6	5
Grease (black)	3	1		Syrup	1	7	2	
Grease food stains	3	1	7	Tea	1	6	2	5
Hair Shampoo	2	7	4	Tomato Juice/Sauce	1	6	2	5
Hand Cream	3	1	7	Urine (dry)	1	6	2	5
Ice Cream	3	1	7	Urine (wet)	1	7	6	
Iodine	3	1	5	Varnish	3	1		
Ink	8	3	2	Vegetable Oil	3	1	2	
Jelly	1	7	6	Vinegar	7	2		
Ketchup	1	7	6	Vomit	1	7	6	
Liquor (alcohol)	1	7	6	Wax	3	1	6	
Make-up	3	1	2	Wine	1	6	7	5

## PROFESSIONAL CLEANING

Periodic professional cleaning is necessary to remove the oil and soil which cannot be removed by vacuuming. The frequency may vary depending on the level and type of traffic and the conditions to which the carpet is exposed. This may range from 6 to 18 months between cleanings.

Professional cleaning should be considered before your carpet begins to show soil. Letting the carpet become excessively soiled will make cleaning more difficult and shorten the carpet's useful life. You must provide your receipt for proof of service.

## CARPET APPEARANCE

Even with regular maintenance, some changes in appearance can occur:

### Fading

Direct sunlight can cause fading. Protect the carpet with the most appropriate window covering.

### Shedding

is an effect of all new carpets, in particular cut-pile qualities, and is not a defect of the carpet. Shedding is caused by the short fibers within the pile that work loose during service, most likely in high traffic areas. The total fiber loss during use is relatively small and the length of time required to eliminate shedding will depend upon the type and amount of vacuuming. Shedding is more apparent in staple products than continuous filament products.

### Shading

is not a true colour change but a visual effect as a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. Shading, which is normal in luxurious, cut pile carpet qualities, is not a manufacturer's defect.

### Seams

Qualified installers from professional carpet stores know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.

### Footprints

Most deep, cut pile carpets will show shoe or foot impressions. A low pile carpet with a denser construction can help minimize this condition.

### Pile crush

Crushing is unavoidable and will occur to some degree, mainly in high traffic areas and under the legs of pieces of furniture. Crushing is the compression of the carpet tufts. Vacuuming and gentle brushing of the area with the hand will hasten the recovery.

### Tip bloom

Over time, day-to-day foot traffic can cause the tips of cut pile carpet tufts to untwist and open up. This is a normal occurrence.

### Static discharge

This can be an annoying problem, especially when your carpet is new. Static discharge is caused because the natural moisture content is removed during manufacturing. When the natural moisture returns, static should greatly subside and also the amount of static will minimize through daily use.

### Indoor Air Quality

When properly installed and maintained, Lano Carpets will be a significant part of a safe and healthy interior, providing years of beauty and comfort. Extensive studies showed that carpet is completely safe and non-toxic to humans and pets when properly installed and maintained. Providing ventilation (opened window/door) will diminish and possibly eliminate any initial temporary odours which emit from padding, seam sealers, glue, subfloor treatments and other finishes or components related to the carpet installation process.

## WARRANTIES APPLICABLE TO LANO CARPETS

These warranties protect solely the original purchaser who purchased the carpet for indoor residential and private use in an owner-occupied residence. The legal warranties in the countries of purchase apply without restrictions to the Lano Carpets you purchase. In addition, in all countries where Lano carpets are sold through (approved) distributors, Lano Carpets provides an additional commercial warranty which applies according to the conditions as set out below. All of Lano Carpets warranties are prorated in accordance to the schedule on page 13.

Provided that you have complied with the Carpet Care and Guidelines included in this warranty document and upon the conditions and limitations as set out herein, Lano provides you:

### Limited Stain Warranty

Lano Carpets warrants that the surface pile of the carpet will remain stain resistant to most household food and beverage substances in an owner occupied residence in a proper indoor installation. Lano Carpets Limited Residential Warranty specifically excludes stains from substances such as food and beverages that contain strongly coloured dyes (e.g. mustard, coffee, herbal tea, red wine and hote beverages) as well as substances which destroy or change the colour of carpets such as bleaches, caustic chemicals, insecticides, paints, plant food, iodine, shoe polish, lipstick, oil-based substances, very strong dyes, acids, feces, urine and vomit.

Be aware that no carpet is absolutely stain proof. Lano Carpets may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

### Limited Abrasive Wear Warranty

Lano Carpets warrants that, when properly installed in compliance with the Lano Carpets Installation Manual, the pile yarn will not experience excessive wear during the duration of the warranty period as specified. Excessive wear is defined as countable loss of pile fiber, 10% or greater resulting from normal shoe traffic, and is determined by pile yarn weight comparison of the worn area of your carpet to non-trafficked areas. Abrasive wear means fiber loss and not changes in appearance such as crushing or matting.

Texture change associated with normal pile crush is a characteristic of the carpet and is not covered under this warranty. The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change. Improper care or inadequate maintenance will accelerate changes in carpet appearance that are not warranted.

## CARPET WARRANTY AND CARPET CHARACTERISTICS EXCLUSIONS

### Accidents, Abuse or Abnormal Wear

These Lano Carpets warranties do not cover water damage from plumbing or appliance failure, storms or flooding, or damage incurred by or resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, or damage caused by pets.

### Area Rugs

No coverage is provided under these Lano Carpet warranties for area rugs.

### Carpet on stairs, in high-traffic areas, bathrooms and kitchens

Lano Carpets Warranty do not cover damage to or appearance changes on carpet installed for any type of recreational activity (e.g. indoor sport activities), carpet installed on stairs, in bathrooms, kitchens, recreational vehicles, motor homes, laundry rooms, outdoor, or in high-traffic areas or areas subject to other than ordinary shoe traffic.

### Carpet stains resulting from Commercial Use

Carpet stains, incurred or resulting from commercial us (i.e. contacted services, in-home businesses, etc) are not covered by these Lano Carpets warranties.

### Carpet Wear or Routine Maintenance

These Lano Carpets warranties do not cover normal carpet wear, routine cleaning and/or regular maintenance.

## **Changes in Appearance**

All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy areas will exhibit the most change. A good-quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to bloom. This is a normal characteristic of carpet and is not considered a manufacturing defect. Deterioration in appearance not related to staining of the pile fibers is not covered by these Lano Carpets warranties.

## **Crushing**

Crushing of the pile due to foot traffic or caused by furniture, including impressions by legs of furniture, is not covered by these Lano Carpets warranties.

## **Defects, Conditional**

These Lano Carpets warranties do not cover defects or conditions covered by other warranties.

## **Defects, Visible upon installation**

Do not cut or attempt installation before checking width and length, quality, pattern, colour and dye lots. Once the carpet is installed, no warranty coverage will be provided for defects in the carpet which were clearly visible and should have been discovered prior to or during installation.

## **Differences in samples**

These Lano Carpets warranties do not cover minor and normal differences between the colour and texture of the retail store sample and true colour and texture of the actual carpet. Additional exclusion includes claims for minor differences in carpet weight.

## **Fading, Colour changes or Colour loss**

These Lano Carpets warranties do not cover sudden changes in carpet colour resulting from external causes (other than those specifically mentioned in this warranty brochure) such as fading due to sunlight, ozone, spills of household chemicals and other non-food and non-beverage substances or gradual fading over time from emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide and other household items. Care should be taken when using these items.

## **Filtration soiling**

Dust, dirt, pollen, cooking vapours and other airborne pollutants may appear as dark lines along walls, vents and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

## **Footprints**

Cut-pile carpets will show footprints and vacuum cleaner marks. This is a characteristic of the carpet and is not considered a manufacturing defect. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

## **Improper cleaning and maintenance or inadequate care**

These Lano Carpets warranties do not cover damage to the carpet caused by improper cleaning, improper maintenance or cleaning agents/materials or inadequate care. The warranties also exclude any carpet that has been treated after installation with any soil treatments, anti-statics, insecticides, antimicrobials, coloring agents or optical brighteners. Your Lano Carpet requires routine cleaning and maintenance. Maintenance requirements and recommendations are listed in this document under 'Carpet Care and Guidelines'. All cleaning receipts should be retained.

## **Improper Installation**

These Lano Carpets warranties do not cover damage to your carpet caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts or edge ravel due to improper seam sealing and seam peaking. The Lano Carpets installation manual conforms to proper installation procedures and must be followed. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system. Failure to follow recommended carpet care and cleaning instructions described in this document may result in damage to your carpet that will not be covered by your warranty.

## **Inadequate Cushion**

These Lano Carpets warranties do not cover damage to your carpet caused by inadequate cushion.

**Indentations**

Furniture or heavy objects can cause indentations in the carpet. This is not considered a manufacturing defect.

**Matting**

These Lano Carpets warranties do not cover matting which is usually due to improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that was not rinsed completely will lead to matting.

**Odours**

These Lano Carpets warranties do not cover carpet odours.

**Outdoor installation**

These Lano Carpets warranties do not cover carpet installed outdoors as Lano Carpets are intended solely for use as indoor floor coverings.

**Pad failure**

These Lano Carpets warranties do not cover defects or damages caused by failure of the carpet pad. Deterioration of the padding can cause problems with your carpet.

**Pattern Match**

Perfect pattern match cannot be guaranteed due to the extensible nature of textile products, such that even with special care in laying some irregularities may be visible in the horizontal, vertical and diagonal pattern or texture, especially when viewing across multiple width installations. Patterned carpet, taking into account method of installation, requires more time, effort and skills. The tolerances of Lano Carpets are mentioned in the installation manual and pattern deviations within these tolerances are not considered a manufacturing defect and are not covered by these Lano Carpets warranties.

**Problems with moisture**

These Lano Carpets warranties do not cover problems caused by wetting, flooding or persistence of excessive moisture.

**Products other than first quality**

These Lano Carpets warranties only apply to first quality products only and are not applicable to carpet sold as second quality, carpet sold at discontinued pricing, irregular, used or discontinued qualities or inventory sold as excess (discounted).

**Residences other than owner-occupied, single family**

These Lano Carpets warranties only apply to carpet for owner-occupied, single-family, indoor residential installations and do not cover carpet installed in any commercial or business places, daycare facilities and/or rental properties.

**Shading**

Pooling or watermarking or shading is not covered by these Lano Carpets warranties.

**Shedding or fluffing**

Shedding is not covered by these Lano Carpets warranties.

**Stain Reappearance (Wicking)**

These Lano Carpets warranties do not cover the re-appearance of spots and stains that have been previously cleaned and that reappear later. If warranty conditions set forth in this document are met, stains that are saturated and result in wicking will release with additional re-cleaning.

**Transferability**

These Lano Carpets warranties are extended only to the original purchaser and are not transferable.

**Wrinkling or Buckling**

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion or failure to use the recommended Lano Carpets installation procedures, especially relative to power stretching. A competent installer can usually correct this problem.

**Yellowing**

Yellowing can have many causes such as over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, fume fading, etc. White vinegar applied to a clean towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is a characteristic of carpet and not considered a manufacturing defect.

## LANO CARPETS LIMITED LIABILITY

The abovementioned warranties shall only apply if the Carpet Care and Guidelines included in this warranty document are fully respected by the purchaser. The warranties are limited to the periods as mentioned in this document, even in case of repair or replacement of the original carpet.

In the event of hidden material or production defects in the carpets, Lano Carpets shall bear the cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway or entrance. Such intervention in the costs shall not exceed the price paid for the affected carpet area. Lano Carpets or its representatives should be given the right to inspect and test the carpet and correct any defect prior to the carpet being removed, replaced or any settlement being offered.

The warranty offered through this document shall not apply if 1. Lano Carpets was not given the reasonable opportunity to inspect the carpet, or 2. the carpet has been removed, treated, repaired or replaced by a third party without the prior written authorization of Lano Carpets. In case repair or replacement is needed, solely Lano Carpets or its representatives shall be entitled to conduct such works.

Upon determination of a valid claim and when the carpet cannot be restored by repair, Lano Carpets will arrange a credit to your retailer equal to a percentage of the cost of the carpet replacement only. Costs associated with removal and disposal of existing carpet, for padding and installation sundries, for moving furniture and floor fixtures, or any other cost are specifically excluded from the labor costs Lano Carpets will pay, unless otherwise specified by Lano Carpets or unless otherwise provided in the applicable legal warranty.

If we determine replacement carpet is necessary, and the identical carpet is not available, we will, at our sole discretion, provide a carpet of comparable quality, colour and value, or refund. Lano Carpets reserves the right to determine what comparable carpet is. We are not required to provide replacement carpet with a matching dye lot to non-affected carpet in other areas.

The refund credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule set out below for identical (or, if identical carpet is not available, comparable) carpet of equal value. The credit will be good towards the purchase of new Lano Carpet only.

Lano Carpets provides no other warranty whatsoever, neither explicit nor tacit, than the one specified in the current warranty conditions. Unless the legislation of the country of purchase does not permit this, and with the exception of the statutory provisions concerning product liability, Lano Carpets cannot be held liable for incidental or consequential damages resulting from deficient products. By this we mean - without being limited thereto - any loss, expense or damage other than relating to the carpet itself that may result from a defect in the carpet. All Lano Carpets are intended for use as floor covering only and are not warranted or recommended for any other purpose.

## INVOKING THE WARRANTY

If you think that there is a defect in your carpet that is covered by one of the Lano Carpets warranties, you must notify the Lano Carpets retailer who sold you the carpet. Your retailer will be able to file the claim with Lano Carpets for you. If you are unable to contact your retailer or do not receive satisfaction, please write to Lano Carpets: Lano Carpets Customer Service, Zuidstraat 44, 8530 Harelbeke, Belgium. Be sure to include a full description of the problem, photos, proof of purchase showing the price paid for the carpet, excluding pad and labor, and proof of periodic cleaning.

The warranty is only valid if you can present the original dated invoice of your dealer or point of sale where you purchased the Lano carpet. The warranty can only be invoked by the first user or the original purchaser of the Lano carpet, and cannot be transferred. The first user or the original purchaser is the one indicated on the original invoice. You are required to maintain a list of all the products you have used to clean your carpet and to keep a sample of uninstalled carpet for us to review in the event of a warranty claim.

Failure to comply with these and all other warranty requirements mentioned in this document voids these warranties.

## PRORATION SCHEDULE

If your carpet does not perform according to the warranty, Lano Carpets will offer credit equal to the cost of the carpet material in accordance with the following schedules:

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%

## YOUR WARRANTY RECORD

.....  
Date of original carpet purchase

.....  
Lano Carpets brand

.....  
Style name & colour

.....  
Measures of purchased carpet

.....  
Store Name & Store Address - City/Zip

.....  
Store Telephone

.....  
Store Sales person

## MAINTENANCE RECORD

### 1. Date Cleaned

.....  
Cleaning Company

.....  
Cleaning Method Used

.....  
Cleaning Products Used

.....  
Other Products Used

.....  
Area(s) cleaned

### 2. Date Cleaned

.....  
Cleaning Company

.....  
Cleaning Method Used

.....  
Cleaning Products Used

.....  
Other Products Used

.....  
Area(s) cleaned

### 3. Date Cleaned

.....  
Cleaning Company

.....  
Cleaning Method Used

.....  
Cleaning Products Used

.....  
Other Products Used

.....  
Area(s) cleaned



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