Product	
Supplier	Flooring2
Product Type	Carpet Tile
Number	MA
Name	Masters

Warranty	
Carpet Tile Limited Warranty	25 Year

Carpet Tile Limited Warranty

> **Document Version:** 1.0
> **Last Updated:** January 2026

Important Notice

> **READ BEFORE FILING A CLAIM**

This warranty is provided by Supplier and is extended only to the original purchaser/end-user. This warranty is **non-transferable** and applies only when the product is installed and maintained according to Supplier's Installation Guide and Care & Maintenance Guide.

Keep your proof of purchase. You will need it to file a warranty claim.

What This Warranty Covers

This warranty applies to residential and light commercial applications.

Coverage Summary

- Manufacturing Defects
- Abrasive Wear
- Texture Retention
- Stain Resistance
- Soil Resistance
- Fade Resistance
- Static Control
- Colorfastness
- Tuft Bind
- Delamination
- Edge Stability

Manufacturing Defects

Supplier warrants that your carpet tiles are free from manufacturing defects in materials and workmanship for the warranty period. Manufacturing defects include:

- Missing tufts or yarn
- Uneven pile height caused during manufacturing
- Improper dyeing that results in color streaks
- Defects in the tile backing
- Dimensional inconsistencies (tiles not square or uniform in size)
- Edge defects that prevent proper seaming

Abrasive Wear

Supplier warrants that your carpet tiles will not show significant fiber loss from normal foot traffic. **Abrasive wear** means a countable loss of pile fiber equal to 10% or greater of the original fiber.

Important: Abrasive wear means actual fiber loss, NOT changes in appearance such as:

- Crushing or matting
- Shading or pile reversal
- Texture changes in traffic areas

Texture Retention

Supplier warrants that your carpet tiles will retain their texture under normal use. Texture retention is measured against the CRI TM-101 appearance retention scale, where 5.0 is new carpet and 1.0 is severely changed.

Your carpet tiles are warranted to maintain a minimum rating of 2.5 on this scale when properly maintained.

What this covers:

- Significant loss of tuft definition
- Severe pile distortion not caused by traffic patterns

What this does NOT cover:

- Normal pile crush in high-traffic areas
- Temporary crushing that recovers with vacuuming
- Changes from furniture placement

Stain Resistance

Supplier warrants that your carpet tiles will resist permanent staining from most common household and office substances when properly cleaned.

Covered substances include:

- Coffee and tea
- Soft drinks and fruit juice
- Wine and beer
- Common food spills
- Ink (water-based)
- Cosmetics and lotions

Requirements for coverage:

- Spills must be cleaned within 24 hours using methods in the Care & Maintenance Guide
- Tiles must be professionally cleaned according to the recommended schedule

Soil Resistance

Supplier warrants that your carpet tiles will resist soiling from dry dirt and dust tracked in by normal foot traffic. Your tiles should vacuum clean to their original appearance when properly maintained.

Requirements for coverage:

- Follow the vacuuming schedule in the Care & Maintenance Guide
- Use walk-off mats at all entrances
- Schedule professional cleaning as recommended

Fade Resistance

Supplier warrants that your carpet tiles will not significantly fade or change color from normal exposure to:

- Indoor light
- Atmospheric contaminants common in residential and commercial settings
- Normal cleaning

Important: Some fading from intense, direct sunlight through unprotected windows is normal and NOT covered. Use window treatments in sun-exposed rooms.

Static Control

Supplier warrants that your carpet tiles will resist static shock under normal humidity conditions. This coverage requires:

- Indoor humidity maintained between 30% and 60%
- Proper installation following the Installation Guide
- Normal use conditions

Colorfastness

Supplier warrants that the color of your carpet tiles will remain consistent and will not transfer to other surfaces (known as "crocking") under normal use.

What this covers:

- Color transfer to socks or bare feet
- Color changes from exposure to ozone or atmospheric gases

Tuft Bind

Supplier warrants that carpet tufts will remain securely attached to the tile backing under normal use.

What this covers:

- Edge ravel (tufts pulling out at tile edges)
- Yarn pulls (tufts pulling out from traffic)
- Zippering (rows of tufts separating from backing)
- Sprouting (individual fibers coming loose)

Requirements: Snags should be trimmed with scissors, not pulled. Pulling snags can damage surrounding tufts.

Delamination

Supplier warrants that the tile backing layers will not separate from each other or from the face fiber under normal use.

What this covers:

- Primary backing separation from secondary backing
- Face fiber separation from backing
- Backing layers splitting apart

Edge Stability

Supplier warrants that carpet tile edges will remain stable and will not curl, cup, or separate under normal use when properly installed.

Requirements:

- Tiles must be installed following the Installation Guide
- Proper adhesive must be used as specified
- Subfloor must meet moisture requirements

Carpet Tile Replacement Advantage

One of the key benefits of carpet tile is the ability to replace individual tiles rather than entire areas. When a warranty claim is approved:

- **Only the defective tiles** need to be replaced
- Replacement tiles will be provided to match your original product
- You should save extra tiles from your original installation for future repairs

Pattern Matching Notice

Important: When tiles are replaced, some variation may occur:

- New tiles may not exactly match tiles that have been in use
- Dye lot variations between production runs are normal
- Wear patterns on existing tiles may make new tiles appear different
- For best results, rotate tiles from low-traffic areas to high-traffic areas during replacement

Recommendation: Keep at least 5% extra tiles from your original purchase for future repairs. This helps ensure better color matching.

Rolling Loads Not Permitted

Carpet tile is NOT suitable for rolling loads. Rolling loads include pallet jacks, hand trucks, dollies, heavy carts, power wheelchairs, and similar equipment. Damage from rolling loads will void this warranty.

Note: Rolling office chairs are permitted with proper chair mats designed for carpet.

What This Warranty Does NOT Cover

This warranty does not cover damage resulting from:

Installation Issues

- Improper installation (not following the Installation Guide)
- Use of improper adhesive or installation method
- Installation over improper subfloor
- Installation with visible defects (must be inspected before installation)
- Failure to follow pattern or directional arrows on tile backing
- Installation in areas with excessive moisture

Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Use of improper cleaning products or methods
- Failure to have professional cleaning performed as scheduled
- Use of beater bar vacuum attachments on loop or cut-loop styles
- Steam cleaning with excessive moisture

Normal Wear and Appearance Changes

- Matting and crushing in traffic areas
- Shading, pooling, and pile reversal (watermarking)
- Pile distortion in pivot areas
- Temporary pile crush from furniture (use floor protectors)
- Color variations between sample and installed tiles
- Color variations between dye lots
- Changes in texture or appearance over time
- Normal variation when replacement tiles are installed

Environmental Factors

- Water damage from flooding, leaks, or standing water
- Excessive moisture or humidity outside 30-60% range
- Fading from direct, intense sunlight through unprotected windows
- Smoke, soot, or fire damage
- Natural disasters (flood, earthquake, tornado)
- Mold or mildew growth

Physical Damage

- Burns from cigarettes, matches, or hot items
- Cuts, tears, and rips
- Pet damage (scratching, chewing, digging)
- Damage from spiked shoes, athletic cleats, or high heels
- Damage from rolling loads (see Rolling Loads Not Permitted section)
- Damage from wet footwear tracking in chemicals (ice melt, asphalt, fertilizer)
- Chemical spills (bleach, drain cleaner, toilet bowl cleaner, acne medication)

Other Exclusions

- Normal wear and tear
- Commercial use under a residential warranty
- Rental properties (considered commercial use)
- Products not purchased through authorized Supplier retailers
- Consequential damages (labor costs, moving costs, subfloor replacement)
- Loss of use during claim investigation
- Odors from any source

Warranty Validation Requirements

To maintain warranty coverage, you must:

At Time of Purchase

- Purchase from an authorized Supplier retailer
- Keep your original proof of purchase (receipt)
- Inspect all tiles before installation for visible defects
- Report any visible defects BEFORE installation
- Save at least 5% extra tiles for future repairs

During Installation

- Follow all instructions in the Supplier Installation Guide
- Use approved adhesive or installation method
- Follow pattern and directional arrows on tile backing
- Maintain indoor temperature between 65-85F (18-29C) during installation
- Ensure subfloor meets moisture requirements
- Document installation (date, installer, conditions)

Ongoing Care

- Follow all instructions in the Supplier Care & Maintenance Guide
- Vacuum regularly (at least twice weekly in traffic areas)
- Clean spills promptly using approved methods
- **Have professional cleaning performed on schedule:**
  - Residential: Every 12-18 months
  - Light Commercial: Every 6-12 months
  - Commercial: Every 3-6 months
- Maintain indoor humidity between 30-60%
- Use walk-off mats at all entrances
- Use floor protectors under furniture legs
- Rotate tiles periodically to distribute wear

How to File a Warranty Claim

Time Limit

You must report the defect **within 30 days** of discovering the issue, but within the warranty period.

Step 1: Document the Issue

Before contacting anyone, gather the following:

- **Photographs** - Clear photos of the problem tiles showing the defect
- **Location photos** - Photos showing where in the room the issue occurs
- **Product labels** - Photos of any remaining box labels or tile specifications
- **Timeline** - Note when you first noticed the issue
- **Proof of purchase** - Original sales receipt with date and retailer information

Step 2: Contact Your Retailer

Contact the authorized Supplier retailer where you purchased the carpet tiles **first**. Provide:

- Proof of purchase (original receipt)
- Detailed description of the problem
- Photographs of the issue
- Date you first noticed the problem
- Number of tiles affected

If the retailer is no longer available, you may contact Supplier directly by mail or email with all documentation.

Step 3: Required Documentation

Document	Purpose	Required?
Original sales receipt	Proof of purchase and date	Yes
Photos of defective tiles	Visual evidence of issue	Yes
Photos of product labels	Product identification	Yes
Installation records	Proof of proper installation	Recommended
Professional cleaning receipts	Proof of proper maintenance	Yes
Adhesive specifications	Proof of approved adhesive	Recommended

For All Carpet Tile Claims: You must provide receipts showing professional cleaning has been performed according to the Care & Maintenance Guide schedule.

Step 4: Inspection

- Supplier and its representatives must be granted **reasonable access** to inspect the tiles
- Supplier may remove sample tiles for laboratory evaluation
- **Do NOT attempt repairs or cleaning** before inspection - this may void your warranty
- Inspection typically occurs within 2-4 weeks of claim submission

Step 5: Claim Determination

Supplier will inform you whether the claim is covered and to what extent:

- **Approved claims** - Supplier will provide replacement tiles (see Warranty Proration for labor coverage)
- **Denied claims** - You will receive written explanation of denial reason
- Determination typically provided within 4-8 weeks of inspection

If Your Claim is Approved

What Supplier Will Do:

- Provide replacement tiles for the **affected tiles only**
- Provide tiles of similar color, style, and quality
- If original tiles are discontinued, Supplier will select a similar replacement
- Pay labor costs according to Warranty Proration schedule (if professionally installed)

What Supplier Will NOT Do:

- Replace unaffected tiles
- Guarantee an exact color match with existing tiles (see Pattern Matching Notice)
- Pay for furniture moving, subfloor repair, or other consequential costs
- Cover tile abuse, improper installation, or improper maintenance
- Pay labor costs for DIY installations

If Your Claim is Denied

- You will receive a written explanation of the denial reason
- You may appeal the decision with additional supporting documentation
- Common denial reasons:
    - Improper installation (not following Installation Guide)
    - Improper maintenance (missing professional cleaning receipts)
    - Wrong adhesive or installation method used
    - Damage from excluded causes (water, pets, chemicals)

- Issue is normal wear (matting, crushing, shading)
- Issue is appearance change, not defect

Warranty Proration

First 2 Years

- **Materials:** 100% replacement of defective tiles
- **Labor:** 100% of reasonable labor costs (if professionally installed)

Years 3-5

- **Materials:** 100% replacement of defective tiles
- **Labor:** 50% of reasonable labor costs (if professionally installed)

After Year 5

- **Materials:** 100% replacement of defective tiles
- **Labor:** Not covered

Note: Proration applies from the date of original installation. Labor coverage requires professional installation by a qualified installer.

Definitions

Term	Definition
Residential Use	Use in owner-occupied single-family homes
Light Commercial Use	Use in offices, retail, hotel rooms, conference rooms
Normal Use	Typical household or business activities
Prorated	Coverage that decreases over time
Manufacturing Defect	A flaw in materials or workmanship present at manufacture
Abrasive Wear	Countable loss of pile fiber, 10% or greater, from foot traffic
Texture Retention	Ability of carpet tufts to keep their original shape
Crushing	Temporary compression of pile that may recover with cleaning
Matting	Permanent entanglement of fibers in traffic areas
Edge Stability	Ability of tile edges to remain flat and properly aligned
Dye Lot	A batch of tiles dyed together, which may vary from other batches

Limitations

Supplier assumes no liability for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Supplier reserves the right to inspect the tiles and remove samples for evaluation. Any attempt to repair, clean, or replace the tiles prior to Supplier's inspection may void this warranty.

No retailer, agent, or employee has the authority to increase or alter the obligations of this warranty.

Additional Information

- **Installation Guide:** Refer to the Supplier Installation Guide for Carpet Tile
- **Care & Maintenance:** Refer to the Supplier Care & Maintenance Guide for Carpet Tile
- **Professional Cleaning:** Regular professional cleaning is required to maintain warranty coverage
- **Extra Tiles:** Save at least 5% extra tiles for future repairs and best pattern matching
- **Contact:** For questions, contact your authorized Supplier retailer

Custom Warranty Requests

Warranty letters for project-specific requirements are available upon request and approval. If your project requires an exception to our standard warranty terms, Supplier may be willing to issue a custom warranty letter.

To request a custom warranty letter, please contact your Supplier sales representative with details about your project requirements.

This warranty document supersedes all previous warranty versions for carpet tile products.