

TitanBac® Plus Limited Lifetime Warranty

We extend certain warranties which cover products manufactured with TitanBac® Plus. These warranties protect the original purchaser against performance deficiencies in specific categories. The length of time covered by each warranty listed below is for the useful life of the carpet, provided that the carpet is directly glued to an approved substrate and is (1) installed in accordance with our carpet installation instructions and (2) maintained in accordance with our carpet maintenance instructions.

NOTE: The use of Commercialon® Premium Carpet Adhesive and Commercialon® Premium Carpet Seam Sealer is required and the appropriate amount of adhesive must be ordered with carpet to receive lifetime material warranty. Failure to order adhesive will result in the warranty period being reduced to one (1) year

Warranties

For carpet backed with TitanBac® Plus, the following lifetime warranties apply:

Moisture Penetration: Under normal use, carpet will maintain a functional barrier to moisture penetration.

Tuft Bind (edge ravel, yarn pulls, zipping): Under normal use, carpet will not fail to perform due to insufficient tuft bind as evidenced by edge ravel, yarn pulls or zipping.

Delamination: Under normal use, carpet will not fail to perform due to the delamination of the secondary backing.

Should our TitanBac® Plus product fail to perform as warranted above, we will resolve the deficiency at our discretion by one or more of the following methods at no charge for materials, freight and labor: A) repair the affected area, B) replace the affected area with comparable product, or C) refund the full purchase price of the product in affected area. If carpet is to be replaced, areas must be cleared at the customer's expense of all equipment, furnishings, partitions, and similar materials that may have been placed over the carpet subsequent to completion of the original installation. In the event replacement is to be made for carpet that is not a current product manufactured by us, replacement will be made with a comparable style from the current product line.

Additionally, when Commercialon Premium Carpet Adhesive is not used, then Engineered Floors will not consider costs associated with labor in the event of replacement.

Exclusions

This warranty does not cover any disfigurement or damage caused by the following factors or equipment:

1. Failure to use Commercialon Premium Carpet Adhesive and Commercialon Premium Seam Sealer.
2. Unsatisfactory transit or improper storage.
3. Abnormal or improper use, such as athletic surfaces, outdoor installation, installation on stairs, or use other than a conventional floor covering.
4. Placing excessively heavy equipment on carpet.
5. Tears, burns, pulls, and cuts.
6. Improper cleaning agents, methods, or general soiling.
7. Failure to follow our published installation guidelines or improper installation.
8. Athletic equipment such as roller blades, ski boots or spiked athletic shoes, other than spikeless golf shoes.
9. Accidental flooding and acts of God.

NOTE: This warranty is for direct glue down and is voided if installed using any other method.

For J+J Flooring products: J+J Flooring Customer Relations Department at 800-241-4586

For EF Contract products: EF Contract Customer Relations Department at 800-451-1250

For Pentz products: Pentz Technical Service at 866-706-9745 x8407