

# CARPET CARE & WARRANTY GUIDE



**TRYESSE®**

Trying is believing

**Congratulations  
on choosing a Tryesse® carpet!**

Your purchase is a long-term decorating investment. This guide includes important information about product care so that you can enjoy your floor for years to come.



## CARPET CARE & CLEANING TIPS

Proper care and cleaning can make a big difference in retaining the appearance and performance of Tryesse® carpet over time. And remember, no carpet is absolutely stain-proof.

### FOUR SIMPLE TIPS:

#### 1. USE ENTRANCE MATS

Place walk-off mats inside and outside entrances to your home to trap soil before it can be tracked in. Be sure to clean mats weekly to ensure they don't become soil sources. (Avoid latex-backed runners which may yellow the carpet).

#### 2. VACUUM REGULARLY

Regular, thorough vacuuming will remove dust and gritty dirt particles and reduce the abrasion that can dull and wear carpet fibres. A rotating brush power-head vacuum raises the carpet pile while it removes the soil. Change the vacuum bag often. To reduce matting, change the direction of vacuuming occasionally. **Attention:** some vacuums have aggressive brushes that may damage the pile surface. See CRI for approved vacuum cleaners ([www.carpet-rug.org](http://www.carpet-rug.org)) for list and details.

#### 3. CLEAN UP SPILLS IMMEDIATELY

Prompt attention to spots and spills will make removal easier. Always blot the area being cleaned, never rub, scrub or brush. If stain persists, use the cleaning method described in the Spot Removal Guide.

#### 4. SCHEDULE PROFESSIONAL CLEANINGS

Choose a qualified cleaning service experienced in the latest techniques for advanced generation fibres and have your carpet professionally cleaned every 12-18 months (keep all receipts for proof of cleaning). High traffic areas & lighter carpet colours may require cleaning more often. Hot water extraction is the preferred method, using products which are non-cationic and have a PH level less than 10. Non-approved cleaning products or treatments will void your warranty.



## CAUTION

No other household cleaners or other ingredients should be used other than those recommended specifically for carpet since they may contain chemicals that could damage your carpet.

If you are uncertain what type of spot cleaner you should use, start by gently using a volatile dry cleaning solvent as described in suggested method “C” on the next page.

If you know what type of stain you are going to treat, please follow the suggested recommendations.

Never apply these products directly to the spot you are trying to clean. Instead, apply these types of spot cleaning products to a clean, white absorbent towel and blot clean.

Use only a small amount of the liquid cleaner to slightly wet the carpet fibre and not the backing. Avoid over-wetting since it may transfer the stain to the carpet backing and prolong the cleaning treatment unnecessarily.

## SUGGESTED SPOT REMOVAL GUIDE

Stain	Cleaning method	Stain	Cleaning method
Asphalt	D	Ketchup	A
Beer	A	Kool-Aid	A
Beet Juice	B	Latex Paint	A
Blood	A	Lipstick	D
Chewing Gum	H	Liqueur	A
Chocolate	D	Make-Up	D
Coffee	D	Medicine	A
Cola	A	Mouthwash	A
Cooking Oil	D	Motor Oil (used)	D
Cough Syrup	A	Mustard	A
Cranberry Juice	B	Nail Polish	G
Crayon	D	Oil Paint	D
Dirt	F	Orange Juice/Pop	A
Egg	A	Pet Feces	C
Felt Marker	D, E	Pet Urine	C
Furniture Polish	E	Prune Juice	B
Furniture Stain	D	Red Clay Soil	F
Grape Juice	B	Rust	A
Gelatins	A	Shoe Polish	D
Grape Soda	A	Tea	D
Grease	D	Vomit	C
Ink (ball point)	D	Water Colours	A
Iodine	A, E	Wine	B



**A.** Blot excess stain or liquid. Apply lukewarm water to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with a white paper towel to transfer the stain. Repeat until no stain is evident on the towel. If the stain persists, apply the Cleaning Solution recommended on page 4 to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with a white paper towel to transfer the stain. Rinse with clear lukewarm water to remove the Cleaning Solution, blot dry.

If stain still persists, add water again, fold paper towel and place over stain with weight. Check towel every 5 minutes until towel is stain free. Repeat steps as needed. Brush up pile and allow to dry before walking on carpet.

**B.** Blot excess stain or liquid. Apply lukewarm water to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with a white paper towel to transfer the stain. Repeat until no stain is evident on the towel. If the stain persists, apply hydrogen peroxide (3% strength available in drug stores) to a clean, white absorbent towel and blot the stain to moisten the fibre layer only, immediately follow with household ammonia to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with a white paper

towel to transfer the stain. Rinse with clear lukewarm water to remove the solution, blot dry. If the stain persists, follow directions in Method A.

**C.** Blot or scrape off excess stain or liquid. Vacuum particles, and to soften the stain, apply alcohol or a dry cleaning solvent to a clean, white absorbent towel and blot the stain to moisten the fibre layer only, then blot with a white paper towel to transfer the stain immediately. If the stain persists, follow directions in Method A.

**D.** Blot excess stain or liquid. Apply alcohol or a dry cleaning solvent to a clean, white absorbent towel and blot the stain to moisten the fibre layer only, then blot with a white paper towel to transfer the stain immediately. Repeat two times. If the stain persists, follow directions in Method A.

**E.** Blot to remove excess stain or liquid. Rinse with clear, lukewarm water and blot dry. If stain persists, apply a dry cleaning solvent with a dampened white cloth and blot dry immediately, then apply warm water to the stained area and blot dry with a clean white cloth. Absorb any remaining moisture with layers of white cloth weighted on top of area. Repeat steps, as needed. Brush up pile and allow to dry before walking on carpet.



**F.** Allow area to dry and vacuum excess. Soak with lukewarm water for one minute and blot with sponge or white paper towel. Repeat until no stain is evident on the towel. If stain persists, follow directions in Method A.

**G.** Blot excess. Test non-oily nail polish remover on an obscure non-visible piece of carpet to see if it removes carpet colour. If not, gently apply remover using a cotton swab (do not wet through to carpet backing), beginning at outside edge of stain and working toward center, and blot. Repeat if necessary. Brush up pile and allow to dry.

**H.** Freeze area with ice cubes. Shatter frozen gum with blunt instrument. Vacuum up pieces before they melt. Blot to absorb any remaining moisture with white cloth. When dry, brush the pile to restore texture.

**Act quickly on a spill or spot to minimize staining. Apply the recommended cleaning procedure to the corresponding stain listed in the chart.**

### Cleaning Solution

Mix  $\frac{1}{4}$  teaspoon clear hand dish-washing detergent in 1 cup of warm water. The detergent should be clear & not contain any bleaching agents.

### WARNING:

Many household products can cause permanent stains or colour loss to your carpet. Acne medication, certain cosmetics, bleaches, disinfectants, furniture polish, insecticides, plant foods, fertilizers, oven cleaner, drain openers, etc. These products frequently contain chemical ingredients which can cause irreparable damage to the carpet and will void warranty.



## NORMAL CHANGES IN CARPET APPEARANCE

All carpet will change in appearance over time to some degree due to foot traffic. Regular maintenance and a good quality cushion will limit these changes. Normal changes in appearance are characteristic of carpet. These changes are not considered manufacturing defects and are not covered under Tryesse® warranties.

### CRUSHING

Crushing is the compression of the carpet yarn tufts due to repeated foot traffic or furniture. Regular use of a vacuum equipped with a beater-bar or brush unit will help keep the pile's best appearance.

### MATTING

Matting is the physical entanglements of the yarn fibres which cause loss of pile thickness. Many factors can contribute to matting such as; foreign residues agglomerating to the fibres, residue from spills and/or improper cleaning, oil from bare feet combined with pivoting or shuffling movements.

### SHADING, VACUUM CLEANER MARKS AND FOOTPRINTS

Cut pile carpet, such as Saxony construction, will show impressions. This visual effect is a normal condition. It is the result of light refracting at different angles on the fibres.

### INDENTATIONS

Furniture and other heavy objects will cause indentations in your carpet. Use of furniture coasters will help minimize the indentation marks.

### SHEDDING

Shedding is a normal characteristic of a cut pile carpet using a spun yarn system. Initial shedding will occur during the first year and will subside over time.



## PERFORMANCE ASSURANCE WARRANTY

### ABRASIVE WEAR

Tryesse® guarantees that with proper care and maintenance (see Carpet Care/Maintenance and General Terms & Conditions for details), the pile of your new Tryesse® carpet will not wear more than 10 % by weight from normal foot traffic for the term of the warranty indicated by the product's rating. Wear is defined as abrasive fibre loss and not as a change in appearance, such as crushing or matting. The carpet must be installed over a Tryesse® retailer-approved undercushion which meets minimum thickness and density requirements and must have proper, adequate care and maintenance. The Tryesse® retailer employs professional, experienced installers to ensure that your carpet is installed properly in your home to maximize carpet performance and life. **See the Warranty General Terms, Conditions and Limitations for the recommended cushion requirements.**

### EXCLUSIONS OF WEAR WARRANTY

- This warranty excludes carpet installed improperly, carpet on stairs, in high moisture areas, outdoors, or areas subject to other than ordinary shoe traffic.

**Please review the TERMS & CONDITIONS section at the end of this document.**

	Premium	Preferred	Plus
Wear	25 year	20 year	15 year
Texture Retention	25 year	20 year	15 year
Manufacturing Defects	25 year	20 year	15 year
Stain Resistance	Lifetime	Lifetime	Lifetime
Soil Resistance	Lifetime	Lifetime	Lifetime
Fade Resistance	Lifetime	Lifetime	Lifetime
Anti-Static	Lifetime	Lifetime	Lifetime





## TEXTURE RETENTION

Tryesse® carpets are warranted against abnormal loss of surface texture from normal residential foot traffic and must retain a texture rating of at least 3.0 for the period of time as specified by the product's rating. The texture of any carpet will change over time, this is a normal characteristic, especially in higher traffic areas. Texture retention is the ability of the carpet tufts to retain their visible shape. The performance is measured by the degree of bursting, opening or untwisting of the tufts at the carpet surface and is evaluated on the CRI TM-101 scale from 5.0 (new or no change) to 1.0 (severe change) when tested in accordance to ASTM D-5252 standard test method. The carpet must be installed over Tryesse® retailer-approved undercushion which meets minimum thickness & density requirements and must have proper, adequate care and maintenance - **See the Warranty General terms, Conditions and Limitations (page 11) for the recommended cushion requirements.**

### EXCLUSIONS OF TEXTURE RETENTION WARRANTY

- This warranty does not apply to changes in appearance from soiling, from furniture indentation, or shading and does not apply to carpet on stairs or high moisture areas.
- Texture change associated with normal crushing or matting is not included under the texture retention warranty – refer to the Normal Changes in Carpet Appearance on page 5 of this document for more details.

## STAIN RESISTANCE

Beaulieu Canada warrants that carpets made with Tryesse® fiber will resist most acid-based, water-soluble stains from food and beverages for the specified period of time from original purchase date. Provided the carpet is installed according to **the latest version of CRI Carpet Installation Standard** and maintained in compliance with Beaulieu Canada's recommended carpet care and cleaning procedures.

### EXCLUSIONS OF STAIN WARRANTY

No carpet is absolutely stain "proof".

- Stains resulting from improper maintenance
- Stains from spills other than food or beverages
- Materials that permanently destroy dyes or alter colours, such as bathroom cleaners, caustic chemicals, insecticides, plant foods, paints, iodine, dyes, shoe polish, lipstick, mustard, tea, asphalt, tar, rust, acne medications, skin medications, vomit, urine, feces, blood and products containing BHT.



## SOIL RESISTANCE

Tryesse® guarantees the surface pile will not have a noticeable colour change (less than 3 using the AATCC Grey Scale) due to deposits of dry soil resulting from normal, indoor household foot traffic for the specified period of time from original purchase date, provided the carpet is installed according to the latest version of the CRI carpet installation standard and maintained in compliance with the Tryesse® recommended carpet care and cleaning procedures. Please note that lighter colours will show soiling more than darker colours and will require more frequent maintenance to retain their appearance.

### EXCLUSIONS OF SOIL WARRANTY

- Any carpets treated with a silicone based anti-soil treatment post installation.
- Improper maintenance and or damage due to the application of improper cleaning agents (any chemicals that are not approved by the Carpet and Rug Institute for carpet cleaning).
- Any carpet not maintained in accordance with the recommended carpet care and cleaning instructions.

## FADE RESISTANCE

Beaulieu Canada warrants that carpets made with Tryesse® fiber will not display or evidence a significant change in color due to exposure to light for the life of the carpet. Significant change in color is defined as having a rating of 3 or less under the Grey Scale for Evaluating Change in Color. Such rating is determined to be the result of exposure to light for a period of time not to exceed 200 Xenon Fadeometer hours of exposure when tested in accordance with AATCC Test Method 16E-1982.

### EXCLUSIONS OF FADE RESISTANCE

This warranty excludes discolouration, colour alterations, or fading affected by atmospheric conditions or chemical contamination.

## ANTI-STATIC

Tryesse® guarantees its carpets will not generate static electricity greater than 3.5 kilovolts (the threshold of human sensitivity) when tested using AATCC Test Method 134-91 for the period of time as specified by the products' rating. Most people are unaffected by static electricity.



## BLEACH PROTECTION

Due to the inherent properties of solution-dyed fiber, carpets made of Tryesse® fiber will resist color fading when exposed to a solution from household grade bleach with 10% sodium hypochlorite content. However, Beaulieu Canada does not offer a warranty, whether oral, written or implied.

## MANUFACTURING DEFECTS WARRANTY

Tryesse® guarantees its residential carpeting against latent manufacturing defects for the period of time as specified by the product's rating period specified from the date of original installation in an owner occupied, single family residence. This limited warranty is not transferable.

The liability of Tryesse® under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of carpet extending to the nearest wall, doorway, or entrance. Tryesse® reserves the right to correct any defect prior to the carpet being removed, replaced or settlement offered. If replacement is warranted, Tryesse® shall provide a carpet of equal value should the identical carpet not be available.

## EXCLUSIONS OF MANUFACTURING DEFECTS WARRANTY

- Tryesse® shall not be liable for the cost of incidental or consequential damages.
- The Tryesse® Manufacturing Defects warranty does not include labour on claims for appearance-related manufacturing defects that could have been observed during pre-installation such as wrong material ordered, missing tufts, pattern inversion, dye spots, tears, loose backing, etc.
- Pile distortion or wrinkles resulting from the shipping and handling of the carpet, is temporary and is not considered a manufacturing defect.
- Matting & crushing or any change in appearance retention, furniture indentation, – refer to the Normal Changes in Carpet Appearance on page 5 of this document for more details.



## NO QUESTIONS ASKED GUARANTEE

Tryesse® offers you a full range of carpet floor options recommended by designers for your personal décor style, an easy-to-shop showroom, helpful, informed sales associates and a Three-level Performance Assurance Warranty program to assist you in making the choice that is right for you and the way you live. In fact, once you have made your selection and your new wall-to-wall carpet is installed in your home, we want you to be completely satisfied. If for any reason, within the period of time from installation as specified by the product's rating, you decide that you are unhappy with your choice for reasons outside of performance as covered by your warranty, Tryesse® retailer will replace your carpet with another Tryesse® carpet of equal value at no extra cost for the carpet. This guarantee is limited to one replacement carpet and applies only to carpet installed for residential use.

### EXCLUSIONS OF NO QUESTIONS ASKED GUARANTEE

- The cost of carpet lifting, removal, installation (initial or new), delivery, undercushion, any other additional labour required.
- Carpet sold as second quality, irregular or used.
- Installation issues.

## WHAT THESE WARRANTIES COVER

These warranties only apply to products intended for installation in non-commercial residential premises (single-family homes, condominiums, townhouses, etc.). If a defect covered by these warranties appears during the warranty period, Beaulieu Canada will, at its discretion, repair or replace the defective carpet areas extended to the nearest wall, doorway or entrance. Tryesse® will replace the defective carpet Tryesse® with the identical carpet, or if that is not available, a Beaulieu carpet of comparable quality, colour and value. The replacement product is warranted for the remainder of the original warranty period.

## LABOUR CHARGES

If replacement is necessary under the terms of these warranties, Tryesse® will pay during the first three years of coverage for the removal of the old carpet and the installation cost of the new.

- Any costs associated with carpet disposal, underpad or for moving furniture or equipment are not included.
- The owner is responsible for providing a clear floor area to allow warranty repair work to be carried out without hindrance.



## WARRANTY GENERAL TERMS, CONDITIONS AND LIMITATIONS

- Tryesse® authorized retailer has the option to repair any area of carpet that does not perform as described in the Performance Assurance Warranty. If Tryesse® cannot repair your carpet, it will be replaced or you will be reimbursed as described herein. Any repair or replacement under this Performance Assurance Warranty will be made by a Tryesse® authorized retailer with authorization from Beaulieu Canada, and will be limited to the affected areas of the carpet.
- This warranty applies only to Tryesse® brand first-quality (not seconds or irregular) wall-to-wall carpet installed by a certified installer.
- This warranty applies to only Tryesse® brand wall-to-wall carpet purchased for residential use in owner-occupied residences, or purchased by a tenant in a rental dwelling. The warranty is extended only to the original purchaser and is not transferable.



- Cushion or underpad is a major factor affecting the wear and performance of your carpet. If the wrong cushion is used, even the highest quality carpet may fail to meet performance expectations.

Following the minimum cushion requirement will maximize the life of your carpet investment and is a requirement for the terms of this Performance Assurance Warranty.

### MINIMUM CUSHION REQUIREMENTS

Type of cushion (underpad)	Thickness		Density	
	mm	(in.)	Kg/m <sup>3</sup>	(lb / ft <sup>3</sup> )
Prime urethane	9	(0.35)	35.2	(2.2)
Prime urethane high density	6	(0.24)	58.7	(3.6)
Rebond*	9	(0.35)	80.1	(5.0)
Recycled rubber	6	(0.24)	288.3	(18.0)
Rippled rubber	7	(0.28)	224.3	(14.0)

#### Notes

\*Maximum thickness for all carpet cushion/underpad is 12 mm/0.5". Cushion/underpad must also meet the minimum Compression Deflection range 17.1-35.0 kPA for Type 2 underpad. The warranty coverage excludes the use of underpad that contains BHT (Butylated Hydroxy Toluene)

- This warranty excludes carpet installed on stairs.
- This warranty excludes carpet which has been put to commercial use (commercial use includes, but is not limited to use in a store, office or other place of business).
- This warranty excludes carpet's lack of performance resulting from inadequate installation. (Ex: Buckling due to insufficient stretch, improper seaming, etc...)
- This warranty excludes carpet which has been subjected to abnormal use, conditions, or abused. Incidental or consequential damages (including but not limited to water damage from plumbing, storm, flood, smoke or fire damage).
- This warranty excludes damage from improper cleaning methods or materials, and from improper maintenance.
- This warranty excludes all carpet which has been installed outdoors or that has been exposed to outdoor conditions.
- Pooling, a naturally occurring phenomenon, is excluded from the warranty.
- This warranty excludes discolouration, colour alterations, or fading affected by atmospheric conditions or chemical contamination.
- This warranty excludes minor and normal differences from the retail store samples either from colour or texture.



- Tryesse® is responsible for the Performance Assurance Warranty Program. The registration of all claims and the fulfillment of the warranty obligations are to be handled through the authorized Tryesse® retailer from which the product was purchased.
- The Performance Assurance Warranty is in lieu of, and cannot be used in conjunction with, any other express warranties that now, or hereafter, might arise with respect to this product. Other warranties may in fact exist on select branded products as offered by the fibre manufacturers, outside of the Performance Assurance Warranty Program, with specific product warranty coverage – see your retailer for details. In a case where the product is covered by more than one program, any given performance claim can only be filed against one warranty program.

If Tryesse® reimburses you for your carpet under the terms of these warranties; Tryesse® will credit a percentage of the original carpet purchase price according to the following proration chart. For labour coverage details, see section LABOUR CHARGES P.10.

### WARRANTY % COST OF REIMBURSEMENT

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



## EXCLUSION OF CONSEQUENTIAL DAMAGES

Beaulieu Canada hereby excludes coverage of all consequential damages resulting from the breach of these warranties or from failure to perform under the terms of these warranties. This includes, but is not limited to: damage to the building or property in which the flooring is installed, injuries sustained by any person, economic losses, commercial losses, loss of time, loss of use of the building or incidental charges such as telephone, travel or lodging expenses. Some Canadian provinces and U.S.A. states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The warranties described above are the exclusive warranties provided by Beaulieu Canada. Beaulieu Canada disclaims all other express warranties whether oral or written. Beaulieu Canada is not responsible or liable for any promises, representations, commitments or agreements made by employees, agents or representatives of Beaulieu Canada which are not in accordance with the warranties above.

These warranties give you specific legal rights. You may also have other rights which vary from province to province (state to state in the U.S.A.). These warranties do not modify or limit those rights but shall run concurrently with them.

## CANADA ONLY

Any provision of these warranties which is incompatible with some public order legislation will not invalidate the remaining provisions of these warranties.

Some legislation may forbid restrictions upon warranties granted by law. In cases covered by such legislation, these restrictions do not apply. The warranty terms set out above apply to all products sold after January 1<sup>st</sup>, 2012.

## DISCLAIMER

Samples, descriptions and other information concerning the products contained in catalogs, advertisements, or other promotional material are for general informational purposes only and are not binding upon Beaulieu Canada.

No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Beaulieu Canada's warranties. Any statements made by sales representatives or distributors will not be binding upon Beaulieu Canada.





## HOMEOWNER OBLIGATIONS

To maintain the coverage under the terms of Tryesse® warranties and ensure fast and easy warranty service, you must do the following:

Keep two square feet (0.2 m<sup>2</sup>) of excess unused carpet remnant after installation for testing purposes.

Keep and provide the original sales receipt or documentation illustrating proof of purchase and installation date of Tryesse® carpet.

Proof of purchase of the undercushion that meets specified requirements.

Make sure your carpet is installed according to the latest version of CRI Carpet Installation Standard.

Keep your receipts of periodic professional cleaning as proof of maintenance.

Keep a list of products used to clean your carpet.



SOFT



SUSTAINABLE



EVERLASTING COLOUR



STAINPROOF

Thank you for considering Tryesse®  
a partner in your decorating journey.

[www.tryesse.com](http://www.tryesse.com)