



## WARRANTY ISSUES

C&A Floorcoverings' products carry a full-term, non-prorated fifteen- or twenty-five year limited warranty (style/backing specific) against excessive surface wear and static, delamination, edge ravel, zippering, and backing resiliency loss. C&A's warranties are based on over 30 years of proven performance with installations still performing for over three decades. Furthermore, all C&A products are 100% recyclable at the end of their useful life through C&A Floorcoverings' *Infinity Initiative* Program. C&A Floorcoverings' warrants that products returned for recycling will not be landfilled or incinerated.

Some warranties specify lifetime, but how is "lifetime" defined? Is it the lifetime of the installation or the product or is it at the discretion of the manufacturer? If it is the lifetime of the product, what is the expected lifetime? Is this expectation based on speculation? What installations of this product/backing system have been on-the-floor this length of time? C&A Floorcoverings' warranties are clearly defined and based on proven performance.

Products warranted to meet certain test results based on laboratory testing (i.e. 20-pound tuft bind) might not be warranted to perform. C&A products are warranted for specific performance characteristics. Tuft bind is an issue with standard soft-surface floor coverings because it contributes to edge ravel and zippering. C&A products are manufactured to prevent and warranted against edge ravel and zippering. As stated in our warranty, "if Powerbond products fail to perform as warranted, the affected area will be replaced or repaired...."

One should also consider whether or not a warranty is prorated. The value and coverage provided by a prorated warranty diminishes each year. After only a few years, it may have little real value. Also, the terms, conditions, and exclusions of the warranty may give it little value. C&A Floorcoverings' warranty is non-prorated and states that the product must be installed and maintained according to our recommended written instructions.

Some warranties require that the customer use only certain maintenance specialists and/or proprietary-cleaning agents for warranties to remain intact. If the customer chooses to use in-house maintenance crews or crews other than those associated with the manufacturer, the customer then has the option of obtaining alternative protection; otherwise, portions of the warranty are null and void. C&A Floorcoverings' provides customers with a checklist of items that cleaning agents must meet (i.e. pH between 7 and 9, no optical brighteners) and lists examples of products that can be used. Any cleaning agent meeting the checklist requirements may be used in the maintenance of C&A products. Furthermore, C&A Floorcoverings' does not require that a specific maintenance service be utilized, only that our maintenance recommendations be followed. C&A Floorcoverings' CARE Brochure offers many options and recommendations for maintenance.

NOTE: C&A Floorcoverings' SYON-5, is an environmentally friendly solution that eliminates urine odor and other odors caused by moisture, spills, and accidents. SYON-5 attacks the enzymes that cause off gassing – the source of urine's foul odor. Designed and warranted for use on C&A products, SYON-5 removes urine odor, cleans, and deodorizes, and may be used effectively on floors, walls, beds or equipment, and furniture. More information is available upon request.