Kraus® Residential Warranties

At Kraus Group of Companies, it is our goal to provide the finest quality flooring. As a worldwide producer of flooring and carpet manufacturer we pride ourselves on our designs, processes and customer service. We conduct ourselves with the highest level of integrity and stand behind our products.

Thank you for your trust in our company and products, we hope you enjoy your new Kraus flooring. If we can be of service or you have questions please contact customer service at:

Canada 1-888-626-2466
USA 1-800-472-1475

General Warranty Coverage

Kraus Group of Companies applicable residential warranties are specified by style as per the product specification.

Your Kraus residential carpet warranties do not cover damage caused by abuse such as staining, soiling, burning, flooding, excessive moisture, cutting, inappropriate carpet use, improper installation and damage caused by pets.

It should be expected that there can be minor differences in carpet appearance between the retail store sample and the actual carpet. Kraus residential warranties do not cover these reasonable differences.

Proration of Warranties

Kraus Group of Companies will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, Kraus Group of Companies will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance (prorated when applicable). Reasonable prorated re-installation costs are limited to $6 per square yard or a minimum of $100 when the area is less than 20 square yards. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

The following prorated schedule applies to all Kraus Group of Companies residential products:

Lifetime Warranty

1st Year 100%	2nd Year 95%	3rd Year 90%	4th Year 85%
5th Year 80%	6th Year 75%	7th Year 70%	8th Year 65%
9th Year 60%	10th Year 55%	11th Year 50%	12th Year 45%
13th Year 40%	14th Year 35%	15th Year 30%	16th Year 25%
17th Year 20%	18th Year 15%	19th Year 10%	20+ Years 5%

KRAUS® Floors with more.™

15 Year Warranty

1st Year 100%	2nd Year 93%	3rd Year 87%	4th Year 80%
5th Year 73%	6th Year 67%	7th Year 60%	8th Year 53%
9th Year 47%	10th Year 40%	11th Year 33%	12th Year 27%
13th Year 20%	14th Year 13%	15th Year 7%	

10 Year Warranty

1st Year 100%	2nd Year 90%	3rd Year 80%	4th Year 70%
5th Year 60%	6th Year 50%	7th Year 40%	8th Year 30%
9th Year 20%	10th Year 10%		

7 Year Warranty

1st Year 100%	2nd Year 86%	3rd Year 71%	4th Year 57%
5th Year 43%	6th Year 29%	7th Year 14%	

5 Year Warranty

1st Year 100%	2nd Year 80%	3rd Year 60%	4th Year 40%
5th Year 20%			

Installation

The carpet must be installed in accordance with the Carpet & Rug Institute's Carpet Installation Standard. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations. Recommended installation methods are available at www.krausflooring.com/installation-and-care.

Installation of patterned carpets requires more time and expertise than non-patterned carpet. Pattern adjustment during installation is both possible and expected. Always match the pattern by beginning at the midpoint of the seam and working out toward the two seam ends. Appropriate tools for pattern adjustment include: power stretcher, knee kicker, dead man, "dry" lines, stay nails, mini stretcher (crab stretcher).

Maintenance

The carpet must be maintained and cleaned in accordance with Kraus' recommendations as outlined in "How to Maintain the Carpet in Your Home" by Kraus Group of Companies, available at www.krausflooring.com.

This warranty is prorated based upon the typical useful life of service and is non-transferable. It excludes the effects of improper installation, maintenance and willful damage.

The consumer shall reasonably cooperate with Kraus Group of Companies in its efforts to honor and perform its obligations under this warranty.

Industry Standard

Kraus Group of Companies supports the industry standards set by the Carpet and Rug Institute. For more information, visit www.carpet-rug.org.

Residential Wear Warranty

Kraus Group of Companies warrants that this carpet will not wear (loss of surface pile) more than 10% during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

A professional cleaner must clean carpet under this warranty at least every 12-18 months. Hot water extraction is the recommended cleaning method. This warranty also requires that the carpet be installed over a cushion with a minimum density of five pounds per cubic foot and a maximum thickness of ½ inch.

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty is void in areas where seams are not properly sealed at installation. This warranty covers abrasive wear (loss of surface pile). Changes in appearance caused by soiling, crushing (matting) or pooling are excluded from warranty coverage.

Stain Proof – No Exceptions™ Warranty

Kraus Group of Companies warrants that this carpet will not permanently stain from substances typically found in homes during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

A stain is defined as an irreversible localized colour changed rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty excludes willful damage including burns, water damage, reappearing (wicking) spots. In addition, substances that degrade or destroy the carpet fibers (i.e. bleaches, drain cleaner, battery acid, etc.) are also excluded from warranty coverage.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet. The consumer must spot clean, vacuum and hot water extract the carpet on a regular basis (see maintenance section).

Claims submitted to Kraus under this warranty must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Colour, Kraus will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

Stain Resistance Warranty

Kraus Group of Companies warrants that this carpet will resist permanent staining from most food or beverage substances found in households during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

A stain is defined as an irreversible localized colour changed rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty excludes stains caused by substances other than food or beverages such as vomit, urine and feces. In addition, food or beverages that contain strongly coloured natural dyes (for example, but not limited to mustard, coffee and herbal tea) and substance that degrade or destroy the carpet fibers (for example, but not limited to bleaches, acne medicine, drain cleaner, liquid plant food) are also excluded. This warranty also excludes willful damage including burns, water damage, reappearing (wicking) spots and any stains that may occur in high-traffic areas such as stairs. Topical treatments including soil retardants, stain repellents, anti-static treatments, deodorizers and any other aftermarket topical treatments void applicable warranty.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet. The consumer must spot clean, vacuum and hot water extract the carpet on a regular basis (see maintenance section).

Claims submitted to Kraus under this warranty must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Colour, Kraus will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

Soil Resistance Warranty

Kraus Group of Companies warrants that this carpet will resist soiling by most household dry dirt during the listed warranty years after installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

Soil resistance is defined as the ability of the carpet to resist the retention of common dry dirt normally associated with carpet soiling. Colour change is defined as a change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty is limited to colour changes due to deposits of dry dirt as a result of foot traffic from normal, indoor household use. Colour changes from grease, asphalt, tar, paints, ink, rust, blood, cement and burns are excluded from the warranty. Additionally, appearance or colour changes on stains or high-traffic areas such as stairs are also excluded. Topical treatments including soil retardants, stain repellents, anti-static treatments, deodorizers and any other aftermarket topical treatments void applicable warranty.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet. The consumer must spot clean, vacuum and hot water extract the carpet on a regular basis (see maintenance section).

Claims submitted to Kraus under this warranty must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Colour, Kraus will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If Kraus determines that the affected area remains unsatisfactory, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

ZipperLock® Warranty

This warranty is void in areas where seams are not properly sealed. (See current CRI Installation Standard)

Kraus Group of Companies warrants that this carpet will not zipper or edge ravel for the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

This warranty excludes carpet installed on stairs, areas subject to caster action, damage from skates, spiked shoes and sharp objects and abuse. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty.

If after inspection and/or testing of the carpet, Kraus determines that zippering or edge ravel has occurred, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

Fade Warranty

Kraus Group of Companies warrants that this carpet will not significantly change in colour as a result of exposure to light during the listed years of warranty of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

Significant change in colour is defined as a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Colour (1.0 = more change, 5.0 = less change).

This warranty excludes the effects of willful damage, improper installation and maintenance, and exposure to light equivalent to more than 40 Xenon Fadeometer hours.

If after inspection and/or testing of the carpet according to AATCC 16E-1982, Kraus determines that a significant change in colour has occurred, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

Anti-Shock Warranty

Kraus Group of Companies warrants that this carpet will not generate static electricity in excess of 3.5 kilovolts (tested according to AATCC 134) during listed warranty years of the carpet, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

If after testing of the carpet according to AATCC 134, Kraus determines that the carpet has generated in excess of 3 kilovolts, and that all warranty conditions have been met, Kraus will compensate the owner on a pro rata basis.

Texture Retention Warranty

Kraus Group of Companies warrants that the surface pile of this carpet will not exhibit a significant loss of texture under normal residential use for the listed warranty years following installation, provided that the carpet is properly installed and maintained indoors according to Kraus' maintenance and installation recommendations (see general warranty details).

Texture retention is defined as the ability of the individual carpet tufts to retain their visible shape and not burst, bloom, or lose their twist at the surface of the carpet. Abnormal loss of texture is defined as a rating of less than 2.5 on the international standardized rating scale, CRI TM-101 (1.0 = severe change; 5.0 = new or no change).

A professional cleaner must clean carpet under this warranty at least every 12-18 months. Hot water extraction is the recommended cleaning method. This warranty also requires that the carpet be installed over a cushion with a minimum density of five pounds per cubic foot and a maximum thickness of ½ inch.

This warranty excludes carpet installed in public corridors and on stairs. It also excludes damaged caused by furniture casters, athletic footwear, abnormal use, water damage, abuse and willful damage including burns, tears and cuts. Changes in appearance caused by soiling, crushing, shading and pooling are also excluded. The texture of any carpet will slightly change over time. Such change is considered a normal characteristic.

Filing a Claim

In the unlikely event of a claim, please notify the retailer. Be prepared to describe the specific problem, photos if available and to include a copy of your invoice. The retailer will then take the necessary steps to ensure the claim is looked after and contact Kraus Group of Companies if necessary.

If the retailer cannot be reached or an unsatisfactory reply is given, contact Kraus Group of Companies at:

Canada 1-888-626-2466
USA 1-800-472-1475

To ensure fast and easy service retain two square feet of excess, unused carpet after installation and keep your original carpet purchase receipt, as well as proof of periodic cleaning.