



# Dream Weaver<sup>®</sup>

Warranty, Care & Maintenance Guide

# WELCOME TO ENGINEERED FLOORS®

Engineered Floors LLC® is one of the largest and fastest-growing carpet mills in the world. We began production in 2009 with the most modern, eco-friendly equipment, facilities, and processes, as well as some of the most talented people in the industry. We serve the needs of floorcovering specialty retailers with our Dream Weaver® brand; new home builders with our Dwellings® brand; property owners and managers of multifamily housing with our Engineered Floors® Multifamily brand; the commercial market with our Pentz® brand; and hard surface needs with our Engineered Floors® Hard Surfaces brand.



## ENVIRONMENTALLY RESPONSIBLE



**30% LESS ENERGY\***



**42% LESS GREENHOUSE EMISSIONS\***



**87% LESS WATER\***

\*Compared to conventional carpet manufacturing processes.

## *Congratulations for choosing a carpet made by Engineered Floors®*

You have chosen one of the best carpets you can buy. Not only have we made our carpet beautiful, we have also designed it to be very durable.



## *Our PureColor® carpet fiber*

PureColor® is our residential brand of solution-dyed fiber that is used in every carpet we make. Because it's solution-dyed, the color goes all the way through the fiber, like the color in a carrot, meaning the color won't fade, wear off, or stain. The result is color that is beautiful, vivid, and permanent for the life of the carpet, with virtually no inconsistencies or side-matching issues.



## *Built-in protection*

Our PureColor® fiber has soil and stain protection that is not only applied to the outside of each fiber, but is also inside each fiber.

Visit [EngineeredFloors.com](http://EngineeredFloors.com) for complete warranty details.

# OWN WITH CONFIDENCE

When installed correctly and maintained properly (as outlined in this pamphlet), your Dream Weaver®, Dwellings®, Engineered Floors® Multifamily, or Pentz® branded carpet will remain looking newer and more beautiful longer. All of our Dream Weaver carpets are warranted against staining, fading, soiling, abrasion, manufacturing defects, and loss of texture retention. Most are also warranted against pet stains. See the warranty specifications that apply to your particular carpet in this pamphlet.



Check out our carpet in your room using our visualizer tool at [engineeredfloors.com](http://engineeredfloors.com)



# PureColor®

SOLUTION-DYED FIBER SYSTEM



## PureColor® Soft Nylon

- Lifetime Stain Resistance Limited Warranty
- Lifetime Fade Resistance Limited Warranty
- Lifetime Pet Stains Resistance Limited Warranty
- 25-Year Soil Resistance Limited Warranty
- 25-Year Abrasive Wear Resistance Limited Warranty
- 25-Year Texture Retention Limited Warranty
- 25-Year Manufacturing Defects Limited Warranty



## PureColor® Soft Polyester

- Lifetime Stain Resistance Limited Warranty
- Lifetime Fade Resistance Limited Warranty
- Lifetime Pet Stains Resistance Limited Warranty
- 25-Year Soil Resistance Limited Warranty
- 25-Year Abrasive Wear Resistance Limited Warranty
- 25-Year Texture Retention Limited Warranty
- 25-Year Manufacturing Defects Limited Warranty



## PureColor® Nylon

- Lifetime Stain Resistance Limited Warranty
- Lifetime Fade Resistance Limited Warranty
- Lifetime Pet Stains Resistance Limited Warranty
- 15-Year Soil Resistance Limited Warranty
- 15-Year Abrasive Wear Resistance Limited Warranty
- 15-Year Texture Retention Limited Warranty
- 15-Year Manufacturing Defects Limited Warranty



## PureColor® Polyester

- Lifetime Stain Resistance Limited Warranty
- Lifetime Fade Resistance Limited Warranty
- Lifetime Pet Stains Resistance Limited Warranty
- 15-Year Soil Resistance Limited Warranty
- 15-Year Abrasive Wear Resistance Limited Warranty
- 15-Year Texture Retention Limited Warranty
- 15-Year Manufacturing Defects Limited Warranty



## STAIN RESISTANCE

### LIMITED WARRANTY

No one wants a permanent stain on their carpet. That is why we make all our carpets to be extremely stain resistant. With proper care and prompt attention, our carpets will resist staining from a host of common food and beverage accidents, such as coffee, colas, ketchup, chocolate, and wine, as well as, household bleach and cleaners. Of course, this warranty excludes abusive conditions (paint, stain/varnish, hair dye, and adhesive) or unattended spills or accidents. You must keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

*The guidelines can be found at [www.carpet-rug.org](http://www.carpet-rug.org)*

## PET RESISTANCE

### LIMITED WARRANTY

Engineered Floors® warrants your carpet made with our PureColor® Polyester, PureColor® Soft Polyester, PureColor® Nylon, or PureColor® Soft Nylon will not be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty covers the physical appearance of a pet stain. This warranty does not cover odor, as odor can emanate from below the surface of the carpet, even from the pad under the carpet, if pet deposits are allowed to dwell for a period of time before extraction. The carpet must be installed correctly, be subject to normal use in a residential dwelling, and be maintained according to recommendations as outlined in our warranty brochure available online at [engineeredfloors.com](http://engineeredfloors.com). Allowances will not be offered where there is evidence that pet stains are not accidental, but are a regular occurrence. Terms and Conditions apply.



## FADE RESISTANCE

### LIMITED WARRANTY

We all enjoy a beautiful view and lots of natural light, but no one wants to worry about the possible damage and color fading that can be caused by prolonged exposure to harsh sunlight – especially from southern exposures. That is why our carpets are made beautifully fade resistant with our PureColor® solution-dyed fiber. You can even spot clean with household bleach and the color will not fade.

## SOIL RESISTANCE

### LIMITED WARRANTY

Nothing dulls the appearance of a new carpet faster than soiling from outside dirt and everyday living. That is why we equip all of our carpets with our own soil and stain shield treatment. Our treatment keeps dirt from clinging to the carpet fibers so it's easier to vacuum. Did you know regular vacuuming also prolongs the life of your carpet? It does! Always keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.



## ABRASION RESISTANCE

### LIMITED WARRANTY

Everything wears from use and carpet is no exception, but you certainly don't want your new carpet to wear out before its time, and neither do we! That is why we warrant our carpet to stand up to normal wear and lose no more than 10% of pile fiber during its warranty period. Of course, the carpet has to be installed correctly and the abrasive wear has to be normal residential foot traffic - not abusive use.

## MANUFACTURING DEFECTS

### LIMITED WARRANTY

At Engineered Floors®, we use the best materials and workmanship, but no one is perfect. So in the very rare instance there is a manufacturing defect, you're protected.

## TEXTURE RETENTION

### LIMITED WARRANTY

Texture gives your new carpet the look and feel you want. So why not keep it longer? We warrant your new carpet against significant twist loss from foot traffic for the warranty period. This does not cover abusive wear or carpet that has been incorrectly installed.

## WARRANTY EXCLUSIONS

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic, or athletic equipment. Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs, carpets in commercial facilities, outdoor areas and anywhere other than owner occupied residences. This warranty does not cover damage due to flooding as a result of weather events or plumbing or appliance failure. Dream Weaver® recommends a new pad with a maximum thickness of 7/16 inch and a minimum density of 6 pounds for optimum performance. Warranties are voided if you fail to follow recommended carpet care and routine maintenance of the product or recommended installations guidelines.

## WARRANTY SERVICE

First, be sure you visit [EngineeredFloors.com](http://EngineeredFloors.com) for complete information on all warranty coverage.

If you are unhappy with your Dream Weaver® carpet and believe you have a warranty claim, contact the retailer from whom you purchased the carpet and they will file a claim on your behalf.

You will need to provide your proof of purchase, a full description of your claim and receipt(s) for recommended professional cleaning by hot water extraction. Photographs and/or samples of the carpet may be required. These warranties are not transferable.

Please note: We comply with state law where it addresses warranty exclusions, limitations, etc.

# CARPET CARE CHECKLIST

- ✓ Only install your carpet in appropriate areas of your home.
- ✓ Use a professional carpet installer for best results.
- ✓ Use a quality carpet pad of the correct thickness and weight.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- ✓ Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ Do not apply heat or hot water to a urine stain.
- ✓ Have professionals remove stains caused by markers.
- ✓ Only use Carpet and Rug Institute Seal of Approval spot cleaners.

See "Spot Cleaning Guide" for more tips or visit [www.carpet-rug.org](http://www.carpet-rug.org).



# PRORATION SCHEDULE

If your carpet does not perform to the warranty, we will offer credit for the remainder of the carpet material in accordance with the following schedule:

Proration Year	
Year 1	100% carpet
Year 2	100% carpet
Year 3	100% carpet
Year 4	100% carpet
Year 5	100% carpet
Year 6	100% carpet
Year 7	100% carpet
Year 8	90% carpet
Year 9	90% carpet
Year 10	90% carpet
Year 11	80% carpet
Year 12	70% carpet
Year 13	60% carpet
Year 14	50% carpet
Year 15	40% carpet
Year 16	30% carpet
Year 17	25% carpet
Year 18	20% carpet
Year 19	15% carpet
Year 20	10% carpet
Year 21	10% carpet
Year 22	10% carpet
Year 23	10% carpet
Year 24	10% carpet
Year 25	10% carpet
WARRANTY COVERAGE:	
Carpet	Yes
Labor (Installation, Removal and Disposal)	Yes

# SPOT CLEANING GUIDE

## A. WATER SOLUBLE STAINS

First, using cold water, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 1 tsp. clear liquid dishwashing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed.

## B. WATER SOLUBLE STAINS WITH ODOR

Same as A, but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

## C. WATER SOLUBLE STAINS WITH HEAVY COLORS

Same as A, but treat with a household ammonia before using detergent.

## D. GREASE

Blot as much as possible with a white cloth or paper towel. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid) or a citrus-based solvent to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and adequate ventilation.

## E. WAXES AND GUMS

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

## F. MEDICAL STAINS

Commercial preparations are available. A 5% Sodium Thiosulfate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

## G. RUST

Most can be removed with a 10% solution of citric acid. More stubborn stains will require professional cleaning, as restricted chemicals may be needed. Use of citric acid is not recommended for solution-dyed products, as damage may result. Certain household cleaners contain citric acid and should be used with caution.

## H. Pet Stains

Please refer to our Pet Stains Removal Procedure document available online at [engineeredfloors.com/pet-stains](http://engineeredfloors.com/pet-stains) or you can obtain a copy via email at [info@engineeredfloors.com](mailto:info@engineeredfloors.com)

Alcoholic Beverage	A
Asphalt	D
Beer	A
Betadine	F
Berries	A
Blood (Wet)	A
Blood (Dry)	C
Butter	A
Chewing Gum	E
Chocolate	C
Coffee	B
Cola Drinks	A
Cosmetics	A
Crayon Markers	D
Excrement	A
Food Dyes	A
Furniture Polish	A, D
Grease (auto)	D
Grease (food)	A
Ink (ball point)	D
Ink (washable)	A
Lipstick	D
Milk	A
Mustard	A
Nail Polish	Nail Polish Remover
Paint Latex (wet)	A
Paint Latex (dry)	D
Paint (oil)	D
Rust	G
Tea	A
Urine	B
Vomit	B
Wax	E
Wine	C





# MADE WITH PRIDE



Our carpets are made in the USA using the latest technology and state-of-the-art manufacturing facilities and processes in the carpet industry. Because of our manufacturing efficiencies and the way we make our solution-dyed fibers, we use considerably less energy and water and produce less greenhouse gases.



Made in the U.S.A.



# OWNERSHIP RECORDS

Installation Date:

Carpet Style #:

Color:

Retailer:

Retailer Phone:

Installer:

Carpet Cleaning Dates:

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Notes:

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Keep your receipts with this pamphlet or in a safe place. You will need them if you ever need to make a claim.





You can learn more about Dream Weaver® by speaking with a Dream Weaver® sales representative at 866-706-9745 or visit [EngineeredFloors.com](http://EngineeredFloors.com)

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