

DIXIE  
HOME



Carpet Care  
and Warranties



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*No other home furnishing product will enhance your home's overall appearance more than new carpet. It adds style and luxurious comfort and, when properly selected and maintained, represents one of the best investments you can make in adding to the beauty of your home's interior. We appreciate your investment in **Dixie Home** carpet.*

*Our commitment to quality is your assurance of carpet that will perform for years to come. We hope you will take a few minutes of your time to learn how to extend the useful life and beauty of your new carpet.*

*Residential carpets manufactured with today's technology seldom "wear out." Instead, over time accumulated soil and traffic cause the appearance to deteriorate as the carpet loses its original resiliency and luster. You can do much to prolong the life of your carpet by adopting a regular maintenance program that incorporates the following recommendations.*



## The Basics to Longer-lasting Beauty

- 1. Preventative maintenance
- 2. Vacuum regularly
- 3. Prompt removal of spots and spills
- 4. Periodic professional cleaning

### PREVENTATIVE MAINTENANCE

1. Eighty percent (80%) of all soil brought into a home is tracked in on the soles of shoes. Walk-off mats placed at all outside entrances will trap the soil before it can be tracked onto your new carpet. Clean or replace these mats often so they don't become a source of soil.
2. Carpet in traffic lanes receives the most wear. Periodically you may want to alter heavy traffic patterns by relocating furniture. Some change will occur in the texture of your carpet after you start walking on it. This is to be expected.
3. Use a quality pad. This will absorb foot traffic energy providing greater resiliency. Our Texture Retention warranty requires a pad density of 6 pounds per cubic foot and a maximum 7/16 inch to validate the warranty protection.
4. Protect your carpet from pile crushing from heavy furniture by placing special cups or gliders under the legs of tables, chairs and other furniture. This will distribute the weight more evenly.
5. Direct sunlight can cause fading. Protect your carpets with the most appropriate window covering.

## VACUUM REGULARLY

Removing loose soil while it is on the surface of the carpet is the MOST IMPORTANT THING YOU CAN DO TO PROLONG THE LIFE AND BEAUTY OF YOUR CARPET. Footsteps will work the soil deep into the carpet and make the removal of loose soil very difficult. Loose soil particles can scratch the fibers causing premature wear. Regular and thorough vacuuming will remove dust and dirt.

Medium to high-traffic areas should be vacuumed daily. Lighter traffic areas should be vacuumed at least once a week. Up to three passes of the vacuum is considered light cleaning. In heavy traffic areas, five to seven passes may be required.

We recommend a vacuum with a rotating brush or combination beater/brush bar which agitates the carpet pile and loosens the soil for removal by the vacuum (unless otherwise noted on carpet sample label). Be sure to adjust to the correct carpet pile height for your carpet. If in doubt, start with the brush at the highest position and lower it until it contacts the carpet enough to slightly vibrate the surface pile. Be sure the vacuum has no teeth, combs or rough edges that could damage your carpet.

A word of caution: Some thick loop pile carpets, commonly referred to as “Berbers,” may be sensitive to brushing or rubbing from a brush vacuum attachment. The pile surface may become fuzzy. For this type of carpet, we recommend a suction-only vacuum. Consult your retail sales consultant for additional information. For additional information visit the CRI website at [www.carpet-rug.org](http://www.carpet-rug.org).

# PROMPT REMOVAL OF SPOTS AND SPILLS

Stain resistant carpets greatly improve your ability to remove most common household spills and stains. However, it is important to note that no carpet is completely stain proof. Stain-resistant finishes hold the spill on the fiber's surface, providing more time to absorb the liquid and use spot removal techniques before the spill has a chance to penetrate the fiber. The longer the spill remains unattended, the more difficult it could be to remove.

## SPOT REMOVAL PROCEDURES

1. Blot liquids with a dry, white, absorbent cloth or plain white (no printing) paper towels. **DO NOT SCRUB THE AREA.** Scrubbing can cause pile distortion in the affected area.
2. For food and other semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed.
3. Refer to the spot removal guide and follow the directions carefully.
4. Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage the fiber or the dye. If a color change occurs, another cleaning solution should be selected.

5. Apply a small amount of the selected cleaning solution to a white cloth and work in gently. Work from the edges of the spill to the center to prevent the spill from spreading.
6. Continue using the first solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions suggested if the first solution removes the spill.
7. Rinse the affected area thoroughly with cold water and blot with a dry cloth until all of the solution has been removed.
8. Apply 1/2" layer of white paper towels to the affected area and weigh down with a flat, heavy object. Continue to change paper towels as needed.

## RESIDUE PRECAUTIONS

Many spot removal solutions leave residues in the carpet that may attract soil. Thoroughly rinse the area several times with lukewarm tap water. Several rinses are often necessary to remove residues. Never use any of the solutions in concentrations stronger than those recommended.



# PROFESSIONAL CLEANING

To retain its luster and beauty, your carpet should be deep-cleaned every 12 to 18 months, depending upon 1) the life-style of the household, 2) frequency of vacuuming, and 3) whether the carpet is a light or dark color. You want to deep clean your carpet BEFORE it becomes excessively soiled.

Professional carpet cleaners can keep your carpet looking fresh and new longer. Many are trained and certified to care for carpets manufactured from today's state-of-the-art fibers.

For deep-cleaning, we recommend hot water (also known as steam) extraction. With this method, a detergent solution is sprayed on the carpet and removed by extracting the dirt and solution with a powerful vacuum from either a truck-mounted or portable unit. We recommend a professional for this type of cleaning. A professional has been trained to use the equipment properly so that the carpet will not be damaged. Additionally, the equipment he uses is much more powerful than rental units available to you.

## HOT WATER EXTRACTION REQUIRED

**Hot water extraction, performed by a trained, qualified carpet care professional, is required every 12-18 months for coverage under these limited warranties.**

**You must provide your receipt for proof of service.**

Do not get the carpet too wet. Wetting through to the backing may result in shrinkage, discoloration, odor and delaminating.

Before cleaning, it is advisable to remove furniture from the room. If this is impractical, place thick plastic film or aluminum foil under and around the legs of chairs and tables until the carpet is dry so that rust or furniture stains will be prevented.

## CLEANING AGENTS/METHODS

1. Dry Cleaning Fluid – A nonflammable spot removal liquid available in grocery and hardware stores
2. Nail Polish Remover – Amyl Acetate – often has a banana fragrance
3. Detergent Solution – Mix 2 cups water and 2 teaspoons mild liquid detergent (no lanolin, no bleach)
4. Warm Water – Lukewarm tap water
5. Vinegar Solution – One cup WHITE vinegar to two cups water
6. Ammonia Solution – Two tablespoons household ammonia to one cup water
7. Spot Removal Kit – Available from retail carpet stores or professional cleaners
8. Call a Professional – If you cannot completely remove the spot
9. Vacuum Clean

<b>SPOT</b>	<b>METHOD</b>
Acne Medication	1,3,6,5,4,8
Alcoholic Beverages	3,6,5,4,8
Bleach	3,4,8
Blood	6,3,4 (cold), 7,8
Candle Wax	2,1,8
Catsup	3,6,5,4,7,8
Charcoal	9,3,8
Chewing Gum	
Freeze with ice, chip away then	1,8
Chocolate	3,5,4,7,8
Coffee/Tea with cream & sugar	3,5,4,7,8
Cosmetics	2,1,3,6,5,4,7,8
Crayon	
Freeze with ice, chip away then	1,3,8
Food	3,6,4,8
Fruit Juice	3,6,5,4,7,8
Furniture Polish (Water Base)	3,4,1,6,7,8
Furniture Polish (Solvent Base)	2,1,3,6,5,4,7,8
Grass	2,1,3,6,5,4,7,8
Grease	1,3,4,8
Ink - Ball Point Pen	2,1,3,6,5,4,7,8
Iodine	1,3,6,5,4,8
Kool-Aid	3,5,4,7,8
Lipstick	2,1,3,6,5,4,7,8
Medicine	2,1,3,6,5,4,7,8
Milk	1,3,6,5,4,8
Mud	3,4,8
Mustard	3,5,4,7,8
Nail Polish	2,1,3,4,6,7,8
Oil	1,3,8
Paint – Latex	3,6,4,7,8
Plant Food	3,6,5,4,7,8
Rust	5,3,4,7,8
Shoe Polish	2,1,3,6,4,7,8
Soft Drinks	3,6,5,4,7,8
Tar	1,7,8
Toothpaste	3,5,6,4,8
Unknown	2,1,3,5,6,4,7,8
Urine, wet	3,6,5,4,8
Urine, dry	3,4,5,6,8
Vomit	3,6,5,4,7,8

NOTE: Some spills contain chemicals that may discolor or even damage the carpet fibers or dyes. If you have doubts about what caused the spot and how to remove it, contact a professional carpet cleaner.

## 5-YEAR LIMITED TEXTURE RETENTION WARRANTY

### WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home five-year limited texture retention warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence and has been properly installed.

### WHAT IS COVERED?

Dixie Home warrants that this carpet will not exhibit significant loss of texture from foot traffic for a period of five (5) years when used in a proper indoor, residential installation. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the non-restorable loss of pile thickness due to foot traffic only. Proper installation requires use of a suitable pad with a minimum density of six (6) pounds per cubic foot and a maximum thickness of 7/16 inch.

### WHAT IS EXCLUDED?

The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and are not covered by this warranty, which is intended to protect you from excessive appearance change. Carpet installed outdoors, on stairs or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture or other objects, is not covered by this warranty.

(Please see "Limitations on your Dixie Home Warranties" for general limitations applicable to all of our warranties.)

## THE COVERAGE PERIOD

This warranty coverage runs for five years from the date you purchased your carpet.

## WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your carpet featuring a Dixie Home limited five-year texture retention warranty as one of its labeled features shows significant loss of texture from foot traffic as a result of yarn tufts losing their twist, and the carpet's appearance cannot be restored, Dixie Home will offer a credit equal to the coordinating percentage based on years of your ownership. Credit applies to the cost of carpet material only.

The First Year .....	100%
The Second Year .....	100%
The Third Year .....	50%
The Fourth Year .....	30%
The Fifth Year .....	10%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

## 7-YEAR LIMITED SOIL RESISTANCE WARRANTY

### WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home seven-year limited soil resistance warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence, and has been properly installed and maintained.

### WHAT IS COVERED?

Dixie Home warrants that we will repair/replace, at our expense any affected area of Dixie Home carpet within seven years of being properly installed and maintained, if the surface pile in any area does not resist soiling due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Soiling that is not covered is discussed in the "What is Excluded?" section of this warranty. If identical carpet is not available you may choose from a selection of carpet of comparable quality and color.

### WHAT IS EXCLUDED?

Over time, any carpet may change color due to accumulation of dry soil from foot traffic. Dixie Home warrants that for a specified period of time from the original date of installation, subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet, your carpet will not have a "noticeable color change" (as defined below) due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Noticeable color change is defined as change greater than 3 using standardized rating scales (Grey Scales – AAT CC Evaluation Procedure 1 or equivalent in the U.S. or via Test method 121 in Canada).

This Limited Residential Warranty also specifically excludes color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such

as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading furniture depressions or athletic equipment. Following the recommended carpet care and cleaning procedures in this booklet is essential to minimize color change from dry soil and to maintain your limited warranty.

Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs.

Treatment of the area should begin immediately upon discovery.

## THE COVERAGE PERIOD

This warranty coverage runs for seven years from the date you purchased your carpet.

## WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your Dixie Home carpet shows signs of permanent color change from soiling within the year indicated, Dixie Home will arrange to credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

The First Year .....	100%
The Second Year .....	90%
The Third Year .....	80%
The Fourth Year .....	60%
The Fifth Year .....	45%
The Sixth Year .....	30%
The Seventh Year .....	15%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

## 10-YEAR LIMITED ABRASIVE WEAR WARRANTY

Dixie Home uses state-of-the-art technology to build quality into its products through every step of the manufacturing process. We are so confident of the quality of our carpets that we provide you with this 10-Year Limited Wear Warranty.

### WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home ten year limited abrasive wear warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence, and has been properly installed and maintained.

### WHAT IS COVERED?

Dixie Home warrants for the term of your warranty that your carpet (excluding carpet installed on stairs) will not lose more than 10% of its surface fiber due to abrasive wear. Dixie Home will repair any area of the carpet that does not perform as warranted. If repair cannot be made, Dixie Home will replace your carpet.

### WHAT IS EXCLUDED?

This warranty covers only abrasive wear resulting in loss of fiber from the pile surface. Abrasive wear means fiber loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. Carpets installed outdoors, on stairs, in bathrooms, kitchens or in areas subject to other than normal show traffic are not covered by this warranty. Specifically excluded from this warranty is damage caused by tears, pulls, piling, burns, improper installation, inadequate cushion, improper cleaning, furniture, wheel traffic or athletic equipment.



## THE COVERAGE PERIOD

This warranty coverage runs for ten years from the date you purchased your carpet.

### WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your carpet featuring a Dixie Home limited ten-year abrasive wear warranty as one of its labeled features loses more than 10% of its surface fiber due to abrasive wear, Dixie Home will repair/replace any area of the carpet that does not perform as warranted. Dixie Home will offer a credit equal to the coordinating percentage based on years of your ownership. Credit applies to the cost of carpet material only.

The First Year .....	100%
The Second Year .....	100%
The Third Year .....	80%
The Fourth Year .....	70%
The Fifth Year .....	60%
The Sixth Year .....	50%
The Seventh Year .....	40%
The Eighth Year .....	30%
The Ninth Year .....	20%
The Tenth Year .....	10%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

## 15-YEAR LIMITED ABRASIVE WEAR WARRANTY

Dixie Home uses state-of-the-art technology to build quality into its products through every step of the manufacturing process. We are so confident of the quality of our carpets that we provide you with this 15-Year Limited Wear Warranty.

### WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home fifteen year limited abrasive wear warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence, and has been properly installed and maintained.

### WHAT IS COVERED?

Dixie Home warrants for the term of your warranty that your carpet (excluding carpet installed on stairs) will not lose more than 10% of its surface fiber due to abrasive wear. Dixie Home will repair any area of the carpet that does not perform as warranted. If repair cannot be made, Dixie Home will replace your carpet.

### WHAT IS EXCLUDED?

This warranty covers only abrasive wear resulting in loss of fiber from the pile surface. Abrasive wear means fiber loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. Carpets installed outdoors, on stairs, in bathrooms, kitchens or in areas subject to other than normal show traffic are not covered by this warranty. Specifically excluded from this warranty is damage caused by tears, pulls, piling, burns, improper installation, inadequate cushion, improper cleaning, furniture, wheel traffic or athletic equipment.

## THE COVERAGE PERIOD

This warranty coverage runs for fifteen years from the date you purchased your carpet.

## WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your carpet featuring a Dixie Home limited fifteen-year abrasive wear warranty as one of its labeled features loses more than 10% of its surface fiber due to abrasive wear, Dixie Home will repair/replace any area of the carpet that does not perform as warranted. Dixie Home will offer a credit equal to the coordinating percentage based on years of your ownership. Credit applies to the cost of carpet material only.

The First Year .....	100%
The Second Year .....	100%
The Third Year .....	90%
The Fourth Year .....	85%
The Fifth Year .....	80%
The Sixth Year .....	75%
The Seventh Year .....	70%
The Eighth Year .....	65%
The Ninth Year .....	60%
The Tenth Year .....	55%
The Eleventh Year .....	50%
The Twelfth Year .....	40%
The Thirteenth Year .....	30%
The Fourteenth Year .....	20%
The Fifteenth Year .....	10%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

## 10-YEAR LIMITED STAIN RESISTANCE WARRANTY

### WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home ten-year limited stain resistance warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence, and has been properly installed and maintained.

### WHAT IS COVERED?

Dixie Home warrants that we will repair/replace, at our expense any affected area of carpet within ten years of being properly installed and maintained, if the surface pile in any area does not resist staining by spills of most common household foods and beverages. Stains that are not covered are discussed in the "What is Excluded?" section of this warranty. If identical carpet is not available you may choose from a selection of carpet of comparable quality and color.

### WHAT IS EXCLUDED?

No carpet is absolutely stain proof. Stain resistance properties may be affected by high traffic in areas such as stairs and/or exposure to very hot substances. This warranty excludes any residual stains which may occur under these conditions. Also excluded (but not limited to) are stains caused by non-food substances such as hair dyes, shoe polish, paints and substances which destroy or change the color of carpet such as acne medication, bleaches, caustic chemicals, fertilizers, insecticides and iodine as well as food and beverages with strongly colored natural disperse dyes, such as mustard and tea. Stains resulting from plant food, very strong dyes, acids, feces, urine and vomit are excluded. This Limited Residential Warranty also specifically excludes damage due to the application of improper cleaning agents; any carpet which has been treated with any protective material which may

contain silicone; deterioration in appearance not related to the staining of pile fibers. This warranty is voided if you fail to follow recommended carpet care and cleaning instructions described in this booklet.

Treatment of the area should begin immediately upon discovery.

## THE COVERAGE PERIOD

This warranty coverage runs for ten years from the date you purchased your carpet.

## WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your Dixie Home carpet shows signs of permanent staining from covered substances during the year indicated, Dixie Home will arrange to credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home Carpet. There will be no cash payment.

The First Year .....	100%
The Second Year .....	100%
The Third Year .....	80%
The Fourth Year .....	70%
The Fifth Year .....	60%
The Sixth Year .....	50%
The Seventh Year .....	40%
The Eighth Year .....	30%
The Ninth Year .....	20%
The Tenth Year .....	10%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

# 10-YEAR LIMITED SOIL RESISTANCE WARRANTY

## WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home ten-year limited soil resistance warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence, and has been properly installed and maintained.

## WHAT IS COVERED?

Dixie Home warrants that we will repair/replace, at our expense any affected area of Dixie Home carpet within ten years of being properly installed and maintained, if the surface pile in any area does not resist soiling due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Soiling that is not covered is discussed in the "What is Excluded?" section of this warranty. If identical carpet is not available you may choose from a selection of carpet of comparable quality and color.

## WHAT IS EXCLUDED?

Over time, any carpet may change color due to accumulation of dry soil from foot traffic. Dixie Home warrants that for a specified period of time from the original date of installation, subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet, your carpet will not have a "noticeable color change" (as defined below) due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Noticeable color change is defined as change greater than 3 using standardized rating scales (Grey Scales - AAT CC Evaluation Procedure 1 or equivalent in the U.S. or via Test method 121 in Canada.) This Limited Residential Warranty also specifically excludes color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners

and plant food), urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading furniture depressions or athletic equipment. Following the recommended carpet care and cleaning procedures in this booklet is essential to minimize color change from dry soil and to maintain your limited warranty.

Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs.

Treatment of the area should begin immediately upon discovery.

## THE COVERAGE PERIOD

This warranty coverage runs for ten years from the date you purchased your carpet.

## WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your Dixie Home carpet shows signs of permanent color change from soiling within the year indicated, Dixie Home will arrange to credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home Carpet. There will be no cash payment.

The First Year .....	100%
The Second Year .....	100%
The Third Year .....	80%
The Fourth Year .....	70%
The Fifth Year .....	60%
The Sixth Year .....	50%
The Seventh Year .....	40%
The Eighth Year .....	30%
The Ninth Year .....	20%
The Tenth Year .....	10%

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

# LIFETIME LIMITED STAIN RESISTANCE WARRANTY

## WHO IS COVERED?

This warranty protects you, the original purchaser, if you have purchased a qualifying carpet that has the Dixie Home lifetime limited stain resistance warranty as one of its labeled features, provided the carpet is for residential use in an owner-occupied residence, and has been properly installed and maintained.

## WHAT IS COVERED?

During the lifetime of the carpet, Dixie Home warrants that we will repair/replace, at our expense any affected area of carpet that has been properly installed and maintained, if the surface pile in any area does not resist staining by spills of most common household foods and beverages. Stains that are not covered are discussed in the "What is Excluded?" section of this warranty. If identical carpet is not available you may choose from a selection of carpet of comparable quality and color.

## WHAT IS EXCLUDED?

No carpet is absolutely stain proof. Stain resistance properties may be affected by high traffic in areas such as stairs and/or exposure to very hot substances. This warranty excludes any residual stains which may occur under these conditions. Also excluded (but not limited to) are stains caused by non-food substances such as hair dyes, shoe polish, paints and substances which destroy or change the color of carpet such as acne medication, bleaches, caustic chemicals, fertilizers, insecticides and iodine as well as food and beverages with strongly colored natural disperse dyes, such as mustard and tea. Stains resulting from plant food, very strong dyes, acids, urine, feces and vomit are excluded. This Limited Residential Warranty also specifically excludes damage due to the application of improper cleaning agents; any carpet which has been treated with any protective material which may



contain silicone; deterioration in appearance not related to the staining of pile fibers. This warranty is voided if you fail to follow recommended carpet care and cleaning instructions described in this booklet.

Treatment of the area should begin immediately upon discovery.

## THE COVERAGE PERIOD

This warranty coverage runs for the lifetime of your carpet.

## WHAT WILL DIXIE HOME DO IF YOUR CARPET FAILS TO PERFORM?

If your Dixie Home carpet shows signs of permanent staining during the lifetime of the carpet, Dixie Home will arrange to credit equal to the cost of the carpet material only. The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home Carpet. There will be no cash payment.

The credit will apply only to the affected area or room. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality. The credit will be good only toward the purchase of new Dixie Home carpet. There will be no cash payment.

## LIFETIME LIMITED ANTISTATIC WARRANTY

Dixie Home guarantees for the lifetime of your solution dyed polyester carpet that it will not generate static electricity greater than 5.0 kilovolts.

# **LIMITATIONS ON YOUR DIXIE HOME WARRANTIES**

## **NON-TRANSFERABILITY**

These Dixie Home warranties are extended only to the original purchaser and are not transferable.

## **FIRST QUALITY PRODUCTS**

Warranties will not be honored for carpet sold as second quality, irregular, used carpet, or mill ends and remnants.

## **IMPROPER INSTALLATION**

Improper installation can cause problems with your carpet. Your Dixie Home retailer can provide installation assistance. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch and loss of tufts due to improper seaming.

## **PAD REQUIREMENTS**

Proper installation requires use of a suitable pad with a minimum density of six (6) pounds per cubic foot and a maximum thickness of 7/16 inch.

NOTE: Your carpet should be installed according to the guidelines established by the Carpet and Rug Institute's Residential Carpet Installation Standard CRI-105.

## **IMPROPER MAINTENANCE OR INADEQUATE CARE**

Your carpet requires routine maintenance. Please follow the recommendations described in this booklet. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care. Failure to follow the maintenance recommendations described in this booklet will void your warranty coverage.

## **ACCIDENTS, ABUSE, OR ABNORMAL WEAR**

Your Dixie Home warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, cutting and damage caused by pets.

## **CARPETS ON STAIR NOSING**

Your Dixie Home warranties do not cover damage or appearance problems resulting from the opening of rows of tufts caused by wrapping the carpet around the nosing of stairs.

## **PAD FAILURE**

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad.

## **PROBLEMS WITH MOISTURE**

Your Dixie Home warranties do not cover changes in appearance caused by wetting or the persistence of excessive moisture.

## **CHANGES IN CARPET COLOR**

Your Dixie Home warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

## **DIFFERENCES FROM SAMPLES**

Your Dixie Home warranties do not cover minor and normal differences between the color and texture of the retail store sample and the true color and texture of the actual carpet.

## **REPLACEMENT OF DISCONTINUED CARPET**

If your carpet has been discontinued and replacement is necessary under the terms of your Dixie Home warranty, Dixie Home carpet of comparable quality will be substituted.

## **GEOGRAPHIC LOCALE**

These warranties apply only in the United States and Canada.

## **CONSEQUENTIAL OR INCIDENTAL DAMAGES**

We exclude and will not pay consequential or incidental damages under this warranty. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

## **IMPLIED WARRANTIES**

No implied warranties, including warranties of merchantability and fitness for a particular purpose, extend beyond the five, seven, ten or fifteen-year terms of the written Dixie Home warranties. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not set out in writing.

NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

## **YOU HAVE LEGAL RIGHTS**

## **UNDER THESE WARRANTIES**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the limit of Dixie Home's responsibilities.

## **DIXIE HOME WARRANTY SERVICE**

If you think there is a defect in your carpet that is covered by one of the Dixie Home warranties, you must notify, in writing, the retailer who sold you the carpet. Include a copy of the invoice or receipts for the carpet and describe the problem as fully as possible. If you are unable to contact your retailer or do not receive satisfaction, write:

Dixie Home  
Consumer Solutions  
3641 Highway 411 North  
Chatsworth, GA 30705

## **OTHER WARRANTY SERVICE**

If you have a claim against any other manufacturer who has an applicable warranty on a Dixie Home carpet, please contact them directly for information on filing a claim. Ask your Dixie Home retailer for any other warranty statement that may apply to your Dixie Home carpet when you make your purchase.

# WARRANTY REGISTRATION REFERENCE

Keep this record with your receipt so you'll have all the necessary information should you need to contact your retailer.

Customer Name \_\_\_\_\_

Street Address \_\_\_\_\_

Carpet Retail Store \_\_\_\_\_

Retail Salesperson \_\_\_\_\_

Retail Store Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_

Invoice Date \_\_\_\_\_ Invoice Number \_\_\_\_\_

Dixie Home Style Name \_\_\_\_\_

Dixie Home Color  
Name & Number \_\_\_\_\_

Number of Sq. Yds. or Sq. Ft. Installed \_\_\_\_\_

Date of Installation \_\_\_\_\_

## Installation Information

Cushion Type (Circle One)

- Fiber
- Sponge Rubber
- Prime Urethane Foam
- Bonded Urethane Foam

Weight \_\_\_\_\_ (oz/sq. yd.)

Density \_\_\_\_\_ (lbs.)

Thickness \_\_\_\_\_ (in.)















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