

CARPET CARE AND WARRANTIES



FABRICA
FINE CARPET & RUGS



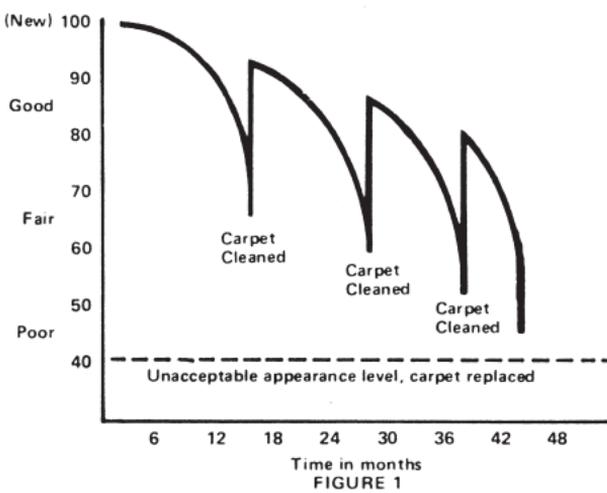
CARPET CARE AND WARRANTIES

Thank you for choosing carpet by FABRICA. You have selected one of the finest carpets available today — one that will add prestige and beauty to your home for years to come. No effort has been spared in producing this carpet and, as with any quality product, proper maintenance will help it retain its “like new” appearance longer. This booklet will show you how to care for your carpet. Please read it carefully, keep it handy, and if you have any questions, do not hesitate to contact your FABRICA dealer. Thank you again for your confidence in the uncompromising quality that is FABRICA.

PROPER CARE

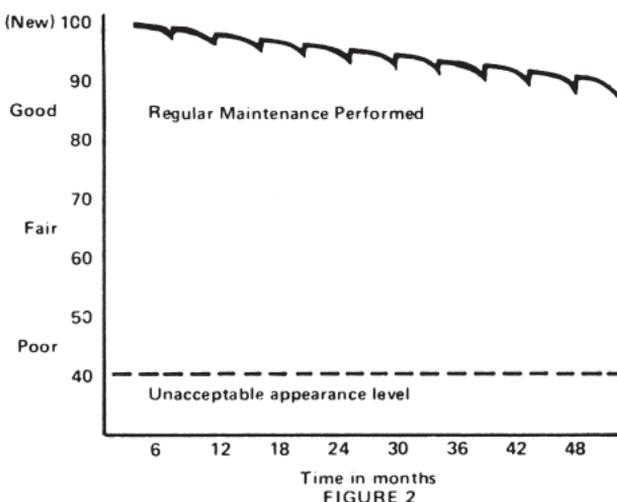
Your beautiful new Fabrica carpet is not only a major investment, but also a significant interior design element enhancing the appearance of your home. Obviously, you want to maintain the appearance of your new carpet for as long as possible. This booklet provides information to assist you in caring for your new carpet.

Carpet is often allowed to become excessively soiled before professional or do-it-yourself cleaning is performed. When this occurs, even after cleaning, all of the soil and cleaning residue may not be completely removed. This can cause rapid re-soiling. The progressive occurrence of soil accumulation is diagrammed in **Figure 1** below.



This can be prevented by minimizing soil accumulation on the surface, routinely removing soil and by promptly removing stains. The change in appearance of your carpet will be greatly minimized.

Figure 2 illustrates the difference.



Carpet made from advanced-generation man-made fibers seldom wears out, but instead becomes unattractive in appearance. This is caused primarily by soiling, and 80% of soil is carried onto carpet from the soles of shoes. Dirt from different regions of the country is of similar composition, but different in appearance. Although this composition is generally 85-95% dry soil and 5-15% oily soil, the oily soil represents 85-95% of the cleaning difficulty because it clings to the fibers in the carpet and is not removed by vacuuming.

How does soiling occur? With the first steps onto your new, clean unsoiled carpet, the shoe deposits soil particles from the sole onto the carpet. More soil is transferred from a shoe to the carpet with each occurrence. The carpet "cleans" the sole of the shoe. Gradually, a point is reached where so much dirt is on the carpet that a soil particle is removed for every one deposited. This point is referred to as equilibrium. When this occurs, the soiling lanes begin to expand. After passing the equilibrium point, the soil gradually migrates down the carpet pile to the bottom where it is virtually impossible to remove by vacuuming.

Preventing soiling equilibrium (over-soiling) requires vacuuming on a planned basis (even when soil is not visible). It also requires the use of walk off mats. Walk off mats readily attract and accumulate soil before it reaches your carpet. They are a vital part of a good maintenance program. An aggressive maintenance program needs to concentrate only on those areas known to receive the heaviest traffic from soiled shoes. Carpet attracts. By vacuuming and cleaning the traffic areas, most soil can be removed before it can become a problem. This suggests that a planned program of mechanical and chemical cleaning can maintain 100% of the carpet by aggressive cleaning of only 30%.

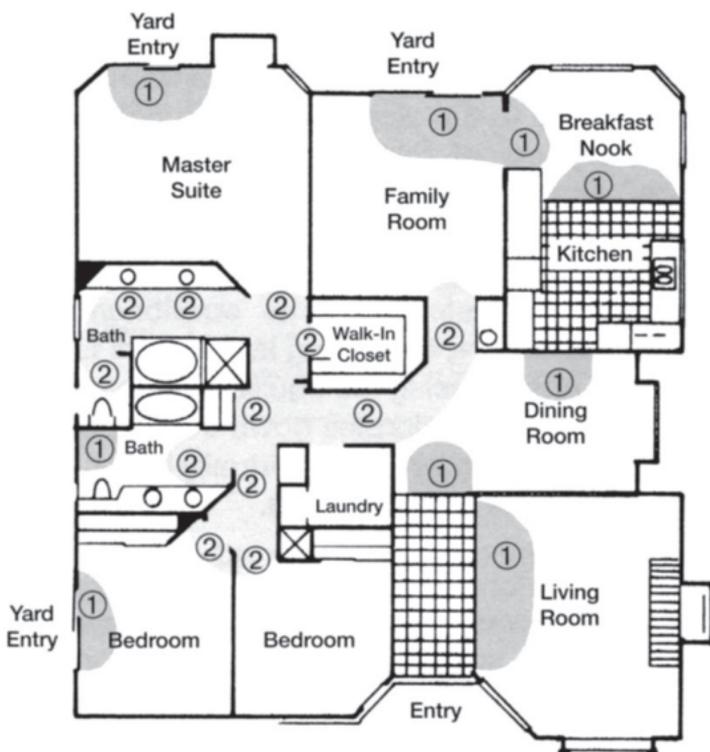
The areas of primary soiling can be divided into two categories:

1. Track off areas and hard surfaces onto carpet. Examples are outside entry or patio onto carpet, entry tile onto carpet, and kitchen tile to carpet.
2. Funnel areas where traffic is squeezed to a point or through a narrow area. Examples are hallways and doorways (carpet to carpet), in front of frequently used furniture, and in front of a bathroom vanity.

REGULAR MAINTENANCE

In the house floor plan below, these areas have been indicated along with the recommended vacuuming frequency.

Walk-off mats are critical to help minimize soil. Without them, even aggressive vacuuming will not prevent the equilibrium effect. It is recommended that walk-off mats be placed at every track-off area, but especially outside to inside.



| AREA | DESIGNATION | VACUUMING FREQUENCY |
|-----------|-------------|---------------------|
| Track-off | ① | Three times a week |
| Funnel | ② | Once a week |

A proper vacuum is necessary to ensure effective carpet care. FABRICA recommends one from any of several leading manufacturers. Insure, however, that it has a beater bar with brush and is adjustable for various pile heights. Insure that the pile height adjustment is set so that the beater bar and brush are barely touching the surface of the carpet. Push the vacuum slowly (four to six strokes per area). Where heavy traffic occurs, alternate vacuum at 90° angles (two to three strokes in each direction).

- Sometimes, a more aggressive method of soil and stain removal is necessary, such as the Hot Water Extraction method. This method is ideal when properly performed by a certified professional and allowed to dry COMPLETELY. Always test a small area in an inconspicuous location for colorfastness before using any cleaning products on your new carpet. For recommendations, please call your FABRICA dealer.

- FABRICA does not recommend topical treatments (topical treatments are advertised soil repellents applied after carpet is manufactured) and will accept no claims where they have been applied. FABRICA product warranties will be voided if topical treatments are utilized.

The cleaning chemicals and machine may be rented from a nearby dealer at a very reasonable cost.

If you choose to do the cleaning yourself, follow the manufacturer's directions.

SPOT & STAIN REMOVAL

No matter how careful you and your family may be, spills on your new carpet are likely to happen. Don't panic, but get right to the spill! If you treat these spots and stains immediately, they'll be easier to remove. Some stains can become permanent if allowed to stand even a few hours. Ordinary household materials will usually get the job done. For more difficult spots and stains, always consult with a professional cleaner.

If the spill is thick, remove as much as possible with a spoon or knife blade. With white paper towels or a clean white towel, try to absorb as much of the spill as possible. Continue blotting until no additional spot shows on the towel. **DO NOT RUB.**

If a spot or stain remains after blotting, treat with one of the procedures from the Table (opposite page). Use a clean white towel and always apply the cleaning material to the towel. Avoid rubbing. Wipe the cleaning material onto the spot in single direction strokes. Blot the spill area between each cleaning agent. The letter code preceding each cleaning agent in the Table indicates the order in which the cleaning agent is used.

If the stain has not responded to these cleaning procedures, seek professional help. Haphazard attempts at spot removal can cause permanent setting of stains, pile distortion, matting, or loss of color.

FABRICA carpets are manufactured from advanced generation fibers using state-of-the-art soil and stain repelling chemistry. Further, these carpets incorporate consumer assurance programs provided by the manufacturers of those items. For your assistance and convenience, they can be contacted directly if you have additional questions on your carpet's performance or maintenance. Their toll free numbers are as follows:

Invista Stainmaster
1-800-438-7668

STAINS & SEQUENCE OF CLEANING AGENTS

| | | | |
|----------------------|-------------------|----------------------|-------------------|
| Airplane Cement | E,A,F | Iodine Tincture 2% | A,C,H,F |
| Animal Glue | F,A,F | Iron Rust | Vacuum, D,F |
| Ballpoint Ink | C,B,C,E,D | Latex Paint | A,G,F,B,C |
| Beer | A,H,F, or I | Linseed Oil | C,I |
| Butter | C,A,H,F | Lipstick | B,C,A,G,H,F |
| Blood | A,G,A,F,D | Liquor | A,H |
| Calamine Lotion | A, F | Mayonnaise | C,A,H,F |
| Carbon Black | Vacuum, C,A,F | Merthiolate | A,G,H,F |
| Chocolate | C,A | Metal Polish | C |
| Chocolate Milk | A,G,H,A,F | Milk | A,G,H,F,A,F,C |
| Catsup | A,G,A,F | Mustard | A,H,A,D |
| Chewing Gum | Ice Cubes, C | Nail Polish | C,B,E,A,G,H,F |
| Clay | Vacuum, C,A,F | Oil, Car | C,B,A,G,H,F, or I |
| Cola | A,G,H,F,or I | Oil Paint | C,B,C,A,G,F |
| Coffee | A,F, or I | Oil, Salad | C,A,H,F |
| Coffee, C&S | A,H,A,F | Pepto Bismol | C,A,F |
| Coffee, Instant, C&S | A,H,A,F | Permanent Ink | C,B,C,A,G,F |
| Colored Paper | C,B,A,F | Rouge | C,B,A,F |
| Crayon | C,B,C,A,F | Rubber Cement | C,B,C,A,F |
| Duco Cement | C,E,F | Shoe Dye | C,B,C,A,F |
| Egg | A,G,A,F, or I | Shoe Polish (liquid) | C,B,C,A,G,F |
| Excrement | Remove Solids,A,H | Shoe Polish (wax) | C,B,C,A,G,F |
| Food Dye | A,G,F | Soot | Vacuum, A |
| Food Stains | Remove Solids,C,A | Syrup | A |
| Fruit Juice | A,G,H,F | Tar | C,B,A,F |
| Furniture Dye | C,B,C,A,F | Tea | A |
| Furniture Polish | C,B,C,A,F | Toothpaste | A |
| Gelatin | A | Urine | A,G,H,F,D |
| Grape Juice | A,G,H,F | Vaseline | C |
| Grass | C,A | Washable Ink | A,F,G,F |
| Gravy | A,G,H,A,F, or I | Water Colors | A,F,G,F |
| Grease, Car | C,B,A,F or I | Wax (Candles) | C,B,C |
| Ice Cream | A,G,H,A,F,C or I | Wine | A,H |

A - One-half teaspoon of non-bleaching dishwashing detergent (without bleach or lanolin) to one cup of warm water

B - Paint remover with no oil in it

C - Dry cleaning fluid

D - Rust remover

E - Acetone or fingernail polish remover (with no oil in it)

F - Water

G - One tablespoon of clear household amonia to one-half cup of water

H - One-third cup of white vinegar to two-thirds cup of water

I - Host® dry compound cleaner

APPEARANCE

With regular maintenance, proper care and prompt attention to spot and stain removal, the appearance of your carpet will be long lasting. Some changes in appearance can occur.

FADING All carpets are subject to color changes over a period of time. This change in color is very gradual and is due to oxidation through exposure to the open air within the home. Areas exposed to sunlight are subject to more dramatic color change due to damage caused by ultraviolet rays. It is recommended that you take steps to protect these areas during high sunlight exposure hours. This may be done by utilizing draperies or other window coverings. If tinted windows are desired, they should be tinted by a reputable company; but tinting alone is not a substitute for window coverings.

SHEDDING Shedding is not a defect, but rather a characteristic of all new carpets, especially cut-pile. It is caused by the short fibers within the pile that work loose during service. This condition is most evident in high traffic areas. Although your vacuum bag may fill with this surplus fiber, the total fiber loss during use is relatively small. Shedding will gradually decrease, and the length of time required to eliminate shedding will be dependent upon the type and amount of vacuuming.

SHADING OR HIGHLIGHTS After installation, carpets often appear to change color in certain areas. This phenomena does not involve a true color change, but rather a difference in light reflection between various surface areas. Shading, like velvet or suede, is considered to be the beauty of a cut-pile carpet and not a manufacturer's defect. The condition occurs due to the difference in light reflection between the sides and tips of the yarn strands. As the pile surface is disturbed, the yarn sides will reflect more light than the tips, resulting in the highlighting feature so common in today's styles. Normally, this condition is temporary (such as with footsteps). In other cases, the condition is permanent. The latter is referred to as pooling or watermarking. The reason for this occurrence is not understood except that it is traffic related and random in nature. The pile fibers take on a permanent set based on the traffic patterns, and this set cannot be changed.

PILE CRUSH Pile crush is unavoidable and will occur to some degree. It will be most noticeable in high traffic lanes and under the legs of heavy pieces of furniture. More frequent vacuuming will help minimize this condition in heavy traffic areas. Moving your furniture occasionally and the use of cups under the legs of furniture will also help minimize pile crushing. When it does occur, gentle brushing of the area with the hand will hasten the recovery.

STATIC DISCHARGE Static electricity in carpet can be an annoying problem, especially when your carpet is new. This is because the natural moisture content is removed during manufacturing. When the normal moisture returns, static should greatly subside. This humidifying process may take as long as several months, depending upon the condition of the air to which the carpet is exposed. Also, the amount of static will minimize through daily use.

Commercial static-reducing sprays are only temporary and are not recommended. They may leave a substantial residue, causing the carpet to soil at an accelerated rate.

Fabrica's carpets are constructed of advanced-generation nylon fibers. These fibers have built-in static-reducing capabilities so that under most atmospheric conditions, no static charge can be felt by a normally sensitive individual.

PERMANENT STAINS Most spills and stains are removable. There is, however, a more serious kind of stain that is different from ordinary stains. It is caused by a variety of chemical ingredients contained in dozens of common household products. More insidious than the common stain, the chemical stain is permanent and there is generally nothing that can be done to restore the dye to its original color.

Some of the more common chemical products known to cause problems include medications, certain cosmetics, all household bleaches, disinfectants, furniture polish, certain plant foods, fertilizers, and insecticides.

The only solution to prevention of chemical spots and stains is the careful use of the offending products. Read and carefully comply with directions. Special attention should be given to precaution or warnings supplied by the manufacturers of household chemical products.

INDOOR AIR QUALITY

When properly installed and maintained, Fabrica carpets will be a significant part of a safe and healthy interior, providing years of beauty and comfort.

According to extensive studies, carpet is completely safe and non-toxic to humans and pets when properly installed and maintained. Providing an infusion of fresh or outside air (opened window or door) and ventilation will diminish and possibly eliminate any initial, slight, temporary odors which emit from padding, seam sealers, glue, hot melt tape, sub-floor treatments and other finishes or components related to the carpet installation process. No formaldehyde is used in any Fabrica carpet. Some individuals may be hypersensitive to clothing, furnishings, paints, cleaning solutions, cosmetics color additives, and other natural or synthetic materials. If you have experienced this hypersensitivity, consult an environmental medical specialist for guidance in selecting appropriate products.

GREEN LABEL PLUS

All Fabrica products are approved by the Carpet and Rug Institute for the Green Label Plus Carpet Testing Program. Additional information may be obtained by visiting the CRI website at www.carpet-rug.org.

WARRANTY INFORMATION

For Domestic Residential Application

Fabrica provides a two-year limited repair or replacement warranty. Fabrica warrants (to the original purchaser) that its carpets and rugs will be free from defects for a period of two (2) years from the date of delivery to the original seller.

Fabrica's Repair or Replacement Warranty does not cover certain inherent characteristics in carpet including, but not limited to those described in this booklet, which may affect the product's appearance and/or performance over time. It is only applicable to products installed for use indoors in a space consistently maintained at normal temperature and humidity. It does not cover tears, burns, cuts, pulls, or other damage, deterioration, stains, loss of color or appearance change caused by abuse, or improper or inadequate maintenance. It does not cover products placed in use on stairs, ramps, or any area regularly subjected to wheel or rolling apparatuses.

Warranty may be voided if improper padding is used. Fabrica recommends the use of its Affirm or other bonded urethane pad with a minimum density of six pounds per cubic foot and a maximum thickness of 7/16".

Warranty will be voided if topical treatments are used. Topical treatments are any aftermarket soil, stain, or insect repellents.

Warranties extended on Fabrica products are intended for the protection of the initial purchaser and are not transferable to any other party.

Aside from this warranty, additional warranties such as Stainmaster may also apply. Please contact your authorized Fabrica dealer for additional information, or you may use the consumer hot-line numbers provided elsewhere in this booklet.

Any Fabrica products that show fiber content and warranties to be "Fabrica Approved" will be as follows:

- Stain Resistance Limited 7-Year Warranty
- Soil Resistance Limited 7-Year Warranty
- Texture Retention Limited 10-Year Warranty
- Abrasive Wear Limited 10-Year Warranty
- Anti-Static..... Limited Expected Lifetime of Carpet



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