



INFLUENCE

# Limited Warranties & Care Guide

*Effective for Tarkett Home Cloud 9™ Carpets  
Purchased on or after January 1, 2023*



# Cloud 9™ Tarkett Home Limited Warranty

## Cloud 9™ Tarkett Home Warranty Coverage Chart

COVERAGE	WARRANTY
Food and Beverage Stains	Lifetime, Prorated
Household Pet Stains	Lifetime, Prorated
Soil Resistance	Lifetime, Prorated
Other Stains	Lifetime, Prorated
Texture Retention	25 Years, Prorated
Abrasive Wear	25 Years, Prorated
Manufacturing Defects	25 Years, Prorated
Stairs	Not Covered
Fade	25 Years, Prorated
Customer Satisfaction	120 Days, No Labor



## General Conditions and Homeowner Obligations

To maintain and protect your coverage under the terms of these limited warranties, you must do the following:

- KEEP PROOF OF YOUR PURCHASE** in the form of a bill, invoice, or statement from your Tarkett Home retailer that shows the price you paid for the carpet (excluding labor).
- HAVE YOUR CARPET INSTALLED BY A PROFESSIONAL INSTALLER** trained in installation methods outlined by the Carpet and Rug Institute. The Carpet and Rug Institute Carpet Installation Standards must be followed to qualify for Tarkett Home carpet warranties. Proper installation is as essential as the original quality and durability of the carpet. An improperly installed carpet will not look good nor wear well and may cause delamination, buckling, wrinkling, and loss of tufts in the seam areas.  
  
Before a new carpet is installed, Tarkett Home recommends that it sit overnight, preferably unrolled, in an area with a temperature not less than 65 degrees Fahrenheit. This acclimation allows the backing to become more pliable and easier to install.  
  
Depending on your room's dimensions, a seam may be required during carpet installation. When possible, the seam should run perpendicular to windows to minimize light that reflects off the seam. Seams do show, and some constructions show more than others. **THERE ARE NO INVISIBLE SEAMS.**
- INSTALL YOUR CARPET WITH CUSHION MEETING SPECIFICATIONS FOR THE WARRANTED TARKETT HOME CARPET.** The cushion under your carpet is one of the carpet's most important components. It is the base that helps the carpet retain its texture and appearance. A cushion that is too soft can adversely affect the carpet's performance. A cushion that is too thick interferes with the anchoring of the carpet.  
  
To meet warranty requirements, the carpet must be correctly installed in a proper indoor installation with a cushion meeting minimum requirements.  
  
**MINIMUM WARRANTY REQUIREMENTS FOR CUSHION:** Cushion must meet FHA/HUD requirements, following the Carpet and Rug Institute (CRI) Installation Standard effective 2011. The minimum density is 6 lbs. per cubic foot; thickness should be a minimum of 3/8 inch and a maximum of 1/2 inch.  
  
For loop-style carpets, CRI recommends a minimum density of 8 lbs. per cubic foot; thickness should be no less than 1/4 inch and no more than 3/8 inch.
- MAINTAIN YOUR CARPET ACCORDING TO THE TARKETT HOME REQUIREMENTS** in the section of this document labeled "Carpet Care and Guidelines," including having a minimum of 1 professional cleaning every 18 months using cleaning products, equipment, systems, and services specified/certified with the Carpet and Rug Institute Seals of Approval. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products. You must show proof of cleanings in the form of a bill, invoice, or statement for cleaning services. Along with these documents, Tarkett Home recommends keeping a 2' x 3' piece of carpet from your installation for your warranty or in case you ever need to make a repair.
- ONLY CLEAN YOUR CARPET WITH CLEANERS SPECIFIED FOR CARPET WITH A CARPET AND RUG INSTITUTE (CRI) SEAL OF APPROVAL.** Do not clean your carpet with household bleach.

*Failure to comply with these Limited Warranty General Conditions and Homeowner Obligations will void your warranty.*



## Tarkett Home Limited Warranty Details

All Tarkett Home limited warranties are subject to the General Conditions and Homeowner Obligations, the Carpet Warranty and Carpet Characteristics Exclusions, and the disclaimer and limited liability set forth in this document; Tarkett Home provides the following specific warranties for Cloud 9™ Tarkett Home styles:

### Limited Lifetime Stain Resistance Warranty

"Food and Beverage" - Tarkett Home warrants that the surface pile of this Cloud 9™ carpet will resist stains from any food and beverage (including mustard, hot coffee, and herbal teas) for the life of the carpet from the original date of installation. Tarkett Home further warrants that if the above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in the carpet backing or padding.) Should permanent staining occur that cannot be removed using recommended methods by a certified carpet cleaning professional, Tarkett Home will handle such claims as stated in the "Tarkett Home Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

"Other Stains" - Tarkett Home warrants that the surface pile of this Cloud 9™ carpet will resist stains from any water-soluble, non-wax, or non-oil-based stains for the life of the carpet from the original date of installation. Tarkett Home further warrants that if the above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in the carpet backing or padding.) Should permanent staining occur that cannot be removed using recommended methods by a certified carpet cleaning professional, Tarkett Home will handle such claims as stated in the "Tarkett Home Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. For other stains, labor is not covered, and the carpet will be pro-rated according to the "Tarkett Home Proration of Warranties" portion of this document.

*What is not covered: In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, and urine other than caused by a household pet (domestic dog or cat) or stains with strong dyes like jelly, coffee, grape juice, and those caused by acids or oil-based or wax-based substances including, but not limited to, tar, insecticides, shoe polish, paints, lipstick or mascara.*

### Limited Lifetime Pet Warranty

Tarkett Home warrants that the surface pile of this Cloud 9™ carpet will resist stains from pet (domestic dog or cat) urine and feces (excludes vomit) for the life of the carpet from the original date of installation. If the above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in the carpet backing or padding.) Should permanent staining occur that cannot be removed using recommended methods by a certified carpet cleaning professional, Tarkett Home will handle such claims as stated in the "Tarkett Home Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This warranty does not cover odors.

### Limited Lifetime Soil Warranty

Tarkett Home warrants that this Cloud 9™ carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. "Noticeable color change" is defined as a rating of less than 3 using standardized rating scales (Grayscale AATCC Evaluation Procedure 1 or equivalent in the U.S.). Should a permanent noticeable color change occur that cannot be removed using recommended methods by a certified carpet-care professional, Tarkett Home will handle such claims as stated in the "Tarkett Home Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

### 25 Year Limited Abrasive Wear Warranty

Tarkett Home warrants that the surface pile of this Cloud 9™ carpet, excluding high-traffic areas subject to other than ordinary shoe traffic, will not sustain more than 10% abrasive wear for 25 years from the original date of installation. "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. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, Tarkett Home will handle such claims as stated in the "Tarkett Home Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

*What is not covered: In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.*

### 25 Year Limited Texture Retention Warranty

Tarkett Home warrants that the surface pile of this Cloud 9™ carpet, excluding high-traffic areas subject to other than ordinary shoe traffic, will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for 25 years from the original date of installation. "Texture retention" is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. If, within the warranty period, excessive bursting, opening, or untwisting of the tufts occurs, Tarkett Home will handle such claims as stated in the "Tarkett Home Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

*What is not covered: The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.*

25 Year Limited Manufacturing Defect Warranty

Tarkett Home warrants that this Cloud 9™ residential carpeting is warranted against manufacturing defects for 25 years from the original date of installation. If, within the warranted period, the carpet is determined to be defective, Tarkett Home will handle such claims as stated in the “Tarkett Home Exclusive Warranty Obligations and Limitation of Liability” section of this warranty document.

What is not covered: The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

25 Year Limited Fade Warranty

Tarkett Home warrants that this Cloud 9™ residential carpeting is warranted against excessive fading for 25 years from the original date of installation. If, within the warranted period, the carpet is determined to be defective, Tarkett Home will handle such claims as stated in the “Tarkett Home Exclusive Warranty Obligations and Limitation of Liability” section of this warranty document.

What is not covered: The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

Limited 120 Day Customer Satisfaction Guarantee

Satisfaction claims are limited to one replacement, only on original purchases, and to the original buyer. This satisfaction guarantee is valid within the first 120 days of purchase. The replacement must be of an equal or lesser value Tarkett Home product. The replacement product must be a different Tarkett Home style and color than the original selection. If a product of greater value is chosen, the consumer will be responsible for paying the difference in retail price; a refund will not be provided if a lesser-value replacement product is selected. The consumer will be responsible for all labor, replacement cushion, and other costs that are incurred due to replacing the Cloud 9™ carpet under the 120 Day Satisfaction Guarantee.

As with all of the Tarkett Home Cloud 9™ warranties outlined in this guide, this guarantee is limited to Tarkett Home carpet styles. No replacement will be made for carpet that has been improperly installed or subjected to abuse or casualty event. Excludes goods that are damaged, sold as second quality, used carpet, or reinstalled carpet.

Tarkett Home Proration of Warranties

The following prorated schedule percentages apply only to those warranties that are prorated. The coverage is a percentage of the original purchase price of the affected area. Installation costs, shipping, and taxes are not covered.

Carpet Replacement (for Pro-Rated Coverage Only)

YEAR	%	YEAR	%
1st – 6th Year	100%	15th Year	40%
7th – 9th Year	90%	16th Year	30%
10th – 11th Year	80%	17th Year	25%
12th Year	70%	18th Year	20%
13th Year	60%	19th Year	15%
14th Year	50%	20 + Years	10%



## Carpet Warranty and Carpet Characteristic Exclusions

### Accidents, Abuse, or Abnormal Wear

Tarkett Home warranties do not cover water damage from plumbing or appliance failure, storms or flooding, or damage incurred by or resulting from accidents or abuse such as staining, soiling, burning, cutting, or damage (other than specific domestic dog or cat urine stain coverage) caused by pets.

### Carpet In High-Traffic Areas, Bathrooms, and Kitchens

Tarkett Home warranties do not cover damage to or appearance changes in carpet installed in bathrooms, kitchens, outdoors, or in high-traffic areas subject to other than ordinary shoe traffic.

### Carpet Stains Resulting from Commercial Use

Tarkett Home warranties do not cover any carpet stains incurred from commercial use (i.e.) contracted services, in-home businesses, etc.).

### Routine Maintenance

Tarkett Home warranties do not cover the cost of routine cleaning and/or regular maintenance.

### Changes in Appearance

All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to 'bloom.' This is a normal characteristic of carpet and is not considered a manufacturing defect or warranted.

### Crushing

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high-traffic areas may help reduce changes in the carpet's appearance. However, when vacuuming thick loop, casual frieze, or long pile carpets such as 'shag,' you may need to completely disengage the beater bar and vacuum with suction only as the tufts may become fuzzy or worn with the use of a beater bar vacuum. Additionally, when vacuuming high pile and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

- Adjustable Height: Use the highest setting where appropriate
- Adjustable Motor Speed: Use a medium or low setting where appropriate
- Large Wheels: Vacuum should glide easily across the carpet

For all other carpet constructions not mentioned above, use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

### Defects, Visible Upon Installation

Once the carpet is installed, no warranty coverage will be provided for defects in the carpet that were clearly visible and should have been discovered prior to or during installation. If Tarkett Home is notified of those defects before or during installation, the carpet may be exchanged.

### Differences in Samples

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

### Fading, Color Changes or Color Loss

Tarkett Home warranties do not cover sudden changes in carpet color resulting from external causes (other than those specifically mentioned in this warranty brochure) such as fading due to spills of household chemicals and other non-food, non-beverage substances or gradual fading over time from sunlight, emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide, and other household items. Care should be taken when using these items.

### Filtration Soiling

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

## **Footprints**

Carpets will show footprints and vacuum cleaner marks. This is a characteristic of carpet and is not considered a manufacturing defect or warranted. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

## **Geographic Locale**

Tarkett Home warranties apply only within the United States and Canada.

## **Improper Cleaning and Maintenance or Inadequate Care**

Tarkett Home warranties do not cover damage to your carpet caused by improper cleaning, improper maintenance or cleaning materials, or inadequate care. Your Tarkett Home carpet requires routine cleaning and maintenance. Maintenance requirements and recommendations are listed in this brochure under "Carpet Care and Guidelines." All cleaning receipts should be retained.

## **Improper Installation**

Tarkett Home warranties do not cover damage to your carpet caused by improper installation. Examples include but are not limited to, wrinkling due to insufficient stretch and loss of tufts due to improper seam peaking and sealing. The Carpet and Rug Institute Carpet Installation Standards conform to proper installation procedures and must be followed. The International Floor Covering Installers Association (1-816-231-4646) maintains a directory of qualified carpet installers.

## **Inadequate Cushion**

Tarkett Home warranties do not cover damage to your carpet caused by inadequate cushion.

## **Indentations**

Furniture or other heavy objects can cause indentations in your carpet. Furniture coasters will help distribute the weight of heavy objects over a larger area. Brushing the affected carpet area with your fingertips will usually restore the crushed tufts to their original position. This is not considered a manufacturing defect or warranted.

## **Matting**

Entanglement of fibers and tufts of yarn tips may be caused by a cushion failure; usually, it is due to improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that was not rinsed completely will lead to matting. This is not considered a manufacturing defect or warranted.

## **Moisture / Wetting**

Tarkett Home warranties do not cover problems caused by wetting or the presence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning, and Restoration Certification (IICRC) (1-800-835-4624) maintains a registry of trained, certified specialists.

## **New Carpet Smell**

Acclimating your carpet before installation, as mentioned in the "General Conditions and Homeowner Obligations," will allow the "new carpet smell" to dissipate. Testing within the carpet industry and independently has not found any harmful emissions from carpets. The latex used to lock the tufts in place does produce a smell sometimes referred to as "new carpet smell." Studies show that 90-95% of the "new carpet smell" dissipates within 24-72 hours.

## **Odors**

Tarkett Home warranties do not cover carpet odors.

## **Outdoor Installation**

Tarkett Home warranties do not cover carpet installed outdoors. All carpets manufactured by Tarkett Home are intended solely for use as indoor floor coverings and are not recommended for any other purpose.

## **Pad Failure**

Tarkett Home warranties do not cover defects or damages caused by failure of the carpet pad. Deterioration of the padding can cause problems with your carpet. Please see the pad manufacturer's warranty statement for more information.

## **Products Other than First Quality**

Tarkett Home warranties apply to first-quality products only and are not applicable to carpet sold as second quality, irregular, used, or mill end.

## Residences Other Than Owner-Occupied, Single-Family

Tarkett Home warranties apply only to carpet for owner-occupied, single-family, indoor residential installations and do not cover carpet installed in any commercial or business places, daycare facilities, apartments, and/or rental properties.

## Shading

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect or warranted.

## Shedding

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple products than continuous filament products. Regular vacuuming using a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year. However, when vacuuming thick loop, casual frieze, or long pile carpets such as 'shag,' you may need to completely disengage the beater bar and vacuum with suction only as they may become fuzzy or worn with the use of a beater bar vacuum. Additionally, when vacuuming high pile and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

- Adjustable Height: Use the highest setting where appropriate
- Adjustable Motor Speed: Use a medium or low setting where appropriate
- Large Wheels: Vacuum should glide easily across the carpet

For all other carpet constructions not mentioned above, use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

## Stain Reappearance (Wicking)

Tarkett Home warranties do not cover the reappearance of previously cleaned stains. If warranty conditions set forth in this brochure are met, stains that are saturated and result in wicking will release with additional re-cleaning.

## Transferability

Tarkett Home warranties are extended only to the original purchaser and are not transferrable.

## Wrinkling or Buckling

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion, or failure to use the recommended installation procedures found in the Carpet and Rug Institute Installation Standards, especially relative to power stretching. A competent installer can usually correct this problem.

## Yellowing

Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebond pad, yarn lubricants, over applications of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is a characteristic of carpet and is not considered a manufacturer defect or warranted.

## Tarkett Home's Exclusive Warranty Obligations and Limitation of Liability

Provided that you have complied with the Tarkett Home General Conditions and Homeowner Obligations included in this warranty document, Tarkett Home shall have its entire liability and exclusively remedy the warranty liability described in this section. Tarkett Home's liability under this limited warranty shall be limited to the actual reasonable cost of repair or specified percentage cost of replacement of only the affected area of the carpet extending to the nearest wall, doorway, or entrance. Tarkett Home reserves the right to correct any defect prior to the carpet being removed, replaced, or any settlement being offered. Upon determination of a valid claim and that the carpet cannot be restored by repair, Tarkett Home will arrange a credit to your retailer equal to a percentage of the cost of the carpet replacement of only the affected area of the carpet extending to the nearest wall, doorway, or entrance. Credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule (where applicable) set out in this warranty document for identical (or, if the identical carpet is not available, comparable) carpet of equal value. The credit will be good only toward the purchase of new Tarkett Home carpet. There will be no cash payment.

**TARKETT HOME SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY.** Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives 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 entire limit of Tarkett Home's responsibilities.



## How to Obtain Warranty Service

For warranty service under any Tarkett Home Limited Warranty, purchasers must contact the retailer that sold the carpet.

## Tarkett Home Cleaning and Care

A comprehensive carpet maintenance program should always be followed, which will also improve texture retention, appearance, wear life, and reduce soiling of carpet. A minimum of 1 professional cleaning every 18 months using cleaning products, equipment, systems, and services specified/certified with the Carpet and Rug Institute Seals of Approval is required to maintain warranty coverage.

### Vacuuming

A thorough vacuuming program is essential to the maintenance of carpet. Frequent vacuuming is the most effective way to dispose of dry soil particles, sand, etc., that can damage carpet fibers. However, when vacuuming thick loop, casual frieze, or long pile carpets such as 'shag,' you may need to completely disengage the beater bar and vacuum with suction only as they may become fuzzy or worn with the use of a beater bar vacuum. Additionally, when vacuuming high pile and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

- Adjustable Height: Use the highest setting where appropriate
- Adjustable Motor Speed: Use a medium or low setting where appropriate
- Large Wheels: Vacuum should glide easily across the carpet

For all other carpet constructions not mentioned above, use a vacuum with a height-adjustable rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

### Dry Stains

Gently remove as much of the substance as possible using a small, soft hand brush or a spatula to break up any crusted material. Vacuum thoroughly to remove loosened particles.

### Wet Stains

Blot with absorbent white cloth or paper towel, or use a spatula to remove excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum is most effective for removing spilled liquids.

### Suggested Cleaning Agents

- **ONLY CLEAN YOUR CARPET WITH CLEANERS SPECIFIED FOR CARPET WITH A CARPET AND RUG INSTITUTE (CRI) SEAL OF APPROVAL.** Please visit the CRI website [www.carpet-rug.org](http://www.carpet-rug.org) for a list of approved cleaners.

### Helpful Spot Cleaning Tips

1. Quick Action
2. Always pretest in an inconspicuous area of the carpet or on an uninstalled piece of carpet.
3. Use drip-spout bottles; do not pour spotters onto the carpet.
4. Use clean, white, absorbent towels.
5. Work from the outside toward the center to avoid spreading the stain
6. Blot – do not rub. Or use an extractor to flush out the contamination.
7. Expedite Drying.

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### Tarkett North America

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