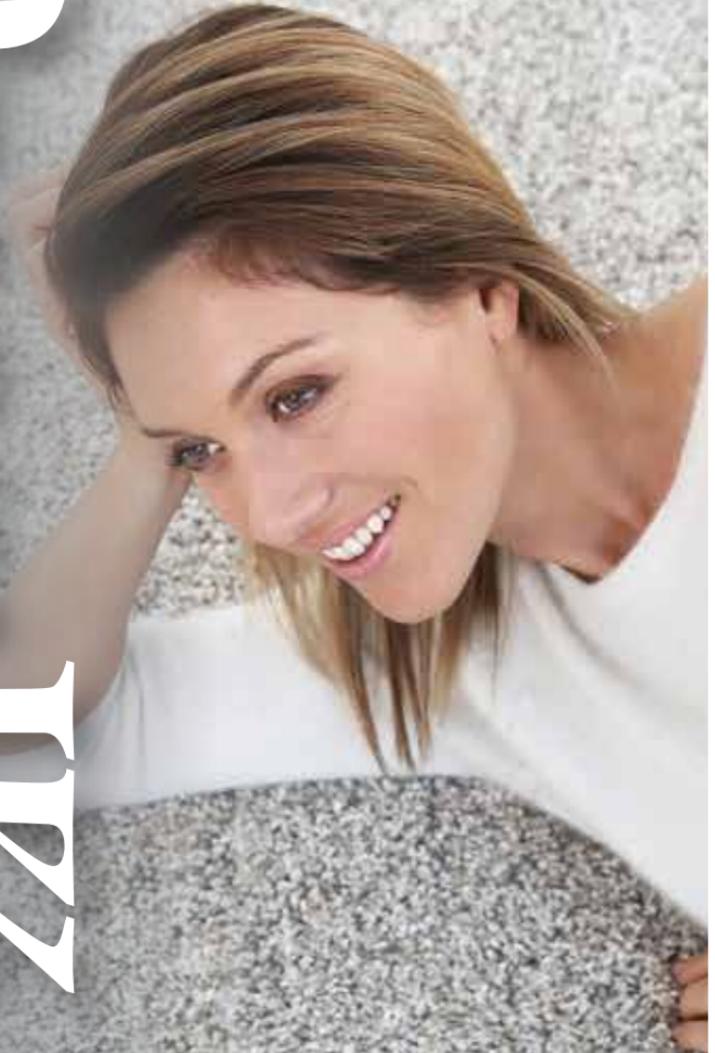


# DreamWeaver

WARRANTY, CARE &  
MAINTENANCE GUIDE



# WELCOME TO *ENGINEERED FLOORS*

We are Engineered Floors LLC, one of the largest and fastest-growing carpet mills in the world. We started in 2010 with the most modern equipment, facilities and processes, as well as with some of the most experienced and talented people in the industry. Together, we serve the needs of the floorcovering specialty retailer with our Dream Weaver® brand, the new homebuilder with our DWellings® brand and property owners and managers of multifamily housing with our Engineered Floors® brand.



## ENVIRONMENTALLY RESPONSIBLE MANUFACTURING



## **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 proprietary 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® nylon fiber has soil and stain protection that is not only applied to the outside of each fiber, but is also inside each fiber. It's called "N<sup>2</sup>." Our PureColor® polyester solution-dyed fiber is also made with added soil and stain protection.



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

# OWN WITH CONFIDENCE

Installed correctly and following proper care and maintenance (as outlined in this pamphlet), your Dream Weaver®, DWellings® or Engineered Floors® branded carpet will stay looking newer and beautiful longer. Our carpets are warranted against staining, fading, soiling, abrasion, manufacturer defects and loss of texture retention. Some are also warranted against pet stains. See the warranty specifications that apply to your particular carpet in this pamphlet.



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

## **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

\* Made with our Engineered Floors Cationic Fiber Technology that blocks stains before they can seep into the fiber.

## 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, household bleach, cleaners and wine. Of course, this warranty excludes abusive conditions or unattended spills or accidents. You must keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute. See our guidelines and a complete list of substances and conditions excluded from our stain resistance limited warranty by visiting [EngineeredFloorsLLC.com/StainWarranty](http://EngineeredFloorsLLC.com/StainWarranty).

## PET RESISTANCE

### LIMITED WARRANTY

This warranty covers pet stains (dog and cat) only. You will need to keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute. Visit [EngineeredFloorsLLC.com/PetWarranty](http://EngineeredFloorsLLC.com/PetWarranty) for more details.



## 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 Pure-Color® solution-dyed fiber. You can even spot clean with household bleach and the color will not fade. See these guidelines for more details and conditions excluded from our fade resistance limited warranty by visiting [EngineeredFloorsLLC.com/FadeWarranty](http://EngineeredFloorsLLC.com/FadeWarranty).

## SOIL RESISTANCE

### LIMITED WARRANTY

Nothing dulls the appearance of a new carpet faster than soiling from dirt tracked in from the outside or just everyday living. That is why we equip all our carpets with our own soil & 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. See more information regarding our Soil Resistance Limited Warranty by visiting [EngineeredFloorsLLC.com/SoilWarranty](http://EngineeredFloorsLLC.com/SoilWarranty).

## 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. See the complete guidelines for our Abrasion Resistance Limited Warranty by visiting [EngineeredFloorsLLC.com/AbrasionWarranty](http://EngineeredFloorsLLC.com/AbrasionWarranty).

## MANUFACTURER DEFECTS

### LIMITED WARRANTY

At Engineered Floors, we use the best materials and workmanship, but no one is perfect. So in that very rare instance, you're protected. See [EngineeredFloorsLLC.com/DefectWarranty](http://EngineeredFloorsLLC.com/DefectWarranty) for more details on this coverage.

## 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 in your residence. This does not cover abusive wear or carpet that has been incorrectly installed. Visit [EngineeredFloorsLLC.com/TextureWarranty](http://EngineeredFloorsLLC.com/TextureWarranty) for complete details.



## WARRANTY SERVICE

First, be sure you visit [EngineeredFloorsLLC.com](http://EngineeredFloorsLLC.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 your retailer, who will assist you in processing your claim. 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. These warranties are not transferable.

Please note: Some states do not allow limitations on the duration of implied warranties, or the exclusion or limitation of incidental and consequential damages. Except for these rights, the remedies provided under our limited warranties state and set forth the limit of our warranties.

## DREAM WEAVER 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 in other than owner occupied residences. Dream Weaver recommends a pad with a minimum thickness of 7/16 inch for optimum performance. These warranties are not transferable. This warranty is voided if you fail to follow recommended carpet care and routine maintenance of the product.

# 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.
- ✓ 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 deep cleaning extraction every 12-18 months by a Carpet and Rug Institute Seal of Approval professional.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ 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).

Proper maintenance of your carpet means regular vacuuming using a Carpet and Rug Institute Seal of Approval vacuum cleaner. Vacuuming actually prolongs the life of your carpet by removing abrasive soil particles in the carpet fibers.



All carpets must be professionally cleaned using a Carpet and Rug Institute Seal of Approval deep cleaning extraction system every 12-18 months to be in compliance with our warranties. This system effectively removes soils, residues and water from the carpet and prolongs its life.



# 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	Lifetime Stain, Fade & Pet Stains after 7 years
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
<b>Warranty Coverage:</b>	
Carpet	Yes
Labor (Installation, Removal & Disposal)	Yes

# SPOT CLEANING *GUIDE*

## A. WATER SOLUBLE STAINS

First, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 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.

## 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 & 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 Thiosulphate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

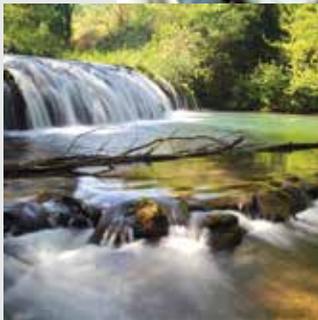
## G. RUST

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.

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, water and produce less greenhouse gases.



## OWNERSHIP *RECORDS*

Installation Date:

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Carpet Style #:

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Color:

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Retailer:

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Retailer Phone:

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Installer:

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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 by calling 866-706-9745.

Visit [DWcarpet.com](http://DWcarpet.com)

You can take a virtual plant tour and learn more about our products by visiting our Engineered Floors® channel on YouTube or by scanning this code:



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