

# DreamWeaver

WARRANTY, CARE &  
MAINTENANCE GUIDE

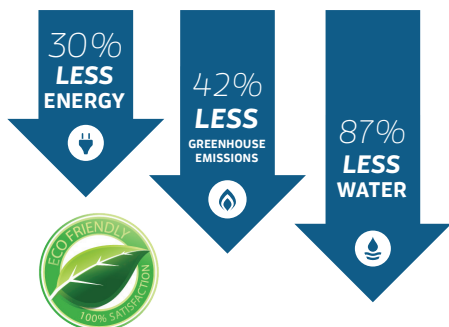


# WELCOME TO *ENGINEERED FLOORS*

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



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

## **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 no inconsistencies or side-matching issues to be an installation problem.



## **Built-in protection**

Our nylon PureColor® 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 "N²." Our PureColor® polyester solution-dyed fiber is made with added soil and stain protection called SoilShield® or "S²."



## 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. All our carpets are warrantied against staining, fading, soiling, abrasion, manufacturer defects and loss of texture retention. Some are also warrantied against pet urine. 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 Urine Resistance 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 Urine Resistance 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 Urine Resistance 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 Urine Resistance 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's 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, yellow mustard, chocolate, household bleach cleaners and wines. Of course, this warranty excludes abusive conditions or unattended spills or accidents. And 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**.

## PET *RESISTANCE*

### **LIMITED WARRANTY**

This warranty covers pet urine (dog and cat) only. Sorry, no other types of urine or pet accidents are covered. You'll need to keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute. Visit **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 prolonged exposure to harsh sunlight – especially from southern exposures – can do. That's why our carpets are made beautifully fade resistant with our PureColor® solution-dyed fiber. You can even spot-clean with household bleach and the color won't fade. See these guidelines for more details and conditions excluded from our fade resistance limited warranty by visiting **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's why we equip all of our carpets with our own SoilShield® treatment. SoilShield® keeps dirt from clinging to the carpet fibers so it's easier to vacuum up. 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**.

## 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's 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](https://EngineeredFloorsLLC.com/AbrasionWarranty)**.

## MANUFACTURER *DEFECTS*

### **LIMITED WARRANTY**

At Engineered Floors, we use the best materials and workmanship, but nobody's perfect. So in that very rare instance, you're protected. See **[EngineeredFloorsLLC.com/DefectWarranty](https://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 doesn't cover abusive wear or carpet that's been incorrectly installed. Visit **[EngineeredFloorsLLC.com/TextureWarranty](https://EngineeredFloorsLLC.com/TextureWarranty)** for complete details.

### **WARRANTY SERVICE**

First, be sure you visit **[EngineeredFloorsLLC.com](https://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 Dream Weaver retailer. If you are unhappy with your DWellings or Engineered Floors branded carpet and believe you have a warranty claim, contact your Engineered Floors representative to file a 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.

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.

# 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 at the correct thickness.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked in.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- ✓ Have your carpet professionally cleaned using deep cleaning extraction every 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 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, Soil & Pet Urine 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

## Warranty Coverage:

Carpet	Yes
Labor (Installation, Removal & Disposal	Yes

# SPOT CLEANING *GUIDE*

## A. WATER SOLUABLE 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 SOLUABLE STAINS WITH ODOR

Same as A, but treat with white vinegar before using detergent.

## C. WATER SOLUABLE 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 towels. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid), or 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 oxalic acid. More stubborn stains will require professional cleaning as restricted chemicals may be needed. Use of oxalic acid is not recommended for solution dyed products as damage may result. Certain household cleaners contain oxalic 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: \_\_\_\_\_

Carpet Style #: \_\_\_\_\_

Color: \_\_\_\_\_

Retailer: \_\_\_\_\_

Retailer Phone: \_\_\_\_\_

Installer: \_\_\_\_\_

Carpet Cleaning Dates: \_\_\_\_\_

Notes: \_\_\_\_\_

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