

# 10 Year Warranty

## Limited Texture Retention



Our limited texture retention warranty protects you against excessive loss of carpet surface texture\*, defined as a rating of less than 2.5 on the ISO-9405 Saxony rating scale, an international standard for judging texture retention. (It is normal to experience some change of texture over time with any carpet, especially in high traffic areas).

Abbey Carpet & Floor will replace product that shows an excessive degree of matting, crushing, loss of twist or fading or produces an abnormal amount of static. Replacement during the first 5 years shall include carpet and labor; replacement during years 6 through 10 includes carpeting only and the customer shall be responsible for all labor charges. This coverage excludes crushing as a result of furniture and any surface and texture change considered normal for high traffic areas and aging.

## Limited Stain Resistance

Abbey Carpet & Floor guarantees stain protection against the most common foods and beverages for the surface pile of carpets offered in the "Alexander Smith Collection." We'll replace or repair any portion of the carpet that does not perform as warranted for ten years from the date of original purchase. Repair or replacement will be limited to affected area, which includes the stained area(s) as well as the adjacent areas extending to the nearest wall, doorway or entrance. Carpet and installation labor shall be included with all replacements. However, this does not include the cost of moving or replacing equipment, furnishings, partitions, etc. If the identical carpet is not available, Abbey Carpet & Floor will provide carpet of comparable cost and quality.

## Abrasive Wear Resistance

Our 10-year abrasive wear resistance warranty guarantees that you will not experience more than 10% fiber loss of the surface pile\* in any area of the carpet (excluding stairs covered by cut pile carpets), or it will be replaced including labor. Abrasive wear refers to fiber loss only, not changes in carpet appearance.

*\*The wear and texture warranties above are offered exclusively by Abbey Carpet & Floor and are not provided by any carpet fiber manufacturer.*

## Exclusions

This coverage protects against qualified food & beverage stains only, not general soiling. Please understand that no carpet is completely stain proof. The following substances are not covered under this warranty:

- Non-food and non-beverage substances.
- Food/beverages containing strongly-colored natural dyes (i.e., mustard, coffee, herbal teas).
- Substances that destroy or change the color of carpets, such as bleaches, acne medications, drain cleaners, plant food, etc.
- Vomit, urine and feces.
- Reappearance (wicking) of previously cleaned stains.

Also excluded from this warranty are carpet stains resulting from commercial use, such as in-home businesses or contracted services, as well as abnormal use or conditions. Abnormal use and conditions include, but are not limited to: water damage from plumbing, storms or floods; improper cleaning methods or materials; and improper care and maintenance. This Stain Resistance Warranty is non-transferable from the original purchaser to anyone else and applies to qualified carpet purchased and installed in owner-occupied residences. Coverage as it relates to the wicking exclusion is limited to telephone stain removal assistance and a maximum of two professional cleaner visits.

In addition, this warranty does not apply to carpet installed on stairs or in traffic areas. Surface treatment with in-home protective products or exposure to abnormal use or conditions will void the terms of this warranty.

Please note that professional hot water extraction is required at least every 2 years. You must follow the recommended care and cleaning instructions as outlined in this brochure, otherwise the warranty will be voided. Call Abbey Carpet & Floor's Toll Free Help Line at 800-USE-ABBEY for any questions about the "Alexander Smith Collection", warranty and we will be happy to provide specific details.

All crush resistance, stain resistance, soil resistance, abrasive wear resistance and texture retention claims must be made within 10 years of the date of installation.

Alexander Smith  
by Mohawk

Excellence Since 1845



**Abbey Carpet  
& Floor**

*America's choice in floor fashions since 1958.*



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After identifying the stain(s) listed on the accompanying chart, follow these steps to effectively spot clean your carpet.

The highly respected Alexander Smith name is the oldest brand of carpet in the industry. Its unsurpassed quality and remarkable beauty is a hallmark of its long respected heritage dating back to 1845. Designed to complement the fabric of your home, Alexander Smith premium carpet is soft and luxurious under foot with a beautiful palette of colors, patterns and textures for every room in your life.

Alexander Smith carpet is protected by an outstanding 10-year stain, wear and texture retention warranty, providing many years of durability and easy maintenance. So, choose superior Alexander Smith carpeting and enjoy a distinctive designer look with the peace of mind of worry-free flooring.

When impeccable quality, innovative styling and the protection of our 10-year warranties are most important, ask for Alexander Smith...now available exclusively at your local Abbey Carpet & Floor store.

Alexander Smith... Excellence since 1845.  
The heritage continues.



## Water-Based Stains

For these stains, start with **Step One**. If stain remains, proceed with **Steps Two** and **Three**.

Alcohol	Cologne	Soft drinks/cola
Baby formula	Cranberry Juice	Soil spots
Beer	Graphite	Syrup
Blood	Ice cream	Tomato juice
Candy (general)	Jelly	Vomit
Catsup	Liquor	Water colors
Chocolate Milk	Milk	Watermelon
Clay	Whiskey	Wine

## Special Water-Based Stains

For these stains, start with **Step One**. If stain remains, proceed with **Step Three**, omit **Step Two**.

Coffee	Tea	Urine
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## Oil-Based Stains

For these stains, use "Goo Gone." Follow directions on package, then proceed with the **One-Two-Three** cleaning method.

Butter	Gravy	Mayonnaise
Chocolate	Grease (black)	Oil
Cooking oil	Gum*	Oil paint
Cosmetics	Hand cream	Peanut butter
Crayon	Ink	Rouge
Furniture dye	Lipstick	Salad dressing
Furniture polish (Oil-based)	Margarine	Spaghetti
Glue*	Nail polish	Ointment
	Mascara	Varnish

\*Freeze and remove solid materials before cleaning.

## Step One

Use a spoon or dull knife to remove solid materials.

For large stain, work from the outside of stain to the center to prevent spreading.

Blot up liquid spills with a white towel or paper towel.

Mix a solution of ¼ teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently. Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet.

Wipe gently. Turn cloth frequently. Never rub, scrub or use a brush. This may damage carpet fibers.

If necessary, use your fingertips to work the solution to the base of the stain.

Wet the stained carpet fibers with clear, lukewarm water to rinse.

Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.

Repeat the rinsing and blotting procedures until you are sure all traces of detergent have been removed.

If the stain is gone, place an absorbent white towel or paper towel over the area cleaned and weigh towels down with a heavy, color-fast object such as weighted plastic wastebasket.

Change towels or paper towels until carpet dries.

If the stain remains, proceed to **Step Two**. (For coffee, tea or urine, skip **Step Two** & proceed to **Step Three**.)

## Step Two

Do not use on coffee, tea or urine stains.

Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.

Apply ammonia solution, rinse & blot as outlined in **Step One**.

Do not dry with paper towels. Proceed to **Step Three** to neutralize the ammonia solution.

## Step Three

Mix 1 cup of white vinegar with 2 cups of water.

Apply the vinegar solution, rinse and blot as outlined in **Step One**.

Most household spills and stains can be removed using this easy method. For best results, always clean up spots and spills immediately.

Locate your stain on the accompanying chart, and follow the cleaning steps until the stain is removed.

It is not unusual for stains to reappear after spot cleaning. This is referred to as "wicking". Wicking can occur when a liquid is spilled on the carpet (usually a large quantity). Cleaning can remove only the stain from the carpet fibers. Liquid still remains in the carpet backing or padding. Through capillary action, the stain can "wick" back up into the carpet fibers. These stains are not permanent and typically can be removed by simply repeating the appropriate step-by-step directions listed here. It is important that you place paper towels weighed down by a heavy object over the area while the carpet is drying to absorb any remaining stain substances.