

NYLON COMMERCIAL CARPET TILE WARRANTY

Bella Flooring GROUP will repair or replace the portion of the carpet that does not perform according to our warranties. If all warranty conditions have been met, proportional purchase price of the carpet will be compensated for the directly affected area. Any charges for carpet installation, disposal, new padding or moving furniture, equipment, etc. are not the responsibility of us.

The following prorated schedule shall be applied:

Lifetime Warranty Proration Chart

1st Year 100%	2nd Year 93%	3rd Year 86%	4th Year 79%
5th Year 72%	6th Year 65%	7th Year 58%	8th Year 51%
9th Year 44%	10th Year 37%	11th Year 30%	12th Year 23%
13th Year 16%	15th Year 10%	20th Year 5%	20+ Year 3%

Installation

The carpet must be installed in accordance with the Carpet & Rug Institute's Carpet Installation Standard.

(See www.carpet-rug.org)

Maintenance

The consumer shall maintain the carpet in accordance with Carpet & Rug Institute's Carpet Maintenance Guidelines for Commercial Applications.

Commercial Wear Warranty

We warrant that this carpet will not wear (loose surface pile) more than 10% following installation of the carpet, provided that the carpet is properly installed and maintained indoors. This warranty excludes carpet installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. This warranty covers abrasive wear (loss of pile). Changes in appearance caused by soiling, crushing (matting) or pooling are excluded from warranty coverage.

Comprehensive Stain Warranty – No Exclusions

We warrant that this carpet will not permanently stain from substances typically found in homes or offices during the listed warranty years following installation of the carpet, provided that the carpet is properly installed and maintained indoors according to CRI recommendations. A stain is defined as an irreversible localized colour

change rated less than 3.0 on the AATCC Gray Scale for Evaluating Staining (1.0 = more change; 5.0 = less change).

This warranty excludes willful damage including burns, water damage and reappearing (wicking) spots, and any stain that may occur in high traffic areas such as stairs.

In addition, substances that degrade or destroy the carpet fibers (i.e. drain cleaner, battery acid, etc.) are also excluded from warranty coverage.

This warranty is not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet. Claims submitted to us under this warranty must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 3.0 on the AATCC Gray Scale for Evaluating Change in Colour, we will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain, the consumer must pay for this service. If we determine that the affected area remains unsatisfactory, and that all warranty conditions have been met, we will compensate the owner on a pro rata basis.

This Warranty applies only to products whose dye method is Solution Dyed. Only those designated products that contain 100% solution dyed yarns qualify.

Backing Performance

We warrant that this carpet tile will not lose dimensional stability (i.e. shrink, grow, cup or dome), delaminate from face fiber or unravel at the edges when properly installed indoors according to installation recommendations. This warranty excludes carpet installed on stairs, areas subject to inappropriate chair casters, damage from skates, spiked shoes and sharp objects, and abuse including damage from athletic shoes and abnormal activity. Water damage, willful damage including burns, tears and cuts, and the effects of improper installation and maintenance are also all excluded from this warranty. If after inspection and/or testing of the carpet, we determine that the carpet tile backing has not performed as per the warranty description and that all warranty conditions have been met, we will compensate the owner on a pro rata basis.

INSTALLATION INSTRUCTIONS OF CARPET TILES

Failure to follow these guidelines for installation may void of Product Warranty. Any variance from any of the following instructions will become the responsibility of the installer and not the manufacturer, and shall void all otherwise applicable warranties.

■ Site Conditions

Carpet Tiles are not intended for installation on walls or wet surfaces. We recommends the following conditions before installation: The best environment in which the carpet is to be installed is the temperature between 65° F and 95° F (18° C and 35° C) and the relative humidity between 10% and 65%. A pH range of 5-9 is satisfactory.

■ Floor Preparation

Carpet must be installed over properly prepared substrates. All cracks, holes and flooring irregularities must be adequately repaired to ensure a smooth, finished appearance and prevent accelerated wear.

■ Check the Carpet Before Installation

All Carpet Tiles should be inspected carefully for dye lot, pattern, quality and other damage during the shipping before installation. Contact with your dealer immediately when finding some defects. Labels on each carton contain important information including: product name, weight. Do not install any product that has visible problems, otherwise that would void of the Product Warranty. The manufacturer will not be responsible for workmanship or problems due to improper installation.

Carpet Tiles must be adequately protected from soil, dust, moisture and other contaminants and stored on a flat surface, however, the number should be no more than 5 cartons for a long period if overlapped.

In the event of any shading or dyelot problem, please do not install the tiles and inform your local distributor immediately.

■ Tools and Supplies Checklist

Scissors; Tape Measures; Strait Edge; Marking Pen; Vacuum Cleaner; Trowel, pH Test Paper; Calcium Chloride Moisture Test.

■ Adhesives

Any uneven surface that cannot be leveled may require adhesive or double sided tape to hold a tile in place. Recommend to use solvent environment-friendly glue.

Caution: To protect your hands, always wear heavy work gloves when handling tackless strips and other tools and materials.

■ Cutting Carpet Tiles

Always cut tiles from the back. Using one tile as a reference tile, score a line on the back of the tile that is to be cut. Cut the tile along the reference line, being careful not to cut through the installed tile below it. Always secure cut or partial tiles with releasable adhesive or double sided tape. The square of the cut carpet should not less than half of the square of common carpet tile. Otherwise it is not easy to secure it.

■ Floor Layout

Make a diagram with exact measurements of the area(s) where carpet will be installed. It is wise to always locate the seams in the areas of lightest traffic. Indicate all windows, doors, furniture, and unusual angles. Divide the room into four quadrants and snap a chalk line. Make sure quadrants meet at right angles. Use the 3-4-5 triangle method to make sure the first line is perpendicular to the second line. Check the distance from each centerline to its parallel wall and determine how many tiles will be required (Fig. 1).

■ Carpet Installation

Tiles are printed on the back with arrows showing pile direction. Start from the intersection point in the center of the floor. Install the tiles in one quadrant using the chalk lines as guidelines. Fill in the area between the two chalk lines using the stair step method. Continue to install tiles in a stair step or pyramid pattern, starting at the center point.

Check to make sure the tiles are properly aligned at edges during the installation. Fit the tiles tightly together by sliding them together and press into the adhesive (Fig. 2).

Refer to the installation direction instruction on sample folder.

■ Carpet on Electrical Lines

Mark locations with a piece of tape on tiles installed over electrical boxes and electrical floor. Tiles can be lifted for cut-outs later.

■ Repair After Carpet Tile's Installation

Check the whole effect after the installation, if there is any seams among tiles, change them if possible. As for the fluff, use the scissors to repair accordingly.

■ Replacement of Damaged Tiles

In order to minimize visual differences between new and old tiles, consider replacing damaged tiles with tiles removed from less visible areas. Use stock tiles to replace those removed from less visible areas

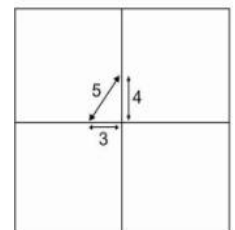


Fig. 1

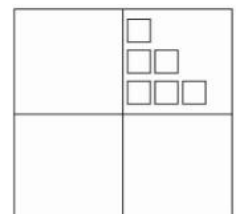


Fig. 2