

**TEN-YEAR COMMERCIAL LIMITED WARRANTY**  
**ErgoStep Urethane Cushion with Enhancer® Technology**

All Tandus Centiva products with ErgoStep Urethane Cushion are covered by a limited warranty issued by Tandus Centiva against excessive surface wear, edge ravel, failure to retain backing resiliency, delamination of the secondary backing from the primary backing containing the face fiber, and excessive static electricity for a period of ten (10) years from the date of manufacturer's invoice. This limited warranty applies only when properly installed on correctly prepared floors using Tandus Centiva approved procedures and adhesives and maintained in accordance with Tandus Centiva approved maintenance and cleaning procedures. This limited warranty ten (10) year coverage remains in effect only so long as the product is owned and maintained by the original end-use purchaser in the original installation location.

Chair pads are required for this warranty to be in full effect.

Soiling visibility is affected by colors and patterns. Information on optimizing your selection can be found at [www.tandus-centiva.com](http://www.tandus-centiva.com). **Appearance retention is not covered by this limited warranty.**

**Adhesive and Seam Sealer:** In order to maintain applicable limited warranty validation for direct-glue and double stick installations, Tandus Centiva Greenbond™ B-19 Broadloom Adhesive System must be used to adhere the product directly to the correctly prepared substrate. Additionally, for all types of installations, all seams and unfinished edges must be sealed utilizing Tandus Centiva C-XL Seam Sealer. The use of Tandus Centiva Broadloom Adhesive System for direct-glue and double stick installations, and Tandus Centiva Broadloom Seam Sealer for all types of installations, is required in order to maintain applicable limited warranty validation.

**EXCESSIVE SURFACE WEAR**

Excessive surface wear means more than fifteen percent (15%) loss of pile fiber weight measured before and after use. This limited warranty does not cover appearance retention, matting, crushing, or normal appearance changes in high traffic areas.

**EDGE RAVEL**

Tandus Centiva warrants that these products will not edge ravel under normal use. All seams must be properly sealed in accordance with CRI Installation Standard 104. Tufts or loops pulled from the body of the carpet or edges where seam adhesive has not been applied are not included in this limited warranty coverage.

**BACKING RESILIENCY**

Tandus Centiva warrants that these products will retain backing resiliency. Backing resiliency is determined using average thickness measurements of the backing of the carpet before and after use. Since resiliency recovery is not immediate and may be influenced by temperature and other conditions, thickness must be measured only after a 72-hour conditioning period.

**DELAMINATION**

Tandus Centiva warrants that the secondary backing of these products will not delaminate under normal use. Delamination is defined as any separation of the polyurethane pre-coat from the primary carpet backing, the polyurethane pre-coat from the foam laminating layer, or the foam laminating layer from the outer surface, over a single specific area, in any case where the separation exceeds one hundred (100) square inches.

**STATIC PROTECTION**

Tandus Centiva warrants that these products will not exhibit static electricity in excess of 3.5 kilovolts as measured by AATCC Test Method 134 at a relative humidity of 20% and a room temperature of 70 degrees Fahrenheit.

If these products fail to perform as described in this limited warranty, the affected area will be repaired to conform to the limited warranty. The affected area(s) refers to the specific area(s) where failure has occurred and does not include the entire installation. If repair is not commercially practical, Tandus Centiva may, at its option, replace the affected carpet or refund the proportional purchase price for the affected area(s) during the first two (2) years of coverage. During this two (2) year

period, Tandus Centiva will pay the costs of the carpet, reasonable freight, and labor. Thereafter, Tandus Centiva will pay only the costs of the carpet and reasonable freight. Tandus Centiva is not responsible for any expenses incurred for removal of furniture, partitioning, temporary walls or other fixtures on or around the affected area of the carpet.

This limited warranty does not cover pile shading, pile crushing, tears, burns, cuts, pilling, matting, damage due to improper installation, improper use, improper maintenance, installation over irregular surfaces, gauge consistency, carpet manufactured on different production dates and joined together to form seams, point loads in excess of 150 pounds per square inch or any other damage not expressly covered above and is subject to the applicable Tandus Centiva product tolerances, which are available upon request. Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded. **This limited warranty does not cover damage resulting from improper installation or maintenance.**

Carpet must be adhered directly to the substrate utilizing a premium multi-purpose floor adhesive and remain adhered to the substrate during the duration of the Limited Warranty. It cannot be installed over existing carpet, cushion (either double glue or stretch in over pad), or Lok-Lift®. It cannot be loose laid or installed using a pressure sensitive adhesive.

All Tandus Centiva Limited Warranty and Maintenance Information can be accessed at [www.tandus-centiva.com](http://www.tandus-centiva.com) or by dialing 800-248-2878.

**THE BUYER AND/OR END USER IS SOLELY RESPONSIBLE FOR THE SUITABILITY OF THE MERCHANDISE SELECTED FOR A PARTICULAR APPLICATION.**

**TANDUS CENTIVA SHALL NOT BE RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF ANY PRODUCTS DAMAGED AS A RESULT OF FORCE MAJEURE, INCLUDING BUT NOT LIMITED TO FIRE, FLOOD, OR OTHER CATASTROPHE, ACTS OF GOD, OR ANY CAUSE BEYOND THE CONTROL OF TANDUS CENTIVA.**

**ALL IMPLIED WARRANTIES WHICH MAY ARISE BY LAW, IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED AND EXCLUDED. ANY ORAL STATEMENTS ABOUT THE MERCHANDISE DESCRIBED HEREIN ARE NOT WARRANTIES, SHOULD NOT BE RELIED UPON BY THE BUYER, DO NOT FORM ANY PART OF THE BASIS OF THE BARGAIN, AND ARE NOT PART OF THIS OR ANY OTHER LIMITED WARRANTY. NO AGENT, DISTRIBUTOR OR REPRESENTATIVE OF TANDUS CENTIVA, EXCEPT AN OFFICER OF TANDUS CENTIVA, SHALL HAVE AUTHORITY TO AGREE TO ANY TERM, CONDITION OR PROVISION INCONSISTENT HERewith OR NOT CONTAINED HEREIN.**