

Stratus Carpet Tiles

Lifetime Residential Warranty | 10-Year Commercial Warranty

Warranty Coverage:

Stratus carpet tiles are warranted against excessive wear, permanent staining (where applicable), and backing performance failure when installed and maintained in accordance with recognized industry standards for commercial carpet tile applications.

Commercial Wear Warranty.

Stratus carpet tiles are warranted not to experience abrasive wear resulting in a loss of more than 10% of the surface pile during normal commercial use. Abrasive wear refers specifically to the loss of pile fiber due to foot traffic and does not include changes in appearance caused by soiling, crushing, matting, shading, or pooling.

This warranty applies only to carpet tiles that are properly installed and maintained in interior environments intended for their designed use.

Stain Resistance Warranty.

1. For products manufactured with 100% solution-dyed yarns, Stratus carpet tiles are warranted to resist permanent staining from common acid-based substances encountered in commercial environments.
2. A permanent stain is defined as an irreversible localized colour change that receives a rating below 3.0 on the AATCC Gray Scale for Evaluating Staining, where 1.0 represents severe colour change and 5.0 represents no noticeable change.
3. This warranty is not a cleaning agreement. A preventative maintenance program must be implemented immediately following installation. In the event of a stain, the affected area must be cleaned within three (3) working days of the incident. Before a warranty claim can be considered, the owner must obtain professional cleaning services and provide documentation describing the affected area, cleaning procedures performed, and confirmation that the stain could not be removed.
4. If testing confirms that the affected area rates below 3.0 on the AATCC Gray Scale, a second cleaning attempt may be arranged. If the stain is successfully removed during the second cleaning, the cost of that service remains the responsibility of the owner. If the stain cannot be removed and all warranty conditions have been satisfied, compensation will be provided according to the applicable prorated schedule.

Backing Performance Warranty.

Stratus carpet tile backing is warranted against dimensional instability, including excessive shrinking, growth, cupping, doming, edge raveling, or delamination of the backing from the face fiber.

If inspection or testing confirms that the backing has failed to perform as warranted and all warranty conditions have been met, compensation will be provided according to the applicable prorated schedule.

Warranty Terms.

Should a valid warranty claim be approved, the manufacturer will repair or replace the affected portion of the flooring or provide compensation based on the original purchase price of the directly affected area according to the prorated schedule below. Reasonable reinstallation costs may be covered up to \$6.00 per square yard, or up to \$100.00 when the affected area is less than 20 square yards. Costs associated with carpet removal, disposal, replacement underlayment, furniture relocation, equipment movement, business interruption, or any other incidental expenses are the responsibility of the owner.

Lifetime Warranty Proration Chart.

1st Year 100%	2nd Year 90%	3rd Year 80%	4th Year 70%
5th Year 60%	6th Year 50%	7th Year 45%	8th Year 40%
9th Year 35%	10th Year 30%	11th Year 25%	12th Year 20%
13th Year 15%	14th Year 13%	15th Year 10%	16th Year 8%
17th Year 6%	18th Year 4%	19th Year 4%	20+ Years 3%

Maintenance.

To maintain warranty coverage, the following conditions must be met:

- Carpet tiles must be installed in accordance with recognized industry installation standards.
- The flooring must be maintained using accepted commercial carpet maintenance practices.
- The warranty applies only to the original purchaser and is non-transferable.
- The owner must reasonably cooperate with any inspection, testing, or investigation related to a warranty claim.
- Proof of purchase and evidence of ongoing maintenance must be retained.

Exclusions.

This warranty does not cover:

- Installation on stairs.
- Damage caused by unsuitable chair casters.
- Damage resulting from roller skates, ski boots, golf shoes, cleats, spiked footwear, or similar athletic equipment.
- Damage caused by sharp objects.
- Burns, tears, cuts, punctures, or other forms of intentional or accidental abuse.
- Water damage, flooding, excessive moisture, or moisture-related failures.
- Improper installation, maintenance, cleaning methods, or use of unsuitable cleaning products.

- General soiling, discoloration, shading, matting, crushing, pooling, or other appearance changes not resulting from abrasive wear.
- Exposure to chemicals, contaminants, or substances that degrade carpet fibers or colour.
- Surface treatments, coatings, or applications not approved for use on the product.
- Damage occurring during transportation, handling, or storage.
- Differential fading caused by sunlight or other light sources.
- Dye lot variation.
- Conditions that were visible or should have been identified before installation.
- Any use outside the intended commercial application of the product.
- Any damage resulting from abnormal conditions, misuse, neglect, or circumstances beyond normal wear.

Claim Process.

In the event of a warranty claim, contact the original retailer or distributor from whom the product was purchased. The following information may be required:

- A detailed description of the issue.
- Proof of purchase, including the original invoice.
- Maintenance records and proof of periodic cleaning.
- Photographs of the affected area, if requested.

The retailer or distributor will coordinate any required inspection and determine whether additional review is necessary. For efficient service, it is recommended that a minimum of four unused carpet tiles be retained after installation for future evaluation or replacement purposes.

Disclaimer:

Except for the express warranties contained herein, Melmart Distributors Inc. disclaims all other warranties, whether express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

Limitations:

To the maximum extent permitted by law, Melmart Distributors Inc. is not responsible for any direct, special, incidental, or consequential damages resulting from any breach of warranty or under any other legal theory. Melmart Distributors Inc.'s liability shall under no circumstances exceed the actual amount paid by you for the defective product.