

Nexus Modular Limited Lifetime Warranty

Pentz® Commercial Flooring Solutions (Pentz) extends certain warranties that cover products manufactured with Nexus® Modular backing. These warranties protect the original end use purchaser against performance deficiencies in specific categories. The length of time covered by each warranty listed below is for the useful life of the carpet, provided that (1) the carpet is installed using the full spread modular adhesive or TileTabs® method and other guidelines described in the Pentz carpet installation instructions, and (2) the carpet is maintained in accordance with the Pentz carpet maintenance instructions.

NOTE: The use of Commercialon® Premium Modular Adhesive or appropriate TileTabs is required and must be ordered with the carpet to receive the material lifetime warranties. Failure to order the adhesive or TileTabs will result in the warranty period being reduced to one (1) year.

Warranties

For carpet backed with Nexus Modular, the following lifetime warranties apply:

Tuft Bind (edge ravel, yarn pulls, zippering): Under normal use carpet will not fail to perform due to insufficient tuft bind as evidenced by edge ravel, yarn pulls, or zippering.

Delamination: Under normal use, carpet will not fail to perform due to the delamination of the secondary backing.

Although not required, Pentz strongly recommends chair pads under chairs with rolling casters to preserve appearance and to prevent accelerated wear.

Dimensional Stability: Under normal use and atmospheric conditions, Nexus Modular is dimensionally stable and will not shrink, grow, cup, or dome.

Should our Nexus Modular product fail to perform as warranted above, Pentz will resolve the deficiency at its discretion by one or more of the following methods at no charge for materials, freight, and labor: A) repair the affected area, B) replace the affected area with comparable product, or C) refund the full purchase price of the product in affected area. If carpet is to be replaced, areas must be cleared at the customer's expense of all equipment, furnishings, partitions, and similar materials that may have been placed over the carpet subsequent to completion of the original installation. In the event replacement is to be made for carpet that is not a current product manufactured by Pentz, replacement will be made with a comparable style from the current product line.

Exclusions

This warranty does not cover any disfigurement or damage caused by the following factors or equipment:

1. Failure to purchase and use Commercialon Premium Modular Adhesive or appropriate TileTabs Modular Adhesive must be applied at the recommended spread rate.
2. Unsatisfactory transit or improper storage.
3. Abnormal or improper use, such as athletic surfaces, outdoor installation, installation on stairs, or use other than a conventional floor covering.
4. Placing excessively heavy equipment on carpet.
5. Tears, burns, pulls, and cuts.
6. Improper cleaning agents, methods, or general soiling.
7. Failure to follow Pentz's published installation guidelines or improper installation.
8. Athletic equipment such as roller blades, ski boots, or spiked athletic shoes, other than spikeless golf shoes.
9. Accidental flooding and acts of God.

NOTE: Due to the visual characteristics of modular carpets – pattern repeats, pattern run-off, and seams may appear more noticeable than in broadloom carpets. Such visual characteristics do not constitute a manufacturing defect, and as such, should be considered when selecting modular carpet and its installation.