



**DREAMWEAVER**  
by Engineered FLOORS®

**WARRANTY, CARE, &  
MAINTENANCE BROCHURE**

# WELCOME TO ENGINEERED FLOORS®

Based in Dalton, Georgia, Engineered Floors® is one of the largest flooring manufacturers in the world. Founded in 2009, the company serves residential retailers with its DreamWeaver® brand; the new home builder with its Dwellings® brand; property owners and multifamily housing managers with its Engineered Floors Multifamily brand; and the mainstreet commercial market with its Pentz® Commercial Flooring Solutions brand. Additionally, the specified commercial market is serviced by EF Contract and J+J Flooring. Engineered Floors has manufacturing and distribution facilities in North Georgia, Northeast Alabama, and Southern California.

DREAMWEAVER

ENGINEERED  
FLOORS



EF Contract

J+J FLOORING

## ENVIRONMENTALLY RESPONSIBLE



30%  
LESS ENERGY



42%  
LESS GREENHOUSE  
EMISSIONS



87%  
LESS WATER

## Congratulations for choosing flooring made by Engineered Floors®

You have chosen some of the best flooring you can buy. Not only have we made our flooring beautiful, we have also designed it to be very durable.

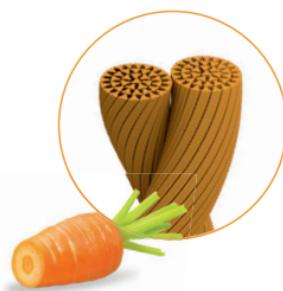


### THE PURECOLOR® DIFFERENCE

PureColor® is our residential brand of solution-dyed fiber that is used in every carpet we make. Because it's solution-dyed, the color goes all the way through the fiber, like the color in a carrot, meaning the color won't fade, wear off, or stain. The result is color that is beautiful, vivid, and permanent for the life of the carpet, with virtually no inconsistencies or side-matching issues.



The color on traditional carpet fibers sits on top like the red skin of a radish.



With PureColor, the color penetrates the fiber like the orange of a carrot.

### Built-in protection

Our PureColor® fiber has Soilshield®, a soil and stain protection that is not only applied to the outside of each fiber, but is also inside each fiber.

Visit [EngineeredFloors.com](http://EngineeredFloors.com) for complete warranty details.



## WARRANTY INFORMATION

LIMITED STAIN RESISTANCE

LIMITED FADE RESISTANCE

LIMITED PET STAIN RESISTANCE

SOIL RESISTANCE

ABRASIVE WEAR RESISTANCE

TEXTURE RETENTION

MANUFACTURING DEFECTS

STAIRS INCLUDED

TRANSFERABLE

30-DAY SATISFACTION



PURECOLOR  
Pc twistx

PURECOLOR  
Pc HiGH-DEF

PURECOLOR  
Pc

PURECOLOR  
Pc SOLUTIONS

LIFETIME

25 YEAR

25 YEAR

25 YEAR

15 YEAR

25 YEAR

25 YEAR

25 YEAR

15 YEAR

25 YEAR

25 YEAR

25 YEAR

N/A

25 YEAR

25 YEAR

25 YEAR

5 YEAR

YES

YES

N/A

N/A

YES

YES

N/A

N/A

YES

YES

N/A

N/A



# OWN WITH CONFIDENCE

Properly care for your DreamWeaver®, Dwellings®, Engineered Floors® Multifamily, or Pentz® floors (see this guide for details) to keep them looking beautiful for years. All DreamWeaver® carpets are warranted against common issues (staining, fading, etc.) with many covering pet stains, too. See the warranty details in this pamphlet for your specific carpet.



Check out our carpet in your room using our visualizer tool at [engineeredfloors.com](http://engineeredfloors.com).



## STAIN RESISTANCE

### LIMITED WARRANTY

No one wants a permanent stain on their carpet. That is why we make all our carpets to be extremely stain resistant. With proper care and prompt attention, our carpets will resist staining from a host of common food and beverage accidents, such as coffee, colas, ketchup, chocolate, and wine, as well as household bleach and cleaners. Of course, this warranty excludes abusive conditions (paint, stain/varnish, hair dye, and adhesive) or unattended spills or accidents. You must keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

The guidelines can be found at [www.carpet-rug.org](http://www.carpet-rug.org).

# PET RESISTANCE



## LIMITED WARRANTY

Engineered Floors® warrants your carpet made with our PureColor® will not be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty covers the physical appearance of a pet stain. This warranty does not cover odor, as odor can emanate from below the surface of the carpet, even from the pad under the carpet, if pet deposits are allowed to dwell for a period of time before extraction. Allowances will not be offered where there is evidence that pet stains are not accidental, but are a regular occurrence. The carpet must be installed correctly, be subject to normal use in a residential dwelling, and be maintained according to recommendations as outlined in our warranty brochure available online at [engineeredfloors.com](http://engineeredfloors.com). Terms and conditions apply.

# FADE RESISTANCE



## LIMITED WARRANTY

We all enjoy a beautiful view and lots of natural light, but no one wants to worry about the possible damage and color fading that can be caused by prolonged exposure to harsh sunlight – especially from southern exposures. That is why our carpets are made beautifully fade resistant with our PureColor® solution-dyed fiber. You can even spot clean with household bleach and the color will not fade.



# SOIL RESISTANCE



## LIMITED WARRANTY

Nothing dulls the appearance of a new carpet faster than soiling from outside dirt and everyday living. That is why we equip all of our carpets with our own soil and stain shield treatment. The use of walk-off mats is suggested to minimize soiling. Our treatment keeps dirt from clinging to the carpet fibers so it's easier to vacuum. Did you know regular vacuuming also prolongs the life of your carpet? It does! Always keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

# ABRASION RESISTANCE



## LIMITED WARRANTY

Everything wears from use and carpet is no exception, but you certainly don't want your new carpet to wear out before its time, and neither do we! That is why we warrant our carpet to stand up to normal wear and lose no more than 10% of pile fiber during its warranty period. Of course, the carpet has to be installed correctly and the abrasive wear has to be normal residential foot traffic - not abusive use.

# MANUFACTURING DEFECTS

## LIMITED WARRANTY

At Engineered Floors®, we use the best materials and have the finest workmanship, but no one is perfect. So in the very rare instance there is a manufacturing defect, you're protected.

# TEXTURE RETENTION



## LIMITED WARRANTY

Texture gives your new carpet the look and feel you want. So why not enjoy it for years to come? We warrant your new carpet against significant twist loss due to normal foot traffic for the warranty period. This does not cover abusive wear or improper installation. The carpet must be properly maintained per the CRI 205 guidelines found at <https://carpet-rug.org/carpet-for-homes/cleaning-and-maintenance/>

## **WARRANTY EXCLUSIONS**

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic, or athletic equipment. Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs; carpets in commercial facilities, outdoor areas; and anywhere other than owner occupied residences. This warranty does not cover damage due to flooding as a result of weather events, plumbing, or appliance failure.

DreamWeaver® requires a new pad with a minimum thickness of 3/8 inch and a minimum density of 5 pounds. Warranties are voided if you fail to follow recommended carpet care and routine maintenance of the product or recommended installations guidelines.

*\* Stair warranties are available exclusively for PureColor® TwistX and PureColor® High-Def products. Refer to page 11 for the specific proration schedule that applies to your stair warranty.*

## **WARRANTY SERVICE**

First, be sure you visit EngineeredFloors.com for complete information on all warranty coverage. If you are unhappy with your DreamWeaver® carpet and believe you have a warranty claim, contact the retailer from whom you purchased the carpet and they will file a claim on your behalf.

You will need to provide your proof of purchase, a full description of your claim, and receipt(s) for recommended professional cleaning by hot water extraction. Photographs and/or samples of the carpet may be required. These warranties are not transferable.

**Please note: We comply with state law where it addresses warranty exclusions, limitations, etc.**

# CARPET CARE CHECKLIST

- ✓ Only install your carpet in appropriate areas of your home.
- ✓ Use a professional carpet installer for best results.
- ✓ Use a quality carpet pad of the correct thickness and weight.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- ✓ Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ Do not apply heat or hot water to a urine stain.
- ✓ Have professionals remove stains caused by markers.
- ✓ Only use Carpet and Rug Institute Seal of Approval spot cleaners.
- ✓ Carpet Pad & Cushion Requirements

To meet FHA/HUD guidelines (Use of Materials 72A), carpet must be installed over a new pad or cushion according to the Carpet and Rug Institute's Residential Installation Standards (CRI-105).

- Patterns & Loop Constructions

- Thickness

- » Minimum thickness of 3/8" inch
    - » Maximum thickness of 1/2" inch

- Density

- » Minimum 5lb density
    - » Maximum 8lb density

- Cut-pile Constructions

- Thickness

- » Minimum thickness of 3/8" inch
    - » Maximum thickness of 1/2" inch

- Density

- » Minimum 5lb density
    - » Maximum 10lb Density

\* For optimal performance and comfort, Engineered Floors recommends a pad or cushion featuring 7/16" thickness and 6lb density

\*\* Pad or cushion for any residential carpet should never be less than 1/4" in thickness.

See "Spot Cleaning Guide" for more tips or visit

[www.carpet-rug.org](http://www.carpet-rug.org).

# PRORATION SCHEDULE

If your carpet does not perform to the warranty, we will offer credit for the remainder of the carpet material in accordance with the following schedule:

## Proration Year

Year 1	100% carpet
Year 2	100% carpet
Year 3	100% carpet
Year 4	100% carpet
Year 5	100% carpet
Year 6	100% carpet
Year 7	100% carpet
Year 8	90% carpet
Year 9	90% carpet
Year 10	90% carpet
Year 11	80% carpet
Year 12	70% carpet
Year 13	60% carpet
Year 14	50% carpet
Year 15	40% carpet
Year 16	30% carpet
Year 17	25% carpet
Year 18	20% carpet
Year 19	15% carpet
Year 20	10% carpet
Year 21	10% carpet
Year 22	10% carpet
Year 23	10% carpet
Year 24	10% carpet
Year 25	10% carpet

## WARRANTY COVERAGE:

Carpet	Yes
Labor (installation, removal, and disposal)	Yes

# STAIN CLEANING PROCEDURES

## A. WATER SOLUBLE STAINS

First, using cold water, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 1 tsp. clear liquid dishwashing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed.

## B. WATER SOLUBLE STAINS WITH ODOR

Same as A, but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

## C. WATER SOLUBLE STAINS WITH HEAVY COLORS

Same as A, but treat with household ammonia or household bleach before using detergent. Blot or spray - do not oversaturate.

## D. GREASE

Blot as much as possible with a white cloth or paper towel. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid) or a citrus-based solvent to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and adequate ventilation.

## E. WAXES AND GUMS

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

## F. MEDICAL STAINS

Commercial preparations are available. A 5% sodium thiosulfate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

## G. RUST

Most can be removed with a 10% solution of citric acid. More stubborn stains will require professional cleaning, as restricted chemicals may be needed. Certain household cleaners contain citric acid and should be used with caution.

## H. PET STAINS

Please refer to our Pet Stains Removal Procedure document available online at [engineeredfloors.com/pet-stains](http://engineeredfloors.com/pet-stains) or you can obtain a copy via email at [info@engineeredfloors.com](mailto:info@engineeredfloors.com)

## STAIN GUIDE      PROCEDURES

Alcoholic beverage	A
Asphalt	D
Beer	A
Betadine	F
Berries	A
Blood (wet)	A
Blood (dry)	C
Butter	A
Chewing gum	E
Chocolate	C
Coffee	B
Cola drinks	A
Cosmetics	A
Crayon markers	D
Excrement	A
Food dyes	A
Furniture polish	A, D
Grease (auto)	D
Grease (food)	A
Ink (ball point)	D
Ink (washable)	A
Lipstick	D
Milk	A
Mustard	A
Nail polish	Nail polish remover
Paint latex (wet)	A
Paint latex (dry)	D
Paint (oil)	D
Rust	G
Tea	A
Urine	B
Vomit	B
Wax	E
Wine	C



# MADE WITH PRIDE



Our carpets are made in the USA using the latest technology and state-of-the-art manufacturing facilities and processes in the carpet industry. Because of our manufacturing efficiencies and the way we make our solution-dyed fibers, we use considerably less energy and water and produce less greenhouse gases.



**Engineered**  
**FLOORS®**



*Made in the U.S.A.*



# OWNERSHIP RECORDS

Installation Date:

Carpet Style #:

Color:

Retailer:

Retailer Phone:

Installer:

Carpet Cleaning Dates:

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Notes:

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Keep your receipts with this pamphlet or in a safe place. You will need them if you ever need to make a claim.



You can learn more about DreamWeaver® by speaking with a sales representative at 866-706-9745 or by visiting [EngineeredFloors.com](http://EngineeredFloors.com).

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