

# eKo® Cushion Modular Lifetime Warranty

J+J Flooring Group extends certain warranties that cover products manufactured with eKo® Cushion Modular backing. These warranties protect the original 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 method and other guidelines described in the J+J Flooring Group’s carpet installation instructions and (2) the carpet is maintained in accordance with the J+J Flooring Group’s carpet maintenance instructions.

**NOTE:** *The use of J+J Flooring Group’s eKoTac® + Modular Adhesive is required.*

**eKo Cushion Modular orders will not be accepted unless eKoTac® + Modular Adhesive or appropriate TileTabs® are ordered.**

## Warranties

For carpet backed with eKo Cushion 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.

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

Should our eKo Cushion Modular product fail to perform as warranted above, J+J Flooring Group 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 J+J Flooring Group, 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 use J+J Flooring Group’s eKoTac + Modular Adhesive. eKoTac + 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 J+J Flooring Group’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.*