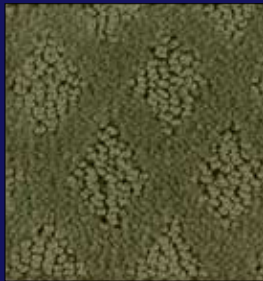


Anso<sup>®</sup> nylon

Residential Warranty  
Information &  
Anso SmartCare<sup>SM</sup>



THAT'S THE **SHAW GREEN EDGE**<sup>™</sup>

**Anso**<sup>®</sup> nylon

**GREEN** by nature • *fashionable* by design

## Carpets made with Anso<sup>®</sup> nylon

So **Stylish**. So **Green**. So **Anso**.

For close to 40 years, flooring retailers, design professionals, and consumers like you have come to trust the Anso nylon family of brands. Today, Anso nylon means more than innovation, outstanding performance, and style. Carpets made with Anso nylon are what we call “green” - environmentally friendly because they can be recycled into carpet fiber again and again.



How does this happen? Anso nylon products are Type 6 nylon (Nylon 6) which is the only post-consumer fiber capable of being recycled back into carpet fiber over and over again. This takes place at Evergreen Nylon Recycling - Shaw's Nylon 6 recycling operation in Augusta, GA. This operation employs patented technology that takes post-consumer carpet and breaks it down to its original material - the actual building block for Nylon 6. Shaw can then use this “new” material to make carpet fiber - again and again -without any performance degradation or color limitations.

This is just part of The Shaw Green Edge Initiative. To learn more, please visit [shawfloors.com](http://shawfloors.com).

We hope you enjoy your new carpet made with Shaw's premium Anso nylon fiber, and we believe you'll know you did the right thing for your home and for our environment.

THAT'S THE **SHAW GREEN EDGE**<sup>™</sup>

Anso SmartCare<sup>SM</sup> Preventive Maintenance ..... 4-5

Anso SmartCare<sup>SM</sup> Cleaning Plan ..... 6-7

Recommended Stain Removal Procedures ..... 8-10

Normal Changes in Carpet Appearance ..... 11

Shaw Industries' Anso nylon Limited Warranties ..... 12

General Consumer Warranty Info ..... 13-14

Warranty and Maintenance Record ..... 15

<b>Anso<sup>®</sup> nylon Limited Warranties</b>	 Limited Texture Retention Warranty	 Limited Soil Resistance Warranty	 Limited Stain Resistance Warranty	 Limited Abrasive Wear Resistance Warranty
	7 Years	7 Years	7 Years	7 Years
	10 Years	10 Years	10 Years	10 Years
	10 Years	10 Years	10 Years	10 Years

**Anso<sup>®</sup> Smart Lines<sup>®</sup> Toll-Free Consumer Hotline:**

**1.800.441.8185**

**Monday to Friday 8:30 am-8:00 pm (EST) and  
Saturday 10:30 am-2:30 pm (EST)**

The toll-free way to get live, professional assistance for the care and maintenance of carpet made with Anso<sup>®</sup> nylon.

**...or log onto [www.ansosmartcare.com](http://www.ansosmartcare.com)**

Available 24 hours a day, 7 days a week for answers to your carpet care, maintenance and warranty questions, plus receive a personalized care and maintenance plan based on your family's activity level.

Assistance with emergency spot and stain removal plus warranty claim validation/service is available over the phone and on our website.

*Para información con referencia a la garantía en español, por favor visítenos a [www.ansosmartcare.com](http://www.ansosmartcare.com)*

*Pour information en référence à la garantie en français, s'il vous plaît visitez-nous à [www.ansosmartcare.com](http://www.ansosmartcare.com)*

**Protecting your investment is up to you...**  
The lasting beauty of your new carpet depends on a few simple and easy rules:

**1**

## **Reduce Dirt Accumulation.**

Use walk-off mats at entrances to reduce outside dirt from being tracked onto the carpet and clean mats weekly. Mats and runners will help reduce dirt buildup in heavy traffic areas. (Caution: latex backed runners may yellow carpet.) Periodic relocation of furniture, if possible, will allow for a more even distribution of foot traffic on carpets. **Vacuum regularly to remove dirt/soil.**

**2**

## **Remove Spills Promptly.**

Anything spilled on carpet should be cleaned up promptly. Most spilled materials will stain or discolor carpet or can lead to increased soiling if not removed promptly. Follow the recommended techniques in the Stain Removal Procedures on pages 8-10 for removing spills and stains.

**3**

## **Prevent Contact with Household Chemicals.**

**Warning: Many household chemicals may permanently stain or remove color from your carpet.** Many household chemicals may cause permanent spots or stains on carpets and other dyed fabrics. Depending on humidity and temperature conditions, these spots may not appear until several days or weeks after exposure to the chemical. Protect your carpet by taking special precautions to prevent any contact with these chemicals. The presence of stain resistant properties in your carpet will not prevent certain household chemicals from damaging, discoloring, or removing color from your carpet.

Certain household chemicals will damage or remove color from your carpet. Here are some common culprits...

## Acne Medicines

Most acne medicines and some skin products for humans and for pets contain benzoyl peroxide, a strong bleaching agent. These products, unknowingly transferred from the hand or face, will cause permanent color loss in carpets, often not appearing until activated by high humidity/moisture in high temperatures.

## Household Cleaners

Tile, toilet bowl, drain and oven cleaners contain strong acids or alkalis that can damage carpet dyes and cause color "bleeding" and/or permanent loss of color. Exercise caution when using these cleaners by protecting nearby carpeted areas.

## Bleaches

Chlorine bleaches, mildew removers and swimming pool chemicals, when tracked onto the carpet, will cause yellow spots or permanent loss of color.

## Pesticides

Pesticides may cause staining or discoloration, and can lead to accelerated sunlight fading in carpets and other dyed textile products. Culprits include insecticides, pet shampoos, and flea and tick collars.

## Plant Food

Liquid plant food spills or leakage from flower pots can cause discoloration of carpet dyes. The discoloration typically starts at the carpet backing, progresses to the carpet surface, and is sometimes not apparent for months.

## Step 1

### Vacuum Frequently

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharpened particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil your carpet is exposed to. A vacuum cleaner (or vacuum attachment) with a rotating brush or “beater bar” that agitates the pile and mechanically loosens soil is more effective than one that relies on suction only. The exception to this is for shag or cabled styled products with longer yarns which might tend to wrap around a rotation brush. For these styles we recommend a suction-only vacuum.

For your vacuum to conform to the highest industry standards, make sure that it is certified through the **Carpet and Rug Institute (CRI) Seal of Approval/Green Label Vacuum Cleaner Program**. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for details and listings.

## Step 2

### Clean Most Frequently Used Areas More Often

The most frequently used areas of carpet — entrances, doorways, traffic lanes (around a favorite chair), etc. will collect dirt much faster than other areas of the carpet. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house, and you can prolong the time between professional cleanings.

## Step 3

### Periodic Professional Cleaning

Periodic professional cleaning of the overall carpet is recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. **Please note that a claim cannot be filed on a carpet over two years old without proof of professional cleaning. If the carpet has not been cleaned within the first 24 months, your warranty will be voided. Please refer to the applicable warranty for more detail.**

We support industry standard procedures for cleaning stain resistant carpet. **The only recommended method is hot water extraction** (often referred to as steam cleaning although no steam is actually generated) utilizing cleaning products which are non-cationic and have a pH less than 10. Carpet cleaning equipment and products used as spotters, pre-sprays, and in-tank solutions must have certification through the Carpet and Rug Institute’s Seal of Approval Program. These products are listed at [www.carpet-rug.org](http://www.carpet-rug.org). **Anso® Smart Lines® Toll-free Consumer Hotline at 1.800.441.8185** can provide guidance if your professional cleaner has questions regarding these procedures.

*Warning: Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, will void your warranty.*

## Cleaning Solutions



### Detergent:

Mix 1/4 teaspoon clear, see-through hand dish-washing detergent with 1 cup warm, not hot, water.



### Hydrogen Peroxide/Ammonia:

Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with one teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within two hours of mixing.



### Dry Cleaning Fluid:

Liquid, non-oily, non-caustic type sold for spot removal from garments. Caution: may be flammable.

## Cleaning Solutions



### Scrape:

Gently scoop or scrape with blunt edge or a spoon from the outside of the spill toward the center.



### Blot:

Press straight down with a pad of clean white paper towels — never rub. Rubbing alters the carpet texture. Then in a final blotting, leave 1/2" of paper towels on spot overnight with a weight.



### Apply:

Apply all liquids to a clean white (not printed) paper towel and use to dampen carpet. Never wet a carpet through to the backing.



### Weight:

A weighted 1/2" pad of white paper towels, left overnight, will absorb the last traces of liquid and foreign materials.

**WE RECOMMEND THESE PROCEDURES SPECIFIED IN THIS BOOKLET FOR CARPET MADE WITH ANSO NYLON as well as those procedures outlined by The Carpet and Rug Institute (CRI)**

Do not use these procedures subsequent to, or in combination with, other cleaning procedures or products. Since research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues rapidly attract soil on the cleaned area afterward, Anso<sup>®</sup> nylon recommends R2x<sup>®</sup> Stain and Soil remover for optimum spot cleaning. Additional cleaning products in the CRI certification program are listed at [www.carpet-rug.org](http://www.carpet-rug.org).

**Call Anso Smart Lines<sup>®</sup>**

**Toll-free Consumer Hotline at**

**1.800.441.8185 or visit our website at**

**[www.ansosmartcare.com](http://www.ansosmartcare.com).**

The chart on page 9 identifies recommended stain removal procedures for some of the most common household spills. **These stain removal and cleaning procedures have been carefully developed for use on carpet made with Anso nylon and may not be appropriate for use on other types of carpet fibers.**

## General Instructions

Time and patience are the keys to stain removal. If a spill occurs, immediately try to remove it by blotting with a slightly damp sponge or dry, white paper towel. Rinse by misting with cold water and further blot with an absorbent white towel. If this procedure fails to remove the stain, follow the procedures outlined on the following pages. In the event of a spill, take time to carefully read the following procedures and follow them thoroughly. Where two procedures are listed (Example A-M), start with the first procedure (A), then follow with the second procedure (M), if necessary. Continue to repeat the procedure(s) until you no longer see any improvement.

# Recommended SmartCare<sup>SM</sup> Stain Removal Procedures

The following chart lists the most common household stains. **Please note that only food and beverage stains are covered by the Anso<sup>®</sup> nylon stain resistance warranty.**

Stain	Procedure	Stain	Procedure
Beer	B	Ink-India, Marking Pen	A-M
Berries	M	Kool-Aid	M
Blood	M	Lemonade	M
Butter	A	Makeup	A-B
Candle Wax	O-A	Mayonnaise	B
Candy (sugar)	B	Mercurochrome	M
Catsup	M	Merthiolate	M
Chewing Gum	G-A	Milk	B
Chocolate	B	Mixed Drinks (liquors)	M
Chalk	P	*Mud	P-B
Coffee	M	*Mustard	M
Cooking Oil	A-B	Nail Polish	L
Crayon	A-B	Paint-Latex	B
Dirt or Clay	P-B	Paint-Oil	A
Dyes (Blue, Black, etc.)	M	Pet Food	M
Excrement	B	Shoe Polish	A-M
Fruit Juice/Drinks	M	Soft Drinks	M
Furniture Polish	A	Tar	A
Grease-Food	A-B	Tea	M
Grease-Auto	A	Urine	D-M
Glue-White	B	Vomit	B-M
Glue-Hobby	A-L	Wine	B-M
Ice Cream	B	Unknown	A-B
Ink-Ball Point Pen	A		

\* Allow to dry, scrape up, and then clean to reduce spreading.

The stain removal procedures recommended above are provided to assist you in maintaining your carpet, and reflect the best information available. Remember, **NO CARPET IS STAIN-PROOF!** Therefore, Shaw Industries makes no warranty, expressed or implied, as to the effectiveness of the stain removal procedures described herein to totally remove all of the stain(s). For a list of over 500 stains and removal procedures, visit our Stain Center at [www.ansosmartcare.com](http://www.ansosmartcare.com).

Carpet has an extraordinary ability to enhance the warmth and beauty of your home while withstanding a great deal of wear and tear. However, you should understand some of the normal conditions and changes you can expect to see. If these conditions are a concern to you, ask your salesperson to help you select a carpet construction that will help minimize these effects.

## Procedure A:

Apply dry cleaning fluid, use dry towel/cloth. Blot, don't rub. Repeat dry cleaning fluid application as above. Blot, don't rub. Finish with weighted pad of towels.

## Procedure B:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply water with damp towel. Blot; finish with weighted pad of towels.

## Procedure D:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply ammonia (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply water with a damp towel. Blot; finish with weighted pad of towels. Apply white vinegar (undiluted), only after stain is removed.

## Procedure G:

Scrape or blot up excess spill. Freeze with ice cubes. Shatter with blunt object such as back of spoon. Remove chips before they melt.

## Procedure L:

Apply nail polish remover (non-oily acetone type) to a white, cotton towel and apply to spill. Do not saturate carpet. Pick up softened material using a clean, white paper towel, push toward center of the spot (to avoid spreading material). Repeat above, soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet.

## Procedure M:

Apply detergent solution (see "Cleaning Solutions") to white towel, leave 3-5 minutes. Blot, don't rub. If stain is removed, finish with a water rinse, then blot, then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply hydrogen peroxide solution (see "Cleaning Solutions"), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply water with damp towel. Blot finish with weighted pad of paper towels. Apply white vinegar (undiluted) only after stain is removed.

## Procedure O:

Scrape off excess material. Cover with white cotton towel or brown paper. Lightly apply warm iron to towel or paper until material is absorbed. Be sure towel is large enough to cover the stained area. Never touch the iron directly onto the carpet, as the fiber may melt! Change towel or rotate same towel to a clean area and repeat until all material is absorbed.

## Procedure P:

Vacuum away as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. Follow with procedure "B".



## Shading/Vacuum Cleaner Marks

Shading is normal in luxurious, cut pile carpet constructions, such as velvets. This visual effect is a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. It is an aesthetic quality built into the carpet design and not considered a defect.



## Seams

Reputable carpet stores use qualified installers who know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.



## Footprints

Most deep, cut pile carpets will show shoe or foot impressions. If you find this objectionable, a low pile carpet with a denser construction can help minimize this condition. Textured saxonies and frieze constructions are ideal for minimizing the appearance of footprints.



## Indentations

Shift the location of furniture from time to time. Brush the dented area or use a grooming tool or fork to gently loosen or stand the crushed tufts upward. Holding a steam iron several inches above the carpet surface, steam the indented area lightly and brush the tufts upward with your fingertips. Do not let the iron touch the carpet!



## Tip Bloom

Over time, day-to-day foot-traffic can cause the tips of cut pile carpet tufts to untwist and splay open, or "bloom". This is a normal occurrence. Look for carpet styles with dense pile and tightly twisted tufts to minimize the likelihood of excessive tip bloom.



## Crushing

Crushing is the compression of the carpet tufts. Heavy foot traffic and furniture indentations can crush the surface pile of the carpet. Use a vacuum with a beater bar unit and/or your fingers to lift and groom the pile. It may take several days for the pile to "recover" or fill in. To minimize crushing, select a dense, low pile carpet construction with tightly twisted tufts.



## Matting

Matting is the physical entanglement of the fibers on the surface of the carpet. Many factors can contribute to matting. For example, tip bloom, foreign (abrasive) material, residue from spills, or un rinsed carpet shampoos can result in fiber entanglement and matting. **Runners or walk-off mats can rub the surface pile of your carpet and promote untwisting of the tufts and also accelerate "matting". Proper maintenance is the key to reducing matting problems. Remember to vacuum regularly!**

Please note that a claim cannot be filed on a carpet over two years old without proof of professional cleaning. If the carpet has not been cleaned within the first 24 months, your warranty will be voided.

## Limited Texture Retention Warranty

Shaw Industries warrants that the surface pile of a carpet featuring our Limited Texture Retention Warranty will not experience excessive loss of carpet surface texture during the warranty period. The texture of any carpet will change over time, particularly in high-traffic areas. Such change, over time, is considered a normal characteristic and as such is not covered by this warranty.

## Limited Stain Resistance Warranty

Shaw Industries warrants that a carpet featuring our Limited Stain Resistance Warranty will resist staining caused by most foods and beverages better than comparable untreated nylon carpet. Stain resistance means the ability of your carpet pile to resist (i.e. minimize or withstand) permanent stains for the life of the warranty and without need for re-application. No carpet, of course, is stain-proof. This warranty excludes all non-food and non-beverage substances, including, but not limited to, bleaching agents, acne medications, and other strong chemicals that alter or remove color.

## Limited Soil Resistance Warranty

Shaw Industries warrants that carpet featuring our Limited Soil Resistance Warranty will resist soiling by most common household soil better than comparable untreated nylon carpet. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet soiling for the life of the warranty and without need for re-application. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

## Limited Abrasive Wear Resistance Warranty

Shaw Industries warrants that the surface pile of a carpet featuring our Limited Abrasive Wear Resistance Warranty will not abrasively wear away by more than 10% in any area of the carpet. **Abrasive wear means fiber loss, and not changes in appearance such as crushing or matting.**

## Anti-Stat Warranty

Shaw Industries warrants that your carpet will not generate static greater than 5 kilovolts when tested using AATCC Test Method 134 for the life of your carpet. Shaw Industries will service or replace any area of the carpet that generates excess static as outlined above. Please keep in mind that certain environmental factors can contribute to the presence of static in your home.

**Refer to the chart on page three of this brochure for years covered on your Anso® nylon branded carpet.**

Please note the warranties listed in this brochure apply only to carpets purchased on or after December 1, 2006. Warranties for carpets purchased before this date are not listed in this brochure. Additionally, not all brands are listed in this brochure. For warranties not listed, please visit our website at [www.ansosmartcare.com](http://www.ansosmartcare.com) or contact **Anso Smart Lines®** for assistance (800-441-8185). Claims must be made directly to the Anso® nylon Customer Service Center, P.O. Box 18210, Minneapolis, MN 55418.

## What These Warranties Do Not Cover

Shaw Industries warranties for Anso® nylon cover normal indoor residential use for carpets properly installed and maintained in owner-occupied residences; such warranties commence on the date of original carpet purchase. **(The following are excluded from coverage: area rugs; burns; tears; pulls; abuse; damage caused by athletic/industrial footwear or equipment [this is not considered normal indoor residential use]; carpeting installed on stairs; use of rotary brush cleaning; carpet installation problems or exposure to abnormal conditions.)** This warranty specifically excludes at home daycare or any other in-home businesses or commercial activity in the house. These warranties are void outside the United States and Canada.

## What Shaw Industries Will Do if You Need Warranty Service

Shaw Industries will repair or replace any portion of your carpet that does not perform according to our warranties with comparable carpet made with Anso® nylon. We reserve the right to determine what comparable carpet is. Replacement will be at our cost, including a reasonable cost for installation. We will cover only the actual cost of installing your carpet and not costs associated with customizing carpet (i.e. aesthetic inserts, sculpting, borders). Any charges for carpet disposal, new padding, or moving furniture, equipment, etc. are your responsibility. This warranty is transferable providing both parties can supply proofs of purchase and proofs of proper maintenance. The carpet manufacturer may also offer its own warranties on the carpet you purchase, for which it is solely responsible. Finally, the warranties detailed in this brochure apply to carpet purchases made on or after December 1, 2006.

## How to Obtain Warranty Service

For Warranty Service, write to: Anso® nylon Customer Service Center, P.O. Box 18210, Minneapolis, MN 55418 or call 1-800-441-8185.

## **IMPORTANT:**

### **WHAT YOU MUST SAVE TO FILE A WARRANTY CLAIM.**

Shaw Industries will require you to provide certain information about your carpet, as well as samples of your carpet, in order to service a warranty claim.

#### **Therefore, please retain:**

- Two square feet of excess, unused carpet after installation.
- Your original carpet purchase receipt.
- A list of all products used to clean your carpet.
- Receipts for periodic professional cleaning (remember they are required for warranty service).

*Please note: Inspection reports are the property of Anso® nylon and will not be released.*

## Installation and Maintenance Requirements

### Proper Installation

Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note Shaw Industries recommends a pad with a maximum thickness of 7/16" and minimum 6-lb. density for optimum performance.) Consult your retailer for details.

### Proper Maintenance

Your carpet must be maintained and cleaned in accordance with the Anso SmartCare<sup>SM</sup> Maintenance Program described in this booklet. Professional cleaning of your carpet is required at least once every 24 months if not more frequently depending on conditions and use. Failure to properly maintain your carpet will void your warranty. **(Please note a claim cannot be filed on a carpet over two years old without proof of professional cleaning.)** Improperly applied topical treatments or the use of non-approved carpet cleaning methods or materials could impair the performance of your carpet and therefore will void your warranty.

*For further information on other Shaw Industries Anso<sup>®</sup> nylon brands and warranties write to:*

**Anso<sup>®</sup> nylon Customer Service Center**  
P.O. Box 18210,  
Minneapolis, MN 55418  
or call 1-800-441-8185  
or log onto [www.ansosmartcare.com](http://www.ansosmartcare.com)

THE ABOVE DESCRIBES THE COMPLETE WARRANTIES THAT MAY BE AVAILABLE ON CARPET MANUFACTURED WITH ANSO<sup>®</sup> NYLON AND SETS FORTH THE EXCLUSIVE REMEDIES AVAILABLE. THE WARRANTY COVERAGE FOR YOUR CARPET WILL BE IDENTIFIED ON THE STORE SAMPLE AVAILABLE AT THE TIME OF YOUR PURCHASE. THESE WARRANTIES ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL SHAW INDUSTRIES BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE CARPET PURCHASED OR FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THE CARPET MADE WITH ANSO NYLON.

Some states do not allow the exclusion or limitation of incidental or consequential damages or implied warranties, so the above limitations or exclusions may not apply to you. The above warranties give you specific legal rights which vary from state to state. Anso, Anso CrushResister, Anso Caress and Smart Lines are registered trademarks of Shaw Industries Group, Inc. SmartCare is a service mark of Shaw Industries. Shaw Industries Anso<sup>®</sup> nylon fiber may be covered by one or more of the following patents: U.S. Patent#5,322,736; #5,478,624; and #4,871,604.

## Quick Guide

### How to ensure fast and easy warranty service:

- Retain two square feet of excess, unused carpet after installation.
- Keep your original carpet purchase receipt.
- Keep a list of all the products used to clean your carpet.
- Keep your receipts for periodic professional cleaning (remember they are required for warranty service).
- To file a claim, call Anso Smart Lines® Toll-free Consumer Hotline at 1.800.441.8185

## Warranty Record

To help maintain the like new appearance of your new carpet, periodic professional cleaning is required. The salesperson who sold you your carpet made with Anso® nylon can help you complete the information below or register your warranty online at [www.ansosmartcare.com](http://www.ansosmartcare.com).

Date of Original Carpet Purchase \_\_\_\_\_  
Manufacturer \_\_\_\_\_  
Style Name, Style # \_\_\_\_\_  
Number of Sq. Yds. or Sq. Ft. Purchased \_\_\_\_\_ Sq.Yds. \_\_\_\_\_ Sq.Ft.  
Anso® nylon Brand (e.g. Anso CrushResister®) \_\_\_\_\_  
Store Name \_\_\_\_\_  
Store Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Store Telephone # \_\_\_\_\_  
Store Salesperson/Contact Name \_\_\_\_\_

- I have obtained a 2 square feet of carpet from my installer. Hint: Place the unused carpet in a bag and hang it on a hanger in your closet for quick reference.

## Maintenance Record

For a personalized care and maintenance program, log onto [www.ansosmartcare.com](http://www.ansosmartcare.com). Carpet must be professionally cleaned every two years to maintain the warranty.

- 1. Date Professionally Cleaned** \_\_\_\_\_  
Cleaning Company \_\_\_\_\_  
Cleaning Method Used (e.g. hot water extraction) \_\_\_\_\_  
Cleaning Products Used \_\_\_\_\_  
Other Products Used \_\_\_\_\_  
Area(s) cleaned (e.g. master bedroom, etc.) \_\_\_\_\_
- 2. Date Professionally Cleaned** \_\_\_\_\_  
Cleaning Company \_\_\_\_\_  
Cleaning Method Used (e.g. hot water extraction) \_\_\_\_\_  
Cleaning Products Used \_\_\_\_\_  
Other Products Used \_\_\_\_\_  
Area(s) cleaned (e.g. master bedroom, etc.) \_\_\_\_\_
- 3. Date Professionally Cleaned** \_\_\_\_\_  
Cleaning Company \_\_\_\_\_  
Cleaning Method Used (e.g. hot water extraction) \_\_\_\_\_  
Cleaning Products Used \_\_\_\_\_  
Other Products Used \_\_\_\_\_  
Area(s) cleaned (e.g. master bedroom, etc.) \_\_\_\_\_

Anso Smart Lines Toll-Free  
Consumer Hotline

1.800.441.8185

M-F 8:30am - 8:00pm EST

Sat 10:30am - 2:30pm EST

or log onto

[www.ansosmartcare.com](http://www.ansosmartcare.com)



Where Great Floors Begin



**Anso**<sup>®</sup>nylon

**GREEN** by nature • *fashionable* by design