



**MOHAWK<sup>®</sup>**

WARRANTY GUIDE



Thank you for letting Mohawk make your room.

We're proud of the products we create and of the more than 25,000 American craftsmen, engineers, designers and technicians who contribute to making your carpets as beautiful and durable as they can be.

Mohawk offers a wide variety of today's finest floor coverings. Be sure to ask your retailer about other Mohawk products specially designed and expertly crafted to complement your home's interior and your family's decorative style.

At Mohawk, our brand is our reputation. We stand behind every product we make. Thank you for your trust in us, and we hope you enjoy your new Mohawk flooring purchase. If you have any questions, please call Technical Services at **888-387-9881**.

This brochure was designed to help you better understand the warranties that come with your new carpet. Please keep it with other important papers regarding your carpet (original invoice, cleaning receipts, original or copy of sample label, etc.) so that in the unlikely event of a claim you'll have all the necessary paperwork handy. Along with these documents, Mohawk recommends keeping a 2' x 3' carpet remnant from your installation for your warranty or in case you ever need to make a repair.

This brochure contains details of all the warranties featured on Mohawk carpet. However, not all warranties apply to all Mohawk carpets. The specific warranties applicable to each individual style are designated on the samples featured by the authorized Mohawk carpet dealer at the time of the carpet purchase. Sample labels provide important details, such as terms about your carpet warranty, and it is imperative that you keep the original or a copy of this for your records.

All warranty information in this brochure is effective **January 1, 2009**.



**Mixed Sources**

Product group from well-managed forests, controlled sources and recycled wood or fiber

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## **Mohawk Limited Lifetime SmartStrand® (Triexta) Stain Resistance Warranty**

To the original purchaser of SmartStrand® products covered under this warranty, Mohawk warrants that the surface pile of SmartStrand® carpets will resist stains from any food and beverage (including mustard, hot coffee, herbal teas and household bleach, provided that bleach spills are accidental and bleach is not used as a cleaning agent, which will void the warranty); benzoyl peroxide (a common ingredient in acne medications); and other water-soluble, non-wax or non-oil based stains for the life of the carpet from the original date of installation, provided the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet.

Mohawk further warrants to the original purchaser of products covered under this warranty for the life of the carpet from the original date of installation that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in carpet backing or padding. If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics", also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine (other than pet urine) or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

## **Mohawk Limited Lifetime SmartStrand® (Triexta) with DuPont™ Sorona® Renewably Sourced Polymer\* Stain Resistance Warranty**

To the original purchaser of SmartStrand® with DuPont™ Sorona® renewably sourced polymer products covered under this warranty, Mohawk warrants that the surface pile of SmartStrand® with DuPont™ Sorona® renewably sourced polymer carpets will resist stains from any food and beverage (including mustard, hot coffee, herbal teas and provided that bleach spills are accidental and bleach is not used as a cleaning agent, which will void the warranty); benzoyl peroxide (a common ingredient in acne medications); and other water-soluble, non-wax or non-oil based stains for the life of the carpet from the original date of installation, provided the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet.

Mohawk further warrants to the original purchaser of products covered under this warranty for the life of the carpet from the original date of installation that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning, provided that the carpet is properly installed and maintained according to Mohawk's recommendations over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in carpet backing or padding. If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.


### **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics", also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine (other than pet urine) or stains caused by acids or oil-based or wax-based substances including,

but not limited to, tar, shoe polish, paints, lipstick or mascara.)

\*DuPont™ and Sorona® are trademarks or registered trademarks of DuPont and are used under license to Mohawk

### **Mohawk Limited Lifetime EverStrand™ (P.E.T. Polyester) Stain Resistance Warranty**

To the original purchaser of EverStrand ™, EverStrand BCF™ and EverStrand BCF XtraSoft™ products covered under this warranty, Mohawk warrants that the surface pile of these P.E.T polyester carpets will resist stains from most household foods and beverages and benzoyl peroxide (a common ingredient in acne medications) for a specified period of time from the date of original installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet.

If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the “Mohawk’s Limited Liability” section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics”, also specifically excluded from this warranty is damage or residual stains caused by exposure to very hot substances; vomit, urine or feces; stains caused by non-food substances including, but not limited to, hair dyes, shoe polish, paints, and other materials which destroy or change the color of carpet such as bleaches, caustic chemicals, fertilizers, insecticides and iodine; and stains from foods and beverages with strongly colored natural disperse dyes, such as those found in mustard and herbal tea.

### **Mohawk Limited Nylon Stain Resistance Warranty (UltraStrand®, Colorstrand™, Wear-Dated® and Stainmaster®)**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that the surface pile of this

carpet will resist stains by most household foods and beverages for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. The stain-resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics", also specifically excluded from this warranty is damage or residual stains caused by exposure to very hot substances; vomit, urine or feces; stains caused by non-food substances including, but not limited to, hair dyes, shoe polish, paints, and other materials which destroy or change the color of carpet such as bleaches, caustic chemicals, fertilizers, insecticides and iodine; and stains from foods and beverages with strongly colored natural disperse dyes, such as those found in mustard, herbal tea, and red wine.

### **Mohawk Limited Stain and Fade Resistance PermaStrand® (Olefin) Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants a Mohawk PermaStrand® carpet will not be permanently stained by ordinary materials found in household environments for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence. To the original purchaser of products covered under this warranty, Mohawk further warrants that a Mohawk PermaStrand® carpet will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit as measured by the American Association of Textile Chemists

and Colorists (AATCC) Gray Scale for standard comparison of the extent of color differences for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet.

If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, or if color change due to sunlight or atmospheric contaminants should exceed the AATCC Gray Scale criterion, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics", also specifically excluded from this warranty is damage or residual stains caused by vomit, urine, and feces, and materials which destroy or change the color of carpet such as but not limited to, bleaches, acne medication, caustic chemicals, fertilizers, and insecticides

### **Mohawk Limited Soil Resistance Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that your carpet will not have a "noticeable color change" (as defined below) due to deposits of dry soil resulting from normal, indoor household foot traffic for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. Noticeable color change is defined as change greater than 3 using standardized rating scales (Gray Scale AATCC Evaluation Procedure 1 or equivalent in the U.S. or via Test Method 121 in Canada). If, within the warranted period, permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

## **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics", also specifically excluded from this warranty are damage or color changes caused by grease, mud, asphalt, tar, paint, ink, rust, blood, cement, urine, feces, vomit, or from materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food); changes in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

### **Mohawk Limited Abrasive Wear Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that the surface pile of your carpet will not be worn by abrasion more than 10% for a specified period of time from the original date of installation, provided the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family, indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. Abrasive wear means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

## **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics", also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

### **Mohawk Limited Texture Retention Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that this carpet will retain its texture, not showing excessive pile crushing

or matting from ordinary foot traffic as a result of the tufts losing twist, for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. Texture retention is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 3.0 under warranted conditions. If, within the warranty period, a texture rating of less than 3.0 occurs under warranted conditions, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

The warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics" are excluded from this warranty.

### **Wear-Dated® Full Five-Year Normal Wear/Texture Retention Warranty**

To the original purchaser of Wear-Dated® products covered under this warranty, Mohawk warrants that this Wear-Dated® carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of five (5) years from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this brochure. Texture retention is the ability of the carpet tufts to retain their visible shape, as measured by

the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 3.0 under warranted conditions. If, within the warranty period, a texture rating of less than 3.0 occurs under warranted conditions, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty brochure.

### **What Is Not Covered**

The warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics" are excluded from this warranty.

This FULL NORMAL WEAR/TEXTURE RETENTION warranty is applicable for the first five (5) years after original installation and is not prorated. After five (5) years, Mohawk's standard proration chart applies beginning on the sixth (6th) year.

### **Mohawk Limited Anti-Static Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79) for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. If, within the warranty period, static greater than 5.0 kilovolts is generated, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

The warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics" are excluded from this warranty.

## **Wear-Dated® Full Lifetime Anti-Static Warranty**

To the original purchaser of Wear-Dated® products covered under this warranty, Mohawk warrants that Wear-Dated® carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79) for the life of the carpet from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. If static greater than 5.0 kilovolts is generated, Mohawk will handle such claims as stated in the “Mohawk’s Limited Liability” section of this warranty booklet.

### **What Is Not Covered**

The warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics” are excluded from this warranty.

This FULL ANTI-STATIC warranty is applicable for the lifetime of the carpet after original installation and is not prorated.

## **Mohawk Limited Fade Resistance Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that carpet will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale for standard comparison of the extent of color differences for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. If, within the warranty period, a color change

due to sunlight or atmospheric contaminants should exceed the AATCC Gray Scale criterion, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

The warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics" are excluded from this warranty.

### **Mohawk Limited Manufacturing Defects Warranty**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants its residential carpeting against manufacturing defects for a specified period of time from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. If, within the warranted period, your carpet is determined to be defective, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

The warranty exclusions listed in the sections of this brochure entitled "Warranty Exclusions" and "Non-Warranted Carpet Characteristics" are excluded from this warranty.

### **Wunda Weve™ 30-Day Satisfaction Assurance Guarantee**

To the original purchaser of Wunda Weve™ products covered under this warranty: within thirty (30) days after installation you wish to change your new carpet for a different Wunda Weve™ style or color, your Wunda Weve™ carpet retailer will replace it free of charge with another Wunda Weve™ carpet style or color of equal or lesser value. Should you wish to replace your flooring with a Wunda Weve™ carpet

upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower-priced carpet is selected. This is a one-time only replacement and does not include replacement of cushion. Simply contact your Wunda Weve™ retailer within the time frame of the warranty and indicate you wish to choose another Wunda Weve™ carpet under the 30-Day Satisfaction Warranty. This is a satisfaction warranty and does not apply to matters covered by other warranties. Replacement includes material only and does not include labor to install the new carpet, move furniture, construct permanent built-ins such as cabinets and bookcases, or move or install equipment or electronics. No replacement will be made with respect to carpet that has been subjected to abuse, vandalism, alteration, or damaged by smoke, fire, flood, wind, lightning, or any other casualty event.

### **Mohawk OptiBack™ Ten-Year Limited Buckle Free and No Delamination Warranties**

To the original purchaser of a Mohawk carpet with the OptiBack™ backing system, Mohawk warrants that your OptiBack™ carpet will remain free of buckling for a period of ten (10) years from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. If, within the warranty period, buckling of the warranted carpet occurs under the warranted conditions, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

To the original purchaser of a Mohawk carpet with the OptiBack™ backing system, Mohawk further warrants that your OptiBack™ carpet will remain free of delamination issues for a period of ten (10) years from the original date of installation, provided that the carpet is properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 over cushion meeting Mohawk

standards in an owner-occupied, single-family indoor residence and subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet. Delamination is defined as the separation of the secondary backing from the primary backing. If, within the warranty period, delamination of the warranted carpet occurs under the warranted conditions, Mohawk will handle such claims as stated in the “Mohawk’s Limited Liability” section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the sections of this brochure entitled “Warranty Exclusions” and “Non-Warranted Carpet Characteristics”, also specifically excluded from these warranties are any buckling or delamination issues that result from damage to the backing system during installation, from improper seaming, or from over-wetting due to improper cleaning, flooding, or any other over-wetting cause.

### **Mohawk Cushion Enhanced Full Performance Warranty**

To the original purchaser of Mohawk carpet products installed over Mohawk cushion products, Mohawk offers to enhance the wear, stain and/or texture retention warranties already provided on such residential carpeting. If the original purchaser of Mohawk carpeting products installs such carpeting products over a Mohawk cushion product, the purchaser shall receive an enhanced wear, stain and/or texture retention warranty in accordance with the following chart:

#### **Mohawk Cushion**

#### **ENHANCED FULL PERFORMANCE WARRANTY**

QUAILIFYING CUSHIONS	WEAR	STAIN	TEXTURE RETENTION
Elite	7 YEAR	7 YEAR	7 YEAR
Premier	5 YEAR	—	5 YEAR
Preferred	3 YEAR	—	3 YEAR

See cushion warranty brochure for details

## **Recommendations:**

For BONDED CUSHIONS in residential installations, Mohawk recommends a cushion thickness no less than 1/4 inch and not exceeding 1/2 inch with a 6 pounds per cubic foot density or equivalent. For berber-style carpets, Mohawk recommends a cushion thickness no less than 1/4 inch and not exceeding 3/8 inch with an 8 pounds per cubic foot density or equivalent.

## **Mohawk's Doubled Texture Retention Warranty with Wunda Weve's™ Premium Cushion Purchase**

(See store sample for details)

To the original purchaser of products covered under this warranty, Mohawk warrants that the carpet you have purchased and installed over Wunda Weve's™ premium pad will not fail to deliver upon its texture retention warranty, provided that the carpet and premium pad are properly installed and maintained according to the Carpet and Rug Institute Residential Installation Standard CRI-105 in an owner-occupied, single-family, indoor residence. Mohawk further warrants that the Texture Retention Warranty period featured on any of the existing Wunda Weve™ carpet styles will be DOUBLED in years when the carpet is installed over Wunda Weve's™ premium pad. All other terms and limitations of the applicable Texture Retention Warranty will apply.

## **Warranties Other Than By Mohawk**

Some products carry additional warranties provided by the fiber and stain protection producers. These warranties take precedence over Mohawk warranties and should be submitted directly to the fiber and stain protection producers. Consult your dealer for specific warranty details and telephone numbers for warranty service.

If your carpet has Scotchgard™ or Scotchgard™ Protector Advanced Repel Technology, please see page 32 for specific warranty information and details.

## **Warranty Exclusions**

Unless the warranty for your Mohawk product listed in this warranty brochure specifically and expressly

covers any item listed below, then the Mohawk warranties expressly exclude all of the following:

### **Transferability**

These Mohawk warranties are extended only to the original purchaser and are not transferable.

### **Residences Other Than Owner-Occupied, Single-Family**

These Mohawk warranties apply only to carpet for owner-occupied, single-family, indoor residential installations.

### **Products Other Than First Quality**

These Mohawk warranties apply to first quality products only and are not applicable to carpet sold as second quality, irregular, used or mill end.

### **Improper Installation**

These Mohawk warranties do not cover damage to your carpet caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts due to improper seam sealing, and seam peaking. The Carpet and Rug Institute Residential Installation Standard CRI-105 conforms to proper installation procedures and must be followed. The International Floor Covering Installers Association (1-816-231-4646) maintains a directory of qualified carpet installers.

### **Inadequate Cushion**

These Mohawk warranties do not cover damage to your carpet caused by inadequate cushion.

### **Improper Cleaning and Maintenance or Inadequate Care**

These Mohawk warranties do not cover damage to your carpet caused by improper cleaning, improper maintenance or cleaning materials or inadequate care. Your Mohawk carpet requires routine cleaning and maintenance. Maintenance recommendations are listed in this brochure under "Carpet Care" and should be followed. All cleaning receipts should be retained.

### **Accidents, Abuse, or Abnormal Wear**

These Mohawk warranties do not cover damage resulting from accidents or abuse such as staining,

soiling, burning, flooding, cutting, or damage caused by pets.

### **Carpet on Stairs, In Bathrooms, and In Kitchens**

These Mohawk warranties do not cover damage to or appearance changes on carpet installed on stairs, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary shoe traffic.

### **Pad Failure**

These Mohawk warranties do not cover defects or damages caused by failure of the carpet pad. Deterioration of the padding can cause problems with your carpet. Please see the pad manufacturer's warranty statement for more information.

### **Outdoor Installation**

The Mohawk warranties do not cover carpet installed outdoors. All carpets manufactured by Mohawk are intended solely for use as indoor floor coverings and are not recommended for any other purpose.

### **Problems with Moisture**

These Mohawk warranties do not cover problems caused by wetting or persistence of excessive moisture. For immediate assistance, contact a certified water damage restorations specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) (1-800-835-4624) maintains a registry of trained, certified specialists.

### **Changes in Carpet Color**

These Mohawk warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight, ozone, or spills of household chemicals and other non-food and non-beverage substances.

### **Odors**

These Mohawk warranties do not cover carpet odors.

### **Differences in Samples**

These Mohawk warranties do not cover minor and normal differences between the color and texture of the retail store sample and true color and texture of the actual carpet.

## **Geographic Locale**

Mohawk carpet warranties apply only in the United States and Canada.

## **Non-Warranted Carpet Characteristics**

Unless the warranty for your Mohawk product listed in this warranty brochure specifically and expressly covers any item listed below, then the Mohawk warranties expressly exclude all of the following:

### **Changes in Appearance**

All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good-quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to bloom. This is normal and should be expected.

### **Crushing**

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high-traffic areas may help reduce changes in carpet's appearance. However, please note that carpet with thick loop pile, frieze, and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum; Mohawk recommends the use of a suction-only vacuum for these carpet constructions.

### **Fading or Color Loss**

Carpet may slowly lose color over time. This can be caused by direct sunlight, ozone, emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide and other household items. Care should be taken when using these items. Window treatments will reduce exposure to direct sunlight.

### **Footprints**

Cut-pile carpets will show footprints and vacuum cleaner marks. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

## **Indentations**

Furniture or other heavy objects can cause indentations in your carpet. Furniture coasters will help distribute the weight of heavy objects over a larger area. Brushing the affected carpet area with your fingertips will usually restore the crushed tufts to their original position.

## **Matting**

Entanglement of fibers and tufts of yarn tips may be caused by a cushion failure; usually it is due to improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that was not rinsed completely will lead to matting.

## **Shading**

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.

## **Shedding**

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple products than continuous filament products. Regular vacuuming using a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year. However, please note that carpet with thick loop pile, frieze, and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum; Mohawk recommends the use of a suction-only vacuum for these carpet constructions.

## **Filtration Soiling**

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may

remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

### **Wrinkling or Buckling**

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion, or failure to use the recommended installation procedures found in the Carpet and Rug Institute Residential Installation Standard CRI-105, especially relative to power stretching. A competent installer can usually correct this problem.

### **Yellowing**

Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebond pad, yarn lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is not considered a manufacturing defect.

Each of the above items is characteristic of carpet and is not considered a manufacturing defect.

## **Disclaimer of Implied Warranties**

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty

lasts, so the above limitation or exclusion may not apply to you.

### **Mohawks' Limited Liability**

Provided that you have complied with the Homeowner Obligations under Mohawk Warranties included in this warranty brochure, Mohawk shall have as its entire liability and exclusive remedy the warranty liability described in this section. Mohawk's liability under this limited warranty shall be limited to the actual cost of repair or replacement of only the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mohawk reserves the right to correct any defect prior to the carpet being removed, replaced, or any settlement being offered. Upon determination of a valid claim and that the carpet cannot be restored by repair, Mohawk will arrange a credit to your retailer equal to a percentage of the cost of the carpet replacement only. Credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule set out below for identical (or, if identical carpet is not available, comparable) carpet of equal value. The credit will be good only toward the purchase of new Mohawk carpet. There will be no cash payment.

MOHAWK SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Mohawk responsibilities.

## Proration of Warranties

The following prorated schedule applies to all Mohawk warranties of five (5) years or greater (exclusions apply):

### Lifetime Warranty

1st Year	100%	11th Year	70%
2nd Year	100%	12th Year	60%
3rd Year	100%	13th Year	50%
4th Year	100%	14th Year	40%
5th Year	100%	15th Year	35%
6th Year	95%	16th Year	30%
7th Year	90%	17th Year	25%
8th Year	85%	18th Year	15%
9th Year	80%	19th Year	10%
10th Year	75%	19th+ Years	5%

### 20-Year Warranty

1st Year	100%	11th Year	50%
2nd Year	100%	12th Year	45%
3rd Year	90%	13th Year	40%
4th Year	85%	14th Year	35%
5th Year	80%	15th Year	30%
6th Year	75%	16th Year	25%
7th Year	70%	17th Year	20%
8th Year	65%	18th Year	15%
9th Year	60%	19th Year	10%
10th Year	55%	20th Year	5%

### 15-Year Warranty

1st Year	100%	11th Year	50%
2nd Year	100%	12th Year	40%
3rd Year	90%	13th Year	30%
4th Year	85%	14th Year	20%
5th Year	80%	15th Year	10%
6th Year	75%		
7th Year	70%		
8th Year	65%		
9th Year	60%		
10th Year	55%		

### 12-Year Warranty

1st Year	100%	11th Year	20%
2nd Year	100%	12th Year	10%
3rd Year	90%		
4th Year	85%		
5th Year	80%		
6th Year	70%		
7th Year	60%		
8th Year	50%		
9th Year	40%		
10th Year	30%		

### 10-Year Warranty

1st Year	100%
2nd Year	100%
3rd Year	80%
4th Year	70%
5th Year	60%
6th Year	50%
7th Year	40%
8th Year	30%
9th Year	20%
10th Year	10%

### 7-Year Warranty

1st Year	100%
2nd Year	100%
3rd Year	80%
4th Year	70%
5th Year	50%
6th Year	30%
7th Year	10%

### 5-Year Warranty

1st Year	100%
2nd Year	100%
3rd Year	50%
4th Year	30%
5th Year	10%

## **The Carpet and Rug Institute Indoor Air Quality Assurance Program**

All Mohawk carpets carry the Carpet and Rug Institute Green Label Plus product certification, an ANSI-accredited product program that signifies certification of low-emitting materials and symbolizes Mohawk's commitment to a better environment of living and working. The CRI Green Label Plus is your assurance that Mohawk carpets are rated well within the established guidelines for the emission of volatile organic compounds (VOCs) from common household items which may affect indoor air quality. As homes become more energy-efficient through improved insulation and reduction of fresh air ventilation, many consumers demand household items constructed from low-VOC emitting materials. The CRI Green Label Plus indicates that your Mohawk carpet meets the most stringent air quality standards.

### **Carpet Cushion**

The cushion under your carpet is one of the carpet's most important components. It is the base that

helps the carpet retain its texture and appearance. A cushion is sold by its thickness and density. A pad that is too soft will adversely affect the performance of the carpet. A pad that is too thick interferes with the anchoring of the carpet. A cushion meeting the recommended specifications must be used for your carpet to qualify for Mohawk warranties.

For residential installation, Mohawk recommends a cushion thickness no less than 1/4 inch and not exceeding 1/2 inch with 6 pounds per cubic foot of density or equivalent. For berber-style carpets, Mohawk recommends a cushion thickness no less than 1/4 inch and not exceeding 3/8 inch with 8 pounds per cubic foot of density or equivalent.

### **Carpet Installation**

Carpet should always be installed by a professional installer trained in installation methods outlined by the Carpet and Rug Institute. The Carpet and Rug Institute Residential Installation Standard CRI-105 must be followed in order to qualify for Mohawk carpet warranties. Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will neither look as good nor last as long and can cause delamination, buckling, wrinkling, and loss of tufts in the seam areas.

Before a new carpet is installed, Mohawk recommends that it sit overnight, preferably unrolled, in an area with a temperature not less than 65°F. This allows the backing to become more pliable and easier to install. It also allows the "new carpet smell" to dissipate. Testing within the carpet industry, and independently, has not found any harmful emissions from carpets. The latex used to lock the tufts in place does produce a smell sometimes referred to "new carpet smell." Studies show 90-95% of the "new carpet smell" dissipates within 24 hours.

Depending on your room dimensions, a seam may be required during carpet installation. If at all possible, the seam should run perpendicular to windows in order to minimize light that reflects off the seam. Seams do show, and some constructions show more than others. THERE ARE NO INVISIBLE SEAMS.

## **Carpet Care and Guidelines**

(For all fibers except triexta)

### **A) Selection**

- When selecting carpet color, you should view large carpet samples during the day and by lamplight in the evening in the area of installation. The color you choose will look different under different lighting conditions.
- Light-colored carpets will show more soil and require more maintenance than dark-colored. Darker colors of carpeting are more effective in high-traffic areas. Multi-colored and patterned carpets are especially effective in hiding soil.
- The performance and quality of a carpet is directly related to the amount and quality of fiber that goes into the pile. The better the fiber and the denser it is packed, the better the carpet's performance. Thin, less-dense carpet will lose its surface appearance faster. Mohawk recommends buying the highest quality you can afford.

### **B) Stain Removal**

Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. For best results, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit. Call 1-877-757-0996 for a FloorCare Essentials™ retailer near you.

- First, scrape food spill gently with a spoon, dull knife or a Mohawk Carpet Cleaning Key, removing as much solid material as possible.
- For all other carpet products, immediately apply Mohawk FloorCare Essentials™ Carpet Spot Remover or other low-residue carpet spot remover with the Carpet and Rug Institute Seal of Approval to the stain, working from outer edge toward the center to avoid spreading. Blot with a clean cloth,

paper towel or a Mohawk Microfiber cloth. Do not rub or scrub, as the carpet may fuzz. Continue to spray and blot until the stain is gone. Do not over-saturate carpet; use small amounts of solution and blot frequently.

- Important: Do not use any cleaner with a pH of 10 or higher. Before using, always test cleaners on a small, non-visible area for any discoloration of the pile.
- Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended.
- If stain returns— a condition known as “wicking” — simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

Mohawk recommends using the Mohawk FloorCare Essentials™ line of cleaning products and tools for best overall results and product safety. These products are non-toxic, leave no soapy residue, and feature proprietary technology developed for the entire family of Mohawk flooring products. Call 1-877-757-0996 for a FloorCare Essentials™ retailer near you.

### **C) Regular Vacuuming**

Most dirt, and even dust, takes the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming not only prolongs the life of the carpet but will enhance its appearance as well. Most soiling in carpet is of the dry particle type which can be removed with a vacuum cleaner.

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once a week.
- Use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet. However, please note that carpet with thick loop pile, frieze, and shag/cabled

construction may become fuzzy or worn with use of a beater bar vacuum; Mohawk recommends the use of a suction-only vacuum for these carpet constructions.

#### **D) Preventive Maintenance**

- Use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. Clean mats and any other rugs placed over carpet regularly.
- Mohawk recommends using furniture coasters to distribute the weight of heavy items, especially on furniture with wheels. Use a protective barrier between the wheels and the carpet.
- To extend the beauty of your carpeting, close drapes or blinds during hours of direct sunlight.
- Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers and plant food. These are strong chemicals that can permanently discolor or dissolve carpet fibers.

#### **E) Cleaning Recommendations**

- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Mohawk recommends professional hot water extraction every 12 to 18 months using cleaning products, equipment or systems that carry the Carpet and Rug Institute Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) Periodic cleaning by a certified carpet care professional using the hot water extraction method will refresh carpet appearance.
- The most-used areas— entrances, doorways, traffic lanes and in front of chairs— will collect dirt faster than other

areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

If you have any questions, please call Technical Services at 888-387-9881.

## **Carpet Care and Guidelines for Triexta Fiber**

### **1) Preventive Maintenance**

- Use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. Clean mats and any other rugs placed over carpet regularly.
- Mohawk recommends using furniture coasters to distribute the weight of heavy items, especially on furniture with wheels. Use a protective barrier between the wheels and the carpet.

### **2) Regular Vacuuming**

Most dirt, and even dust, takes the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming not only prolongs the life of the carpet but will enhance its appearance as well. Most soiling in carpet is of the dry particle type which can be removed with a vacuum cleaner.

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once a week.
- Use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet. However, please note that carpet with thick loop pile, frieze and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum; Mohawk recommends the use of a suction-only vacuum for these carpet constructions.

### **3) Cleaning Recommendations**

- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Mohawk recommends professional hot water extraction every 12 to 18 months using cleaning products, equipment or systems that carry the Carpet and Rug Institute Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) Periodic cleaning by a certified carpet care professional using the standard hot water extraction method (140 degrees) will refresh carpet appearance. Mohawk recommends the use of a certified carpet care professional that adheres to the IICRC S100 Standard Reference Guide for Professional Cleaning. For a list of professionals in your area visit [www.certifiedcleaners.org](http://www.certifiedcleaners.org).
- The most-used areas— entrances, doorways, traffic lanes and in front of chairs— will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

### **4) Stain Removal**

Treatment of the affected area should begin immediately upon discovery.

- First, scrape food spill gently with a spoon, dull knife or a Mohawk Carpet Cleaning Key, removing as much solid material as possible.
- Try to remove stains with warm water only. If stain cannot be removed with a warm wet cloth, or warm water extraction, apply Mohawk FloorCare Essentials™ Spot Remover (or other low-residue carpet spot remover with the Carpet and Rug Institute Seal of Approval) to the stain.

- Working from outer edge toward the center to avoid spreading. Blot with a clean cloth, paper towel or a Mohawk Microfiber cloth. Do not rub or scrub. Continue to spray and blot until the stain is gone. Do not over-saturate carpet; use small amounts of solution and blot frequently.
- Important: Do not use any cleaner with a pH of 10 or higher. Before using, always test cleaners on a small, non-visible area for any discoloration of the pile.
- Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended.
- If stain returns—a condition known as “wicking”— simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

Mohawk recommends using the Mohawk FloorCare Essentials™ line of cleaning products and tools for best overall results and product safety. These products are non-toxic, leave no soapy residue, and feature proprietary technology developed for the entire family of Mohawk flooring products. Call 1-877-757-0996 for a FloorCare Essentials™ retailer near you.

If you have any questions, please call Technical Services at 888-387-9881.

## **Homeowner Obligations under Mohawk Warranties**

### What You Must Do

To maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Know which warranties apply to your particular carpet. Warranties are stated on the backs of samples in the store at the time of purchase. It is your responsibility to know which warranties apply to your carpet.
2. Keep proof of your purchase in the form of a bill,

invoice, or statement from your Mohawk retailer that shows the price you paid for the carpet (excluding labor).

3. Install your carpet according to the guidelines in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to Mohawk recommendations in the "Carpet Care and Guidelines" section of this brochure.

4. Install your carpet with the appropriate carpet cushion meeting the recommended specifications for the warranted Mohawk carpet and further explained in the "Carpet Cushion" section of this brochure.

5. Show proof of periodic cleanings by a certified professional cleaning service. A bill, invoice, or statement showing cleaning services will serve as proof of cleaning.

6. Have a minimum of one (1) professional cleaning every 12-18 months using cleaning products, equipment or systems specified with the Carpet and Rug Institute Seal of Approval. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.

7. Only clean your carpet with cleaners specified with a CRI Seal of Approval. Do not clean your carpet with household bleach.

8. Along with these documents, Mohawk recommends keeping a 2' x 3' carpet remnant from your installation for your warranty or in case you ever need to make a repair.

Failure to comply with your Homeowner Obligations will void your Mohawk Carpet warranty. If you have any questions, please call Technical Services at 888-387-9881.

### **Filing a Claim**

Notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your invoice. Your retailer will take appropriate action, including notifying Mohawk, if necessary.

If you are unable to contact your retailer for some

reason, or if you do not get a satisfactory reply from the retailer, please write to Mohawk at:

Mohawk  
Attention: Customer Relations  
P.O. Box 12069  
Calhoun, Georgia 30703

The following additional warranty is provided by 3M for Mohawk products which contain Scotchgard brand products:

### **Scotchgard™ Warranty Coverage Details**

Please contact the Scotchgard Service Center for assistance in determining the warranty coverage that applies to your carpet.

Scotchgard™ 7-Year Limited Stain Warranty (for olefin, olefin/nylon blend and polyester carpet):

Limited 7-year coverage for most food and beverage stains

Scotchgard™ 7-Year Limited Stain and Soil Warranty (for nylon carpet):

Limited 7-year coverage for most food and beverage stains

Limited 7-year coverage for soil resistance

Scotchgard™ Protector Advanced Repel Technology 10-Year Limited Stain and Soil Warranty (for nylon, olefin and polyester carpet):

Limited 10-year coverage for most food and beverage stains

Limited 10-year coverage for soil resistance

*Note: You must get your carpet cleaned by a professional cleaner using hot-water extraction or by using a BISSELL® ProHeat™ or ProHeat Pro-Tech™ deep-cleaning machine to keep your warranty in effect. See section on "Homeowner Obligations" for complete details.*

### **What Is Not Covered**

- Carpet wear or routine cleaning and maintenance
- Carpet installed in high-traffic areas or stairs
- Area rugs

- Filtration soiling
- Carpets installed in places other than owner-occupied residential properties, including commercial or business places, daycare facilities and rental properties
- Carpet stains resulting from commercial use (i.e. contracted services, in-home businesses, etc.)
- Stains from substances other than food or beverages (i.e. vomit, urine and feces)
- Food and beverages that contain strongly colored natural dyes (i.e. mustard, coffee or herbal tea)
- Substances that destroy or change the color of carpets (i.e. bleaches, acne medications, drain cleaners and plant food)
- Stains or damage from abnormal use, including water damage from plumbing or appliance failure, storms or flooding; stains or damage resulting from improper installation, maintenance or cleaning of the carpet
- Reappearance of previously cleaned stains (if stain reappears, 3M will provide up to two professional cleaner visits)
- Defects or conditions covered by other warranties

*Note: the Scotchgard™ 7-Year Limited Stain Warranty for olefin, olefin/nylon blend and polyester carpet does not cover general soiling.*

Carpets with Scotchgard Protector or Scotchgard Protector Advanced Repel Technology will be covered for the term of your warranty from the original date of purchase. This warranty is offered only to the original carpet purchaser and is not transferable. In the event that you are unable to remove a covered stain or area of soiling using 3M-recommended procedures, the 3M-trained service specialists at the Scotchgard Service Center will provide telephone support to help you remove the stains or soiling. Live operators are available Monday-Friday from 8am-6pm CT.

If the covered stain or area of soiling remains, 3M will dispatch a qualified service technician to your home to remove the stain or demonstrate the cleanability of the carpet in the area of soiling, at no charge to

you. If the covered stain or area of soiling cannot be removed, 3M will repair or replace the affected area (the stained and adjacent areas extending to the nearest wall, doorway, or entrance) with identical carpet. If the identical carpet is no longer available, 3M will only allow reselection of Scotchgard Protector or Scotchgard Protector Advanced Repel Technology treated carpet of comparable cost. This limited warranty includes the reasonable (not to exceed \$7/ square yard) labor costs for repair or installation of replacement carpet, but does not include labor costs to replace custom carpets (i.e. borders, inserts), or the cost related to moving or replacing equipment, furnishings, partitions, other fixtures or structural items. The replacement carpet is not covered by this warranty. Carpet replacement must be performed within 180 days after 3M's authorization or the replacement will be waived.

### **Homeowner Obligations**

- Keep a legible copy of your original carpet purchase receipt showing date of purchase. No claims will be accepted without original proof of carpet purchase.
- Notify the Scotchgard Service Center as soon as possible and within five (5) days of the occurrence of any covered stains or problems with soiling. If the stain or area of soiling is not removed with the assistance that 3M provides, you may file a claim under this warranty by submitting a copy of your dated original carpet purchase receipt to the Scotchgard Service Center along with a description of the problem and efforts made to correct it.
- Provide proof that your carpet has been cleaned either by a qualified professional cleaner using hot-water extraction at least once every two years, or by using a BISSELL ProHeat or ProHeat ProTech deep-cleaning machine and a full-size BISSELL deep-cleaning formula with Scotchgard Protector at least once every 12 months from date of carpet purchase. To help protect your carpet, 3M strongly recommends that Scotchgard Protector be re-applied at least every 24

months. Required proof of care and cleaning is a dated receipt for a professional hot-water extraction cleaning or dated receipt showing purchase of a BISSELL ProHeat or ProHeat Pro-Tech deep-cleaning machine with proof of purchase of at least one full-size BISSELL deep-cleaning formula with Scotchgard Protector every 12 months.

*Note: Coverage for soiling does not apply to the Scotchgard 7-Year Limited Stain Warranty for olefin, olefin/nylon blend and polyester carpet.*

### **To obtain service:**

For carpet care and stain removal assistance, contact the Scotchgard Service Center toll free at 1.800.433.3296, or visit [www.scotchgard.com](http://www.scotchgard.com).

Claims for carpet replacement and supporting documentation must be sent to the Scotchgard Service Center, P.O. Box 130610, Roseville, MN 55113.

These are your exclusive warranties and remedies and they replace all other expressed or implied warranties or remedies, including any implied warranty of merchantability. This warranty provides specific legal rights, and your rights may vary under state law.





All warranties covered in this guide refer to Mohawk Carpeting which is sold under these fine labels:

**Aladdin**  
COLLECTION BY



**HORIZON**  
COLLECTION BY



**WUNDAWEVE**  
COLLECTION BY



508 East Morris Street Dalton, GA 30720  
1-800-2-MOHAWK

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

After Sales Service (to file a claim)  
800-524-2514

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