

# Homeowner Obligations Under the Shaw 3-, 4-, and 5-Star Warranties

## ***What you must do***

In order to maintain and protect your coverage under the terms of the 3-, 4-, and 5-Star warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, statement, or this completed warranty brochure from your Shaw retailer, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Shaw “Carpet Care and Maintenance” booklet.
3. Be able to show proof of periodic cleaning by hot-water extraction (commonly called “steam” cleaning) by a professional cleaning service or do-it-yourself system, using equipment certified under the Carpet and Rug Institute’s Seal of Approval program.

Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a listing of approved products.

**NOTE:** Effective January 1, 2008, professional service must be performed by an IICRC (Institute of Inspection, Cleaning and Restoration Certification) certified firm\*. You may contact the IICRC at 1-800-835-4624 for information.

A bill, invoice, or statement showing cleaning service (or do-it-yourself equipment rental) with descriptions will serve as proof. Effective January 1, 2007 a minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Please refer to the cleaning recommendations contained in the Shaw “Carpet Care and Maintenance” booklet .

*\*IICRC has two classifications of certification for carpet cleaning professionals. First is the Certified Technician, who is an individual who has been trained and passed an exam for certification. The other is the Certified Firm designation, which is a company which has a business license, carries liability insurance, workman’s compensation insurance, and employs Certified Technicians. Shaw Industries feels that our customers are better served and protected by IICRC Certified Firms.*

Although “steam” cleaning is a homeowner obligation, it is also a procedure that will keep your carpet looking its best and extend its useful life.

**Routine spot removal** – research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. Use products in the Carpet and Rug Institute’s Seal of Approval program which tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.