

Maintenance Record

Carpet Purchased from:

Dealer name _____

Address _____

Phone _____

Date Purchased _____



Carpet Care and Cleaning Record:

Professional cleaner / Date _____

Professional cleaner / Date _____

Professional cleaner / Date _____

Professional cleaner / Date _____

Professional cleaner / Date _____

Professional cleaner / Date _____

Fluorocarbon After-Treatment:

Application / Date _____

Application / Date _____

Application / Date _____

Application / Date _____

WARRANTY FOR CARPETS WITH SCOTCHGARD™ PROTECTOR ADVANCED REPEL TECHNOLOGY

Scotchgard™ Protector Advanced Repel Technology
10-YEAR LIMITED WARRANTY
AGAINST PERMANENT STAINING
10-YEAR LIMITED SOIL RESISTANCE WARRANTY
For carpets purchased after January 8, 2006.

What is Covered: 3M warrants carpets manufactured by Mohawk with Wear-Dated® carpet fiber that are mill-treated with Scotchgard™ Protector Advanced Repel Technology to resist permanent staining from most common food and beverage stains, and provide enhanced soil resistance for a period of ten years from the date of original purchase. Specific terms and limitations of this warranty are described below.

What 3M Will Do: In the event that you are unable to remove a covered stain or area of soiling using 3M-recommended procedures, the Scotchgard™ Service Center will help provide telephone support through a 3M-trained service specialist to help you remove the stains or soiling. Live operators are available M-F from 8 a.m. to 6 p.m. central time. 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 area of soiling or covered stains 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 Advanced Repel Technology treated carpet of comparable cost manufactured by Mohawk with Wear-Dated® carpet fiber. 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 (e.g., 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.

What You Must Do: To take advantage of this warranty, you must:

- Provide 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 - not later than 5 days - of any covered stains or problems with soiling. If the stain or area of soiling is not removed with the assistance that we provide, you may file a claim under this warranty by sending a copy of your dated original carpet purchase receipt to the address below.
- Provide proof that your carpet has been hot-water extraction cleaned either by a qualified professional cleaner at least once every two years or by using a BISSELL® ProHeat™ ProHeat ProTech™ deep cleaning machine and a full size BISSELL deep cleaning formula with Scotchgard™ Protector as least once every 12 months from date of carpet purchase. To help protect your carpet, 3M strongly recommends that Scotch-

gard™ Protector be re-applied at least every 24 months. Proof of care and cleaning requires a dated receipt for professional hot water extraction cleaning or a dated receipt showing purchase of a BISSELL ProHeat or ProHeat Pro-Tech deep cleaning machine and proof of purchase of a least one full-size BISSELL deep cleaning formula with Scotchgard™ Protector every twelve months.

- Carpet replacements must be performed within 180 days after 3M's authorization or be waived.

Warranty Limitations and Exclusions: Scotchgard™ Protector and stain release guards your carpet against most common food and beverage stains soiling as result of normal foot traffic. No product can protect carpet against all stains. Soiling and stains will be more apparent on a light colored carpet. Regular vacuuming will help reduce soiling and keep your carpet looking good longer. This warranty does NOT cover:

- Carpet wear or routine cleaning and maintenance.
- Carpet installed in high traffic areas or stairs.
- 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 (e.g., contracted services, in home businesses, etc.).
- Stains from substances other than food or beverage (e.g., vomit, urine, and feces).
- Foods or beverages that contain strongly colored natural dyes (e.g., mustard, coffee, or herbal tea).
- Substances that destroy or change the color of carpets (e.g., bleaches, acne medications, drain cleaners, plant food).
- Stains or damage from abnormal use, including water damage from plumbing, storms or flooding, or due to improper installation, maintenance or cleaning of the carpet.
- Reappearance (wicking) of previously cleaned stains. (If stains reappear, 3M will provide a maximum of two professional cleaner visits).
- Defects or conditions covered by other warranties.

To Obtain Service or Submit Warranty Claims: For carpet care and stain removal assistance, contact the Scotchgard™ Service Center toll free at 1-800-633-3208, or visit 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 express 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.

WARRANTY FOR CARPETS MADE WITH SOLUTIA INC.'S WEAR-DATED® CARPET FIBER



Full Five Year Normal Wear/Texture Retention Warranty
Full Seven Year Stain and Soil Resistance Warranty
Full Lifetime Anti-Static Warranty
Limited Ten Year Abrasive Wear Warranty
3M Scotchgard™ Advance Repel Technology Limited Ten Year Stain and Soil Resistance Warranty*

* For carpets manufactured by Mohawk with Wear-Dated carpet fiber purchased after January 8th, 2006 please refer to the 3M warranty found on page 7 of this brochure.

Solutia Inc. warrants that it will repair or replace any portion of any approved carpet made with Wear-Dated carpet fiber including reasonable (not to exceed \$7/square yard) labor costs for installation, but excluding any other consequential or incidental damages, including, without limitation, cost of custom installation such as bordering, carving or inserts or the cost related to moving or replacing equipment, furnishings, partitions, other fixtures or structural items in an owner-occupied residence if the carpet fails to perform against normal wear/texture retention during the first 5 years after original installation, stain or soiling during the first 7 years after original installation and static during the lifetime of the carpet, all as described below.

Additionally, Solutia Inc. warrants that it will pay for up to one-half of the wholesale cost of equivalent carpet to replace the affected portion of any approved carpet made with Wear-Dated carpet fiber in an owner-occupied residence if the carpet fails to perform against abrasive wear during the first 10 years after original installation, as more fully described below. The provisions in this warranty are effective for approved carpets made with Wear-Dated carpet fiber installed on or after January 1, 2005. The replacement carpet is not covered by this warranty. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. **NORMAL WEAR/TEXTURE RETENTION.** Solutia Inc. warrants that it will replace the affected portion of the carpet (as described above) if it fails to give five years **NORMAL WEAR/TEXTURE RETENTION.** The **NORMAL WEAR/TEXTURE RETENTION** warranty gives the consumer protection against non-restorable excessive matting, non-restorable excessive crushing and non-restorable excessive loss of twist incurred during normal residential use as measured by Solutia Inc.'s program of performance standards and tough testing.

NORMAL WEAR/TEXTURE RETENTION does contemplate some appearance and surface texture change, especially in "high usage" areas such as traffic lanes, in front of chairs and sofas and in pivot points. Research has demonstrated that carpets containing Wear-Dated carpet fiber constructed with greater density and higher levels of ply twist can be expected to perform better. Carpet appearance change caused by shading, pile reversal or soiling are not covered by this **NORMAL WEAR/TEXTURE RETENTION** warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty. This **NORMAL WEAR/TEXTURE RETENTION** warranty is applicable for the first 5 years after original installation.

STAIN RESISTANCE AND SOILING.

* For carpets manufactured by Mohawk with Wear-Dated carpet fiber purchased after January 8th, 2006 please refer to the 3M warranty found on page 7 of this brochure.

Carpets made with Wear-Dated carpet fiber are produced with specially engineered fibers and are treated with special state-of-the-art protectants designed to provide enhanced resistance to stains caused by artificial dyes found in many foods, beverages and pet foods and also to provide enhanced soil removal and cleanability. Solutia Inc. warrants that these fiber properties and protectants will remain effective against these stains and also will provide enhanced soil removal and cleanability (provided the schedule of maintenance described herein has been adhered to). No carpet is absolutely "soil-proof" or "stain-proof!" This warranty specifically excludes stains resulting from improper maintenance or clean-up or caused by materials that permanently destroy dyes or alter color (including, but not limited to, bleaches, caustic chemicals, insecticides, paints, drain and toilet bowl cleaners, corn and callus removers, acne medication, plant food, iodine, very strong dyes, vomit, urine, feces, etc.). This **STAIN RESISTANCE AND SOILING** warranty is applicable for the first 7 years after original installation.

Moreover, with use, any carpet will soil. Soiling will be more evident on lighter shades that require more care and maintenance, including professional cleaning at appropriate intervals. Vacuuming is a necessary ingredient of maintenance but cannot be expected to remove all soil accumulation. Before a concern for inadequate stain or soil removal will be evaluated by Solutia Inc., the purchaser must first have the carpet cleaned by a reputable, professional carpet cleaner using the recommended hot water extraction method and furnish a copy of the invoice to Solutia Inc. This invoice must be dated within 30 days prior to filing a warranty claim. This required cleaning would be in addition to those cleanings required in order to maintain warranty coverage. See general conditions for other stipulations. Filtration, wick-up and resoiling after cleaning are excluded from warranty coverage.

ANTI-STATIC. Carpets made with Wear-Dated carpet fiber are manufactured in a way that resists the build-up of static electricity that causes shock. Solutia Inc. warrants, for the life of the carpet, that the carpet will not generate static electricity greater than 5.0 kilovolts when tested using AATCC Test Method 134. Solutia Inc. will repair or replace any area of the carpet that does not meet this standard.

ABRASIVE WEAR. Solutia Inc. warrants that it will pay up to one-half the wholesale cost of equivalent carpet necessary to replace the affected portion of the carpet if the carpet loses more than 10% of its surface fiber due to **ABRASIVE WEAR.** This warranty gives the consumer protection against surface fiber loss in excess of 10% due to **ABRASIVE WEAR.** Loss of tufts, yarn pulls, fiber loss due to normal shedding and fuzzing, fiber loss due to defective construction and fiber loss resulting from sunlight degradation are not covered by this warranty. This **ABRASIVE WEAR** warranty is applicable for the first 10 years after original

installation and coverage is limited to one-half of the wholesale cost of equivalent carpet necessary to replace the affected portion of the carpet.

IMPORTANT. The above **NORMAL WEAR/TEXTURE RETENTION, ABRASIVE WEAR, STAIN, SOIL** and **STATIC** warranties specifically exclude any difficulties with the carpet caused by improper manufacturing, improper installation and excludes carpet that has been installed on stairs, put to commercial or non-owner use, subjected to abnormal use or conditions, or treated with in-home material other than those approved by Solutia Inc. In addition, specifically excluded is carpet that develops what is commonly referred to as permanent shading, pile reversal, pooling or watermarking.

In order to keep the provisions of this warranty in effect, the homeowner must periodically have the carpet professionally cleaned by the preferred hot water extraction method and must have applied a topical fluorocarbon in the anionic fluorocarbon family. Professional hot water extraction cleaning must be performed at least every 2 years. The topical fluorocarbon must be applied after each even numbered cleaning. These are the minimal professional cleaning requirements. Some homeowners may find it necessary to select a shorter time interval based on lifestyle and color of carpet. Dated receipts for the above services will be required as part of the documentation required when opening a warranty claim. Additionally, these warranties are void to the extent any of the affected carpet is removed from its location of original installation.

GENERAL CONDITIONS. Specific purchasing documentation, maintenance records and representative samples must be retained by the consumer and provided to Solutia Inc. as requested. To file a warranty claim, forward a legible sales slip that includes the retailer name and address, date of purchase, date of installation or occupancy (with respect to new construction only), carpet manufacturer, style identification and a brief description of the problem. If carpet was installed as part of new home purchase, the builder must provide the carpet information and associate the carpet to the consumer's address and/or lot number. A 1' x 1' remnant must be furnished by the consumer for general testing needs. A 2' x 3' remnant must be furnished by the consumer for any static electricity claim. Legible and dated receipts showing cleaning method, areas cleaned and application of topical fluorocarbon (all as required above) should be maintained for submission as requested.

NOTE: If Solutia Inc. elects to replace a carpet hereunder and identical carpet is not available at that time, Solutia Inc. may provide a replacement of equivalent value.

This warranty gives you specific legal rights and you may also have other rights that vary from jurisdiction to jurisdiction. This Warranty applies only to carpets sold in the Continental United States, Alaska, Hawaii, Puerto Rico and Canada.

To submit warranty claim information or to obtain further information on this warranty, please call 1-800 633-3208, or email us at claims@weardated.com.

Mailing address:
Solutia Inc.
Wear-Dated Products Warranty Service
3391 Town Point Drive, Suite 200
Kennesaw, GA 30144-9808

Note: 30-Day "No Questions Asked" warranty issued by carpet manufacturer only, not Solutia Inc. See such warranty for details.

ALWAYS FOLLOW CARPET MANUFACTURER'S CARE INSTRUCTIONS.

NOTE: No carpet is absolutely "stain-proof." Some household materials can either destroy or change one or more of the dyestuffs used in coloring the carpet and are excluded from coverage under this warranty. Many such materials are found in the home. Following are some of the more common staining agents that should be used with extreme caution around carpeting.

Acne Medications

The "active ingredient" in many such products reaches the carpet by spilling or rubbing face and hands on the carpet. The resulting stain might be delayed, but usually materializes as an orange or yellow spot during or following a period of high humidity.

Bleaches

Chlorine-containing bleaches are common in the home and may be carried from one part of the home to another. Spills or drips from containers with loose caps will cause spots (typically bright yellow) which usually cannot be corrected. Likewise, mildew preparations frequently contain bleach.

Drain Cleaners

Most drain cleaners contain lye which permanently bleaches carpet.
Toilet Bowl Cleaners/Corn Callus Removers
These products contain acids, chlorides and coloring matter that may actually damage carpet, in addition to staining.

Insecticides

Some active ingredients in professional home pest control products can cause fading of carpet dyes. Spots will usually be greenish in color.

Plant Food

Watering spills or drips from potted plants may also cause "delayed" stains (usually dull yellow). Spots begin at base, work way to surface of carpet.

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