

This brochure was designed to help you better understand the warranties that come with your new carpet. Please keep it, along with other important papers regarding your carpet (original invoice, cleaning receipts, etc.), so that in the unlikely event of a claim you'll have all the necessary paperwork handy.

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 specific style are designated on the samples featured by the authorized Mohawk Carpet dealer at the time of the purchase of carpet.

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## Mohawk Limited Abrasive Wear Warranty

(See store sample for details)

Mohawk Industries warrants for a specified period of time from the original date of installation that the surface pile of your carpet will not be worn by abrasion more than 10% during the warranty period provided the carpet is installed over cushion meeting the standards noted in the Carpet cushion section and is maintained according to Mohawk's recommendations in an owner occupied, single-family residence. 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 per the Terms and Conditions stated in this warranty booklet, for the affected area only (the worn and adjacent areas extending to the nearest wall, doorway or entrance).

Abrasive wear means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the car-pet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. Carpets installed out-doors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal shoe traffic are not covered by this warranty. Specifically excluded from this warranty is damage caused by tears, pulls, piling, burns, improper installation, inadequate cushion, improper cleaning, furniture, wheel traffic, or athletic equipment.

## Mohawk Limited Manufacturing Defects Warranty

(See store sample for details) Mohawk Industries warrants residential carpeting against manufacturing defects for a specified period of time from the original date of installation. If your carpet is determined to be defective, Mohawk will handle such claims per the Terms and Conditions stated in this warranty booklet.

## Mohawk SmartStrand Limited Stain Resistance Warranties

Mohawk Carpet warrants residential carpeting made from SmartStrand® fiber: SmartStrand® and SmartStrand® with DuPont™ Sorona® polymer. Mohawk Carpet warrants to the original purchaser that the surface pile of this carpet will resist stains from any food and beverage – including mustard, coffee, herbal teas, household bleach\*, benzoyl peroxide, and other water soluble, non-wax/oil based stains from the date of the purchase for the life of the car-pet, when properly installed over cushion meeting the manufacturer's recommendations and maintained in an owner-occupied, single family, indoor, residential installation. Mohawk will, at its discretion and as its entire liability and the exclusive remedy of any party, repair, credit, or replace with comparable carpet, on a pro-rate basis, any portion of the installation which fails to exhibit improved stain resistant properties during the limited warranty period as provided below.

NOTE: This warranty applies to carpet manufactured using SmartStrand or SmartStrand with DuPont Sorona fibers, not Nylon or any other fibers.

SmartStrand made with DuPont Sorona polymer carpets carry a Lifetime limited stain warranty.

SmartStrand carpets carry a 20-year limited stain warranty.

\*Any attempt at using household bleach as a carpet cleaning agent will void the warranty of your carpet. Only cleaners specified as CRI Seal of Approval products are acceptable.

No carpet is absolutely stain-proof. The stain resistant properties of this product will provide for improved resistance to food and beverage stains. This limited warranty excludes any residual stains or wicking that may occur under this condition. Also excluded are pet stains, vomit, and stains caused by acids, oil-based or wax-based sub-stances including, but not limited to tar, shoe polish, paints, lipstick, and mascara.

If permanent staining should occur that cannot be removed using recommended methods by a certified car-pet care professional, Mohawk Industries will handle such claims per its Terms and Conditions stated in this warranty booklet.

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

## Mohawk Limited Nylon Stain Resistance Warranty

(See store sample for details)

Mohawk Industries warrants that the surface pile of this carpet will resist stains by most household foods and beverages, except as noted below, for a specified period from the date of original installation. The stain resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. (No carpet is fully stain proof). Therefore, this warranty excludes general soiling and stains from non-food and non-beverage substances, including but not limited to such foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, herbal tea, red wine and hot beverages; substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food, vomit, urine and feces. This limited warranty excludes any residual stains, which may occur under this condition.

If permanent staining should occur that cannot be removed using recommended methods by a certified carpet care professional, Mohawk Industries will handle such claims per its Terms and Conditions stated in this warranty booklet.

## Mohawk Limited P.E.T. Polyester Stain Resistance Warranty

(See store sample for details) Mohawk Industries warrants that the surface pile of this carpet will resist stains from most household foods and beverages, and benzoyl peroxide, a common ingredient of acne medication, for a specified period from the date of original installation.

NOTE: This warranty applies to carpet manufactured using P.E.T. polyester fibers only – not Nylon.

No carpet is absolutely stain-proof. The stain resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. Stain resistant properties may be affected by exposure to very hot substances. This limited warranty excludes any residual stains which may occur under this condition. Also excluded are stains caused by non-food substances including, but not limited to, pet stains, 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. Stains from foods and beverages with strongly colored natural disperse dyes, such as those found in some brands of mustard and herbal tea, are also excluded.

If permanent staining should occur that cannot be removed using recommended methods by a certified carpet care professional, Mohawk Industries will handle such claims per its Terms and Conditions stated in this warranty booklet.

## Mohawk Limited Stain and Fade Resistance Colorfast Xylon® (Olefin) Warranty

(See store sample for details) Mohawk Industries warrants that a Mohawk Colorfast Xylon carpet will not be permanently stained by ordinary materials found in household environments, excluding vomit, urine, and feces for a specified period from the date of original installation. Mohawk further warrants that a Mohawk Xylon 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 AATCC\* Gray Scale for standards comparison of the extent of color differences. \*American Association of Textile Chemists and Colorists.

If permanent staining should occur that cannot be removed using recommended methods by a certified car-pet cleaning professional, or if color change due to sunlight or atmospheric contaminant should exceed the AATCC Gray Scale criterion, Mohawk will handle such claims per its Terms and Conditions stated in this warranty booklet.

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

(See store sample for details) If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet care professional, Mohawk Industries will handle such claims per its Terms and Conditions stated in this warranty booklet.

Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. Mohawk warrants that for a specified period of time from the original date of installation, subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet, your carpet will not have a "noticeable color change" (as defined below) due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Noticeable color change is defined as change greater than 3 using standardized rating scales (Grey Scales- AAT CC Evaluation Procedure 1 or equivalent in the U.S. or via Test method 121 in Canada).

Excluding from this limited warranty are: color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment. Following the recommended carpet care and cleaning procedures found in this booklet is essential to minimize color change from dry soil.

Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs.

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

(See store sample for details) Mohawk Industries warrants for a specified period of time from the date of original installation that the carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79). Most people are unaffected by static of that degree. If static greater than 5.0 kilovolts is generated, Mohawk will handle such claims per Terms and Conditions stated in this warranty booklet.

### **Mohawk Limited Fade Resistance Warranty**

(See store sample for details) Mohawk Industries warrants for a specified period from the date of original installation 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 AATCC\* Gray Scale for standards comparison of the extent of color differences. \*American Association of Textile Chemists and Colorists.

If a color change due to sunlight or atmospheric contaminants should exceed the AATCC Gray Scale criterion, Mohawk will handle such claims per its Terms and Conditions stated in this warranty booklet.

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

(See store sample for details) Mohawk Industries warrants that, for a specified period of time from the original date of installation, this carpet will retain its texture from ordinary foot traffic, as a result of the tufts losing twist, provided the carpet is installed over a cushion meeting the standards noted in the Carpet Cushion section and maintained according to Mohawk's recommendations in an owner-occupied, single-family residence.

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.

Improper or inadequate care and maintenance will accelerate carpet appearance changes. To refresh carpet texture, cleaning performed by a trained, certified carpet care professional is required every 12-18 months. Proof of this service is required.

Carpet installed outdoors, on stairs, in bathrooms, or kitchens or in areas subject to other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper installation and/or improper cleaning methods and materials.

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

These warranties protect you, the original purchaser, if you have purchased a Mohawk carpet that has our OptiBack backing system for your own residential use in an owner-occupied residence.

Mohawk warrants that your OptiBack carpet will remain free of buckling after installation for a period of ten (10) years. Carpet must be correctly installed in a proper indoor installation following the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details.

Carpet must be installed over pad that meets Mohawk minimum requirements for pad thickness and density in order to qualify for this warranty.

### Exclusions

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Pile distortion or compression caused by furniture, including impressions left by legs of furniture, is not covered by this warranty. This warranty does not cover any buckling issues that result from damage to the backing system during installation, improper seaming, or over wet-ting due to improper cleaning, flooding, etc.

This warranty coverage runs for 10 (ten) years from the date your carpet is installed.

Mohawk warrants that your OptiBack carpet will remain free of delamination issues - defined as the separation of the secondary backing from the primary backing - after installation for a period of ten (10) years. Carpet must be correctly installed in a proper indoor installation following the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your retailer for details. Carpet must be installed over pad that meets Mohawk minimum requirements for pad thickness and density in order to qualify for this warranty.

### Exclusions

This warranty does not cover any delamination issues that result from damage to the backing system during installation, improper seaming, or over wetting due to improper cleaning, flooding, etc.

The liability of Mohawk Carpet Corporation under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mohawk Carpet Corporation reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Mohawk Carpet Corporation shall provide a carpet of equal value should the identical carpet not be available. Mohawk will arrange a credit to your retailer as a percentage of the replacement cost of new carpet only. The credit will be good only toward the purchase of new Mohawk carpet. There will be no cash payment. Mohawk Carpet Corporation shall not be liable for the cost of incidental or consequential damages. 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.

All carpets manufactured by Mohawk Industries are intended solely for use as indoor floor covering and are not recommended for any other purpose.

## Warranties Other Than Mohawk Cushion Enhanced Full Performance Warranty

Mohawk branded cushion – A name you can trust

Our Mohawk cushion adds comfort and performance to any carpet and makes it feel richer and more luxurious

Our Mohawk cushion improves the carpets acoustical and insulating properties making the room quieter and warmer

Our quality Mohawk carpet cushion can dramatically extend the life of a carpet – the better the cushion the better performance you receive from your carpet

Purchase a Mohawk carpet and Mohawk cushion and receive a 3, 5 or 7 year Full Performance Warranty on your Mohawk Carpet.

### Mohawk Cushion

#### ENHANCED FULL PERFORMANCE WARRANTY

QUALIFYING CUSHIONS	WEAR	STAIN	TEXTURE RETENTION
PLATINUM	7 YEAR	7 YEAR	7 YEAR
IVORY HEAVENLY PINNACLE PINNACLE PLUS DYNAMIC VITALITY *GUARDIAN RIGHTSTEP 40 SMARTSTEP 40 ULTRA 40 VANTAGE	5 YEAR	—	5 YEAR
ATANTIS SAPPHIRE VELVET TOUCH ONYX AUGUSTA PEBBLE BEACH RIGHTSTEP 28 SMARTSTEP 28 ULTRA 28 PINEHURST ST. ANDREWS ABSOLUTE GEMSTONE PROTECTOR JADE RIGHTSTEP 32 SMARTSTEP 32 ULTRA 32	3 YEAR	—	3 YEAR

Read warranty brochure for details \*Limited Availability

Recommendations: For BONDED CUSHIONS in residential installations we recommend a cushion of no more than 1/2" with a 6 pound per cubic foot of density or equivalent. We recommend a cushion of 3/8" or less in thickness with a 8 pound per cubic foot of density or equivalent for berber style carpets.

When using our PLATINUM CUSHION in residential installations we recommend a maximum thickness of 1/2". When using our Platinum cushion with berber carpets, we recommend a maximum thickness of 3/8".

### Mohawk Industries

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 them. Consult your dealer for specific warranty details and telephone numbers for warranty service.

### Implied Warranties

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE FIVE-OR TEN-YEAR TERMS OF THE WRITTEN MOHAWK CARPET CORPORATION WARRANTIES. 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. YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. These warranties give 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 limit of Mohawk Carpet Corporation responsibilities.

## General Terms and Conditions On Your Mohawk Carpet Corporation Warranties

The liability of Mohawk Carpet Corporation under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mohawk Carpet Corporation reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Mohawk Carpet Corporation shall provide a carpet of equal value should the identical carpet not be available. Mohawk will arrange a credit to your retailer as a percentage of the replacement cost of new carpet. The credit will be good only toward the purchase of new Mohawk carpet. There will be no cash payment. Mohawk Carpet Corporation shall not be liable for the cost of incidental or consequential damages. 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. All carpets manufactured by Mohawk Industries are intended solely for use as indoor floor covering and are not recommended for any other purpose.

### Non-Transferability

These Mohawk Carpet warranties are extended only to the original purchaser and are not transferable. Warranties apply only to carpet for the owner-occupied single-family residential installations and to carpet purchased by the full time tenant in a rental dwelling.

### First Quality Products

Warranties are not applicable to carpet sold as second quality, irregular, used or mill end.

### Improper Installation

Improper installation can cause problems with your carpet. The Carpet and Rug Institute Installation Standard CRI-105 conforms to proper installation procedures and must be followed. We are not responsible for damage to your carpet caused by improper installation. Examples are wrinkling, due to insufficient stretch, loss of tufts due to improper seam sealing, and seam peaking. The International Floor covering Installers Association maintains a directory of qualified carpet installers: call 1-816-231-4646.

### Improper Maintenance or Inadequate Care

Your carpet requires routine maintenance. Please follow the recommendations described in this brochure under "Carpet Care." We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

### Accidents, Abuse, or Abnormal Wear

Your Mohawk Carpet warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets, or damage caused by improper cleaning methods and materials. Staining from common household food and beverage substances may be covered by fiber or stain protection producer's warranties.

### Carpet on Stairs, in Bathrooms, and in Kitchens

Your Mohawk Carpet warranties do not cover damage or appearance changes on carpet installed on stairs, in bath-rooms, kitchens, outdoors, or in areas subject to other than ordinary shoe traffic.

### Pad Failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information.

### Problems with Moisture

Your Mohawk Carpet 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) maintains a registry of trained, certified specialists. Call 1-800-835-4624.

### Changes in Carpet Color

Your Mohawk Carpet 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. This limitation may not apply if your Mohawk Carpet features a stain and fade warranty.

### Differences in Samples

Your Mohawk Carpet 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.

**Replacement of Discontinued Carpet**

If your carpet has been discontinued and replacement is necessary under the terms of your Mohawk Carpet warranty, Mohawk carpet of comparable quality will be substituted.

**Geographic Locale**

These warranties apply only in the United States and Canada.

**Consequential or Incidental Damages WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. ALL CHARGES SHOULD BE SUBMITTED TO THE CUSTOMER RELATIONS DEPARTMENT FOR EVALUATION AND REVIEW.**

## 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. There are no warranties which extend beyond the description on the face hereof.

Upon determination of a valid claim and the carpet cannot be restored by repair, Mohawk Industries will arrange a credit to your retailer equal to 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. The following prorated schedule applies to all Mohawk warranties of five (5) years or greater:

### Lifetime

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%	20th Year	5%

### 20 Years

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 Years

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

### 12 Years

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

### 10 Years

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

### 5 Years

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

## The Carpet and Rug Institute Indoor Air

See page 9 for warranty enhancements which come when Mohawk Cushion is purchased for /with your Mohawk carpet.

### Quality Assurance Program

All Mohawk carpets carry the Carpet and Rug Institute label signifying certification under the CRI Indoor Air Quality carpet testing program.

The CRI label is your assurance that Mohawk carpets are rated well within the established guidelines for the emission of volatile organic compounds (VOC's) that can be emitted 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 label indicates that your Mohawk carpet meets these air quality standards.

### Carpet Cushion

The cushion under your carpet is one of its 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. You must use a pad with-in the recommended specifications in order to qualify for Mohawk Carpet Corporation warranties.

For residential installation we recommend a cushion of no more than 1/2 inch thick with a 6 pounds per cubic foot of density or equivalent. We recommend a cushion of 3/8 inch thickness or less with a 8 pounds per cubic foot of density or equivalent for berber style carpets.

When using our PLATINUM CUSHION in residential installations we recommend a maximum thickness of 1/2". When using our Platinum cushion with berber carpets, we recommend a maximum thickness of 3/8".

### Carpet Installation

Be sure to have a professional installer install your new Mohawk carpet in your home. The installer must be trained in methods outlined by the Carpet and Rug Institute. Their Standard 105\* for residential installation must be followed in order to qualify for these carpet warranties. Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will not look as good nor last as long and can cause delamination, buckling, wrinkling, and loss of tufts in the seam areas.

Before you have your new carpet installed, Mohawk recommends you let the carpet sit overnight, preferably unrolled in an area not below 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 a 24-hour span.

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

\*Failure to have your carpet installed using the previous guidelines can void your warranties.

## Carpet Care and Guidelines

### A) Selection

In selecting your color, take the time to look at large samples in your home, both by daylight and lamplight in the evening. The color you choose will look different under different lighting conditions.

Light colored carpets will show more soil and require more maintenance than dark colors. Darker colors of carpeting are more effective in high traffic areas. Multi-colors 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 will perform. Thin, less dense carpet will lose its surface appearance faster. It is best to buy 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 retailer near you).

First scrape food spill gently with a spoon or dull knife - or a Mohawk Carpet Cleaning Key, removing as much solid material as possible.

Apply Mohawk FloorCare Essentials Spot Remover or other low residue carpet spot remover that has obtained the Carpet and Rug Institute Seal of Approval to the stain.

Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended. Important - Do not use any cleaner with a PH of 10 or higher. Always test cleaners on a small, non-visible area for any discoloration of the pile before using.

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 retailer near you.

### C) Vacuum Regularly

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 lanes 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, so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case we recommend a suction vacuum only.

### D) Preventative Maintenance

The 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.

The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting 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. They 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 the carpet fibers. With foot traffic these particles and oily dirt are driven deep into the carpet. We recommend professional hot water extraction every 12 to 18 months using cleaning products, equipment or systems that carry the Carpet & Rug Institute Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) Periodic cleaning using the hot water extraction method performed by a certified carpet care professional, will refresh carpet appearance.

The most used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas. Clean these areas as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleaning.

## Non-Warranted Carpet Characteristics

### Appearance Retention

All carpets will change in appearance over time. This is 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. The tips of the tufts in cut-pile carpets, over time and use, will lose some twist, causing it 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 appearance.

### Fading or Color Loss

Carpet may slowly lose color over time. This can be caused from direct sunlight, ozone, emissions from heating fuels, pesticides, cleaning agents, benzol 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. The selection of a carpet with a lower pile height and denser construction will help to minimize this effect.

### Indentations

Indentations will occur from furniture or heavy objects. Furniture coasters will assist in spreading the weight of the object to a larger area. Brushing the affected area with your fingertips will usually restore the crushed tufts to their original position.

### Matting

The entanglement of fibers and tufts of the yarn tips may be caused by a cushion failure, or most often, improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that has not been 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. This results in a permanent pile reversal that occurs after installation. It has no known cause and is usually confined to only 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 versus continuous filament products. Regular vacuuming utilizing a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year.

### Filtration Soiling

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. It 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 clean the affected areas, but the condition will usually return unless the 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. It can be caused by excessive humidity, inadequate cushion, or not using the recommended installation procedures found in CRI-105, especially relative to power stretching. A competent installer can usually correct this problem.

### Yellowing

Yellowing can have many causes such as BHT\* 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 the yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove the yellowing.

\*Butylatedhydroxytoluene

Each of these items are characteristic of carpet and are not considered manufacturing defects.

## Homeowner Obligations Under the Mohawk Industries Warranties

### What You Must Do:

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

1. Make sure you know which warranties apply to your particular carpet. The 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 purchase in the form of a bill, invoice, or statement from your Mohawk Industries dealer, showing the price you paid for the carpet, excluding labor.
3. Install your carpet according to the guidelines in the Carpet and Rug Institute Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Mohawk "Carpet Care and Guidelines" section of this brochure.
4. Show proof of periodic cleaning by a certified professional cleaning service. A bill, invoice, or statement showing cleaning service will serve as proof of cleaning.

In order to maintain and protect your coverage under the terms of these warranties, you must do the following: A minimum of one professional cleaning every 18 months is required using cleaning products, equipment or systems that carry the Carpet & Rug Institute Seal of Approval.

(Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.)

### Filing a Claim

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

If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from them, please write to Mohawk at:

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