MOHAWK®

CARPET WARRANTY BROCHURE

MOHAWK

THANK YOU for letting Mohawk make your room.

We're proud of the many products we create and of the **more than 25,000** American craftsmen, engineers, designers and technicians who make sure your carpets are beautiful, durable, comfortable and sustainable.

Mohawk offers an extensive variety of **today's finest floor coverings**. Ask your retailer about other expertly crafted Mohawk products specially designed to complement your home's interior and your personal 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.

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 retailer at the time of the carpet purchase.

Please keep this brochure with these other important papers regarding your carpet:

- *Original invoice*
- *Copy of sample label (from retailer)*
- *Cleaning receipts*

Retaining these documents ensures that, in the unlikely event of a claim, you'll have all the necessary paperwork handy. Mohawk also recommends keeping a 2' x 3' piece of carpet from your installation for your warranty or in case you ever need to make a repair.

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

MOHAWK CARPET BRANDS

One of the most **highly recognized and trusted** *consumer flooring brands in the industry*

SmartStrand with DuPont™ Sorona® renewably sourced polymer*

WEAR-DATED Carpet Fiber

WEAR-DATED Carpet Fiber SoftTouch

WEAR-DATED Carpet Fiber DuraSoft

WEAR-DATED Carpet Fiber Revive

smartSTRAND Combining Permanent Stain Resistance & Durability

ultraSTRAND The Choice Nylon for Beauty & Durability

ultraSTRAND XtraSoft

ultraSTRAND UltraSoft

everSTRAND

everSTRAND BCF

everSTRAND XtraSoft

everSTRAND BCF XtraSoft

everSTRAND BCF Revive

permaSTRAND The Premium Polypropylene Fiber

permaSTRAND XtraSoft The Extra Soft Premium Polypropylene Fiber

STAINMASTER CARPET

Always stylish. Always beautiful.™

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

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FIBER BRANDS AND WARRANTIES QUICK REFERENCE GUIDE

	STAIN	PET URINE	SOIL	ABRASIVE WEAR	TEXTURE RETENTION	ANTI-STATIC	FADE-RESISTANCE	MANUFACTURING DEFECTS
SmartStrand with DuPont™ Sorona® renewably sourced polymer®	Lifetime	Lifetime	Lifetime	25 years	25 years	Lifetime	25 years	25 years
Additional Features: Non-Prorated ✦ Includes Labor ✦ Transferable ✦ *30-Day Satisfaction Assurance Guarantee (Applies only to retail purchases; labor excluded)								
WEAR-DATED Carpet Fiber (includes all Wear-Dated nylon fibers)	Lifetime	Lifetime	Lifetime	20 years	20 years	Lifetime	20 years	20 years
Additional Features: Non-Prorated ✦ Includes Labor ✦ Transferable ✦ *30-Day Satisfaction Assurance Guarantee (Applies only to retail purchases; labor excluded)								
STAINMASTER® CARPET *Always stylish. Always beautiful.™*	7 years	NA	7 years	10 years	10 years	Lifetime	NA	10 years
*Stainmaster XtraLife, Stainmaster Tactesse, and Stainmaster Luxurell								
smartSTRAND® Combining Permanent Stain Resistance & Durability	Lifetime	Lifetime	Lifetime	20 years	20 years	Lifetime	20 years	20 years
ultraSTRAND® The Choice Nylon for Beauty & Durability (includes all UltraStrand nylon fibers)	Lifetime	Lifetime	Lifetime	15 years	15 years	Lifetime	15 years	15 years
WEAR-DATED Carpet Fiber Revive (includes all Revive nylon fibers)	Lifetime	Lifetime	Lifetime	15 years	15 years	Lifetime	15 years	15 years
Additional Features: Non-Prorated ✦ Includes Labor ✦ Transferable ✦ *30-Day Satisfaction Assurance Guarantee (Applies only to retail purchases; labor excluded)								
everSTRAND® Premium PET Fiber with an Environmental Edge (includes all EverStrand P.E.T. fibers)	Lifetime	Lifetime	Lifetime	10 years	10 years	Lifetime	10 years	10 years
permaSTRAND® The Premium Polypropylene Fiber (includes PermaStrand XtraSoft)	10 years	NA	10 years	5 years	5 years	Lifetime	5 years	10 years

*See page 8 for complete details

MOHAWK GENERAL WARRANTY
Conditions and Homeowner Obligations

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 back 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. **Have your carpet 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 not look good nor wear well and may 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 as "new carpet smell." Studies show 90-95% of the "new carpet smell" dissipates within 24-72 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.

4. **Install your carpet with cushion meeting specifications for the warranted Mohawk carpet.** (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 that is too soft can adversely affect the performance of the carpet. A cushion that is too thick interferes with the anchoring of the carpet.)

   To meet warranty requirements, carpet must be correctly installed in a proper indoor installation with a cushion meeting minimum requirements.

   MINIMUM WARRANTY REQUIREMENTS FOR CUSHION
   Cushion must meet FHA/HUD requirements, following the Carpet and Rug Institute (CRI) Installation Standard effective October 1, 2009. Minimum density is five (5) pounds per cubic foot; thickness should be a minimum of ⅜ inch and maximum of ½ inch.

   Mohawk's ComfortCushion collection meets or exceeds all minimum cushion requirements. **For optimum comfort and performance Mohawk recommends its Guardian-Cushion™ collection; for the ultimate in comfort, performance and protection, Mohawk recommends SmartCushion™.**

   For berber-style carpets, CRI recommends a minimum density of eight (8) pounds per cubic foot; thickness should be no less than ¼ inch and no more than ⅜ inch. Mohawk's Synthetic Fiber Cushions meet all the necessary require ments for proper installation and performance. **For the ultimate in comfort, performance and protection, Mohawk recommends SmartCushion Berber™.**

5. **Maintain your carpet according to Mohawk requirements** in the section of this brochure labeled "Carpet Care and Guidelines", including having a minimum of one (1) profes-sional cleaning every 18 months using cleaning products, equipment, systems and services specified/certified with the Carpet and Rug Institute Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.) You must show proof of cleanings in the form of a bill, invoice, or statement for cleaning services. Along with these documents, Mohawk recommends keeping a 2' x 3' piece of carpet from your installation for your warranty or in case you ever need to make a repair.

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

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

MOHAWK WARRANTY DETAILS

Subject to the Mohawk General Warranty Conditions and Homeowner Obligations, the Carpet Warranty and Carpet Characteristics Exclusions, and the disclaimer and limited liability set forth in this brochure, Mohawk provides the following specific warranties:

Mohawk Limited Lifetime Triexta Stain Resistance Warranty

(All SmartStrand® with DuPont™ Sorona and SmartStrand® products)

Mohawk warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee, herbal teas and 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. Mohawk further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in carpet backing or padding.) If 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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) 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. This warranty applies to carpet manufactured using SmartStrand® and/or SmartStrand® with DuPont™ Sorona® renewably sourced polymer triexta fibers only and does not apply to any other fibers.

Mohawk Limited Lifetime Nylon and P.E.T. Polyester Stain Resistance Warranty

(All Wear-Dated®, UltraStrand® and EverStrand® products)

Mohawk warrants that the surface pile of this carpet will resist stains by most household foods and beverages for the life of the carpet from the original date of installation. If 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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or residual stains caused by non-food and non-beverage substances, in addition to foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine and hot beverages, as well as substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food, vomit, urine (other than dog or cat urine) and feces.

Mohawk Limited Olefin Stain Resistance Warranty

(All PermaStrand® products)

Mohawk warrants that the surface pile of this carpet will resist stains by most household foods and beverages for a period of time specified in the PermaStrand® chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. 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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or residual stains caused by non-food and non-beverage substances, in addition to foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine and hot beverages, as well as substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food, vomit, urine and feces.

Mohawk Limited Lifetime Pet Urine Stain Resistance Warranty

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand® and EverStrand® products)

Mohawk warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine for the life of the carpet from the original date of installation. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance of previously cleaned stains due to liquid remaining in carpet backing or padding.) If 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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or stains caused by any vomit or feces, or any urine other than pet (domestic dog and cat) urine. This warranty applies only to carpet manufactured with specific above-mentioned carpet fibers and not to any other product.

Mohawk Limited Lifetime Soil Resistance Warranty

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand®, and EverStrand® products)

Mohawk warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. "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 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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, 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), or changes in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

Mohawk Limited Olefin Soil Resistance Warranty

(All PermaStrand® products)

Mohawk warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for a period of time specified in the PermaStrand® chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. "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 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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, 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

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand®, EverStrand® and PermaStrand® products)

Mohawk warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of time specified in each fiber chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. "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 "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, 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

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand®, EverStrand® and PermaStrand® products)

Mohawk warrants that this carpet will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of time specified in each fiber chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. "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 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 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 items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.

Mohawk Limited Lifetime Anti-Static Warranty

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand®, EverStrand® and PermaStrand products)

Mohawk warrants that this 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. 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 items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.

Mohawk Limited Fade Resistance Warranty

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand®, EverStrand® and PermaStrand® products)

Mohawk warrants that this 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 period of time specified in each fiber chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. 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 items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.

Mohawk Limited Manufacturing Defects Warranty

(All SmartStrand® with DuPont™ Sorona, SmartStrand®, Wear-Dated®, UltraStrand®, EverStrand®, PermaStrand® and Stainmaster products)

Mohawk warrants that this residential carpeting is warranted against manufacturing defects for a period of time specified in each fiber chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. If, within the warranted period, this 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 items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.

Mohawk OptiBack™ Ten-Year Limited No Delamination/Buckle Free Warranty

Mohawk warrants that carpet with the OptiBack™ backing system will remain free of delamination and buckling for a period of ten (10) years from the original date of installation. Delamination, which can lead to buckling, is defined as the separation of the secondary backing from the primary backing. If, within the warranty period, delamination and/or 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.

What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, 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, from heavy furniture, or from over-wetting due to improper cleaning, flooding, or any other over-wetting cause.

Mohawk 30-Day Satisfaction Assurance Guarantee

(All SmartStrand® with DuPont™ Sorona and Wear-Dated® products)

To the original purchaser of products covered under this guarantee: if, within thirty (30) days after installation, you wish to change your new carpet for a different style or color, your Mohawk carpet retailer will replace it free of charge with another carpet style or color of equal or lesser value. Should you wish to replace your flooring with a 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 Mohawk retailer within the time frame of this guarantee and indicate you wish to choose another carpet under the 30-Day Satisfaction Guarantee. This is a satisfaction guarantee and does not apply to matters covered by other warranties. Replacement includes carpet only and does not include labor to remove previous carpet, 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. This guarantee applies only to consumers who have purchased carpet at retail.

MOHAWK CUSHION WARRANTY ENHANCEMENTS

When the original purchaser of any new Mohawk GuardianCushion™ or Mohawk SmartCushion™ purchases any new Mohawk carpet* at the same time, Mohawk will (1) enhance the Abrasive Wear warranties for the purchased carpet products as shown on the following chart; (2) make all the applicable carpet warranties transferable to new owners; and (3) only when original buyer purchases Mohawk SmartCushion with any new Mohawk carpet*, enhance the Abrasive Wear coverage of the carpet purchased to include the stairs at purchaser's residence or at residence of new owner to whom warranties are transferred. All other terms and limitations of the applicable warranties will apply.

QUALIFYING CUSHIONS
GuardianCushion (when purchased with Mohawk carpet)
SmartCushion (when purchased with Mohawk carpet)

ABRASIVE WEAR
GuardianCushion Add 5 years to current warranty
SmartCushion Add 10 years to current warranty

TRANSFERABLE
GuardianCushion YES
SmartCushion YES

STAIRS
GuardianCushion NA
SmartCushion Abrasive Wear warranty expanded to include stairs

*Does not include PermaStrand® carpet

To ensure you're using the proper cushion for your carpet, please refer to the Mohawk General Warranty Conditions and Homeowner Obligations, #4, on pages 1 and 2 in the front of this brochure.

WARRANTIES OTHER THAN BY MOHAWK

Mohawk warrants its Stainmaster® carpeting against manufacturing defects for a period of time specified in the Stainmaster fiber chart (in the Fiber Brands and Warranties Quick Reference Guide section of this brochure) from the original date of installation. All other warranties for Stainmaster products are carried by Stainmaster (information is online at www.stainmaster.com or at 1-800-438-7668). Other Mohawk products may 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.

PRORATION OF WARRANTIES

The following prorated schedule applies for all Mohawk warranties:

Lifetime Warranty

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

20-Year Warranty

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

15-Year Warranty

1st Year 100%
2nd Year 100%
3rd Year 100%
4th Year 100%
5th Year 100%
6th Year 100%
7th Year 100%
8th Year 100%
9th Year 90%
10th Year 90%
11th Year 80%
12th Year 60%
13th Year 40%
14th Year 20%
15th Year 10%

10-Year Warranty

1st Year 100%
2nd Year 100%
3rd Year 100%
4th Year 100%
5th Year 100%
6th Year 90%
7th Year 80%
8th Year 70%
9th Year 60%
10th Year 50%

5-Year Warranty

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

EXCLUSIONS

Carpet Warranty and Carpet Characteristics Exclusions

UNLESS THE WARRANTY FOR YOUR MOHAWK PRODUCT LISTED IN THIS WARRANTY BROCHURE SPECIFICALLY AND EXPRESSLY COVERS ANY ITEM LISTED BELOW, ALL MOHAWK WARRANTIES EXPRESSLY EXCLUDE ALL OF THE FOLLOWING:

Accidents, Abuse, or Abnormal Wear
These Mohawk warranties do not cover water damage from plumbing or appliance failure, storms or flooding, or damage incurred by or resulting from accidents or abuse such as staining, soiling, burning, cutting, or damage (other than specific domestic dog or cat urine stain coverage) caused by pets.

Area Rugs
No coverage is provided under these Mohawk warranties for area rugs.

Carpet on Stairs, In High-Traffic Areas, Bathrooms, and Kitchens
These Mohawk warranties do not cover damage to or appearance changes on carpet installed on stairs, in bathrooms, kitchens, outdoors, or in high-traffic areas or areas subject to other than ordinary shoe traffic.

Carpet Stains Resulting From Commercial Use
These Mohawk warranties do not cover any carpet stains incurred by or resulting from commercial use (i.e., contracted services, in-home businesses, etc.).

Carpet Wear or Routine Maintenance
These Mohawk warranties do not cover normal carpet wear, routine cleaning and/or regular maintenance.

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 a normal characteristic of carpet and is not considered a manufacturing defect.

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 and shag/cable 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.

EXCLUSIONS

Defects, Conditional
These Mohawk warranties do not cover defects of conditions covered by other warranties.

Defects, Visible Upon Installation
Once the carpet is installed, no warranty coverage will be provided for defects in the carpet which were clearly visible and should have been discovered prior to or during installation.

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.

Fading, Color Changes or Color Loss
These Mohawk warranties do not cover sudden changes in carpet color resulting from external causes (other than those specifically mentioned in this warranty brochure) such as fading due to spills of household chemicals and other non-food and non-beverage substances or gradual fading over time from emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide and other household items. Care should be taken when using these items.

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.

Footprints
Cut-pile carpets will show footprints and vacuum cleaner marks. This is characteristic of carpet and is not considered a manufacturing defect. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

Geographic Locale
Mohawk carpet warranties apply only within the United States, Canada, Australia and New Zealand.

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 requirements and recommendations are listed in this brochure under "Carpet Care and Guidelines." All cleaning receipts should be retained.

EXCLUSIONS

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.

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. This is not considered a manufacturing defect.

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.

Odors
These Mohawk warranties do not cover carpet odors.

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.

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.

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.

EXCLUSIONS

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.

Residences Other Than Owner-Occupied, Single-Family
These Mohawk warranties apply only to carpet for owner-occupied, single-family, indoor residential installations and do not cover carpet installed in any commercial or business places, daycare facilities and/or rental properties.

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, wool, wool-blend and shag/cable 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.

Stain Reappearance (Wicking)
These Mohawk warranties do not cover reappearance of previously cleaned stains. If warranty conditions set forth in this brochure are met, stains that are saturated and result in wicking will release with additional re-cleaning.

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

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.

EXCLUSIONS

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 characteristic of carpet and 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.

MOHAWK LIMITED LIABILITY

Provided that you have complied with the Mohawk General Warranty Conditions and Homeowner Obligations 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.

CARPET CARE AND GUIDELINES

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

Most household spills can be easily removed using the steps below. **Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time.** To start, locate your stain on the Common Stains Chart and follow these steps:

- First, use a spoon, dull knife or a Mohawk Carpet Cleaning Key to remove as much solid material as possible.
- Always work from the outside of stain to the center to prevent spreading, especially with large stains.
- Blot up liquid spills with a white towel or paper towel.

For best results, try to remove remaining stain with warm water only. If stain cannot be removed with warm water extraction or a clean, warm, wet cloth, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit and follow the directions given (call 1-800-266-4295 for a FloorCare Essentials™ retailer near you). If FloorCare Essentials™ products are not available, perform the following:

PROCEDURE A (for water-based, special water-based and greasy, oil-based stains)

- Mix a solution of ¼ teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet.
- Wipe gently. Turn cloth frequently.
- Never rub, scrub or use a brush. This may damage carpet fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not over-saturate carpet; use small amounts of solution and blot frequently.
- Wet the stained carpet fibers with clear, lukewarm water to rinse.
- Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- If the stain is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy colorfast object, such as a weighted plastic wastebasket.
- Change towels or paper towels until carpet dries.
- If stain remains, perform Procedure B (for coffee, tea or urine, skip Procedure B and perform Procedure C).

PROCEDURE B (Do NOT use on coffee, tea or urine stains)

- Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.
- Apply ammonia solution, rinse and blot as outlined in Procedure A.
- Do not dry with paper towels. Follow Procedure C to neutralize the ammonia solution.

PROCEDURE C

- Mix ½ cup of white vinegar with 1 cup of lukewarm water.
- Apply vinegar solution, rinse and blot as outlined in Procedure A.

COMMON STAINS

Most Common Water-Based Stains

For these stains, start with **Procedure A**. If stain remains, complete **Procedures B** and **C**.

Alcohol
Baby formula
Beer
Blood
Candy
Catsup
Chocolate milk
Clay
Cola
Cologne
Cranberry juice
Felt-tip marker
Food stains (general)
Fruit juice
Fruit punch
Furniture polish (water-based)
Grape juice
Graphite
Ice cream
Jelly
Latex paint
Liquor
Milk
Soft drinks
Soil spots
Syrup
Tomato juice
Vomit
Water colors
Watermelon
Whiskey
Wine

Special Water-Based Stains

For these stains, start with **Procedure A**. If stain remains, complete **Procedure C**. Omit **Procedure B**.

Coffee
Tea
Urine

Greasy, Oil-Based Stains

For these stains, use Goo Gone®. Follow directions on package, then complete **Procedures A, B** and **C**.

Butter
Chocolate
Cooking oil
Cosmetics
Crayon
Furniture dye
Furniture polish (oil-based)
Glue*
Gravy
Grease (black)
Gum*
Hand cream
Ink
Lipstick
Margarine
Mascara
Mayonnaise
Nail polish
Oil
Oil paint
Ointment
Peanut butter
Rouge
Salad dressing
Spaghetti
Varnish
Wax*

*Freeze and remove solid materials before using cleaning fluid.

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.

If these processes do not correct the problem, or if you have a stain emergency, contact the Scotchgard Service Center at **1-800-433-3296** for further assistance.

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 and shag/cable 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) 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 requires professional hot water extraction every 18 months using cleaning products, equipment or systems that carry the Carpet and Rug Institute Seal of Approval. (Visit 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.

FILING A CLAIM

You should first determine your carpet's **fiber type**.

Carpet retailers can provide specific details about the products they sell. **If you are not sure of your carpet's fiber type and manufacturer, please call the retailer from whom you purchased your carpet.**

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: Consumer Affairs
P.O. Box 800
Chatsworth, Georgia 30705

WARRANTY CLAIM FORM

To make a claim under any of these Mohawk warranties, please submit the following:

1. Copy of sales receipt
2. Copy of cleaning receipt(s), if applicable
3. Completed claim information card

Name: _____

Address: _____

City/State/Zip: _____

Daytime phone # _____

Evening/cell # _____

Email: _____

Name of Carpet Store: _____

Phone # _____

Date of Carpet Purchase: _____

Carpet Style Name/Number: _____

Carpet Color Name/Number: _____

Total Carpet Cost (not including pad, installation or labor):

_____

Total Square Yards Purchased: _____

Briefly describe problem. If stain, give type. If stain or soil, give location, list any removal efforts and describe present appearance of stained or soiled area.

_____

_____

_____

_____

Signature: _____

Date: _____

MOHAWK®

This information should be sent to:
Mohawk
Attention: Consumer Affairs
P.O. Box 800
Chatsworth, Georgia 30705

MOHAWK®

MOHAWK INDUSTRIES
508 EAST MORRIS STREET
DALTON, GA 30720
www.MohawkFlooring.com

After Sales Service (to file a claim)
888.387.9881

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