



RUG WARRANTY BROCHURE

Effective January 1, 2013

THANK YOU for choosing a STAINMASTER® branded area rug! This brochure contains details of all the warranties featured on your new STAINMASTER® rug.

MANUFACTURER WARRANTY DETAILS

Subject to the Manufacturer General Warranty Conditions and the disclaimer and limited liability set forth in this brochure, provides the following specific warranties:

Limited Stain Resistance Warranty for STAINMASTER® Area Rugs
(All Lowes STAINMASTER® Area Rug products)

The manufacturer warrants that the surface pile of this STAINMASTER® area rug will resist stains by most household foods and beverages for a period of time specified in the enclosed warranty brochure from the original date of purchase. If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified rug and rug care professional, the manufacturer will handle such claims as stated in the "Limited Liability" section of the warranty brochure.

What Is Not Covered

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 rugs such as bleaches, acne medications, drain cleaners, plant food, vomit, urine and feces. This warranty applies to Area Rugs manufactured using the STAINMASTER® brand and do not apply to any other products.

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 jurisdictions 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.

Manufacturer Limited Liability for STAINMASTER® branded area rugs

Provided that you have complied with the General Warranty Conditions included in this warranty brochure, the manufacturer shall have as its entire liability and exclusive remedy the warranty liability described in this section. The manufacturer's liability under this limited warranty shall be limited to the actual cost of repair or replacement of only the affected area of the rug. The manufacturer reserves the right to correct any defect prior to the STAINMASTER® area rug being removed, replaced, or any settlement being offered. **The manufacturer SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY.** Some jurisdictions 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 jurisdiction to jurisdiction. Except for these rights, the remedies provided under these warranties state the entire limit of the manufacturer's responsibilities.

RUG CARE AND GUIDELINES

A) Selection

- When selecting rug color, you should view large rug 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 rugs will show more soil and require more maintenance than dark-colored. Darker colors of rugs are more effective in high-traffic areas. Multi-colored and patterned rugs are especially effective in hiding soil.
- The performance and quality of a rug 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 rug's performance. Thin, less-dense rug 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 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™ Rug/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 1/4 teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the rug fibers in the stained area with the cloth. Avoid saturating the rug.
- Wipe gently. Turn cloth frequently.
- Never rub, scrub or use a brush. This may damage rug fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not over-saturate rug; use small amounts of solution and blot frequently.
- Wet the stained rug 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 rug 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 Chart

Most Common Water-Based Stains

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

Alcohol	Felt-tip marker	Liquor
Baby formula	Food stains (general)	Milk
Beer	Fruit juice	Soft drinks
Blood	Fruit punch	Soil spots
Candy	Furniture polish (water-based)	Syrup
Catsup	Grape juice	Tomato juice
Chocolate milk	Graphite	Vomit
Clay	Ice cream	Water colors
Cola	Jelly	Watermelon
Cologne	Latex paint	Whiskey
Cranberry juice		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	Grease (black)	Oil paint
Chocolate	Gum*	Ointment
Cooking oil	Hand cream	Peanut butter
Cosmetics	Ink	Rouge
Crayon	Lipstick	Salad dressing
Furniture dye	Margarine	Spaghetti
Furniture polish	Mascara	Varnish
(oil-based)	Mayonnaise	Wax*
Glue*	Nail polish	
Gravy	Oil	

**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. If stain returns—a condition known as "wicking"—simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

C) Regular Cleaning

Most dirt, and even dust, takes the form of hard particles. When left in the rug, these gritty, sharp particles abrade the pile of the rug. Regular cleaning not only prolongs the life of the rug but will enhance its appearance as well. Most soiling in rug is of the dry particle type which can be removed with a vacuum cleaner or by following the cleaning recommendations contained on the label of your rug.

Filing a Claim

If you have a problem or need a question answered, please call 888-387-9881 or write to Mohawk at:

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