MOHAWK
BUILDER+MULTIFAMILY

CARPET WARRANTY BROCHURE



MOHAWK

We're proud of the many products we create with nearly 20,000 American craftsmen 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.

Mohawk provides the limited warranties contained in this brochure and warrants against defects in materials and/or workmanship specific to the scope set forth more specifically in this carpet warranty brochure. These warranties are limited in nature and, as such, are subject to exceptions, limitations, and time periods as contained herein. In some cases, these time periods may include proration of valid claim amounts. The specific warranties applicable are indicated on the sample(s) provided by your authorized Mohawk carpet retailer at the time of purchase. This carpet warranty brochure is a legal document and sets out the sole obligations of the Mohawk. No person, party, or entity is authorized to modify or extend these limited warranties without express permission of Mohawk.

Please save a copy of this warranty brochure with these other important documents 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 and in case you ever need to make a repair.

If you have any questions regarding your product warranty, visit our website at MohawkFlooring.com/customer-care. Additionally, you may contact Technical Services at product_tech@mohawkind.com or 888-387-9881.

All warranty information in this brochure is effective January 2023.

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MOHAWK WARRANTY CHART*

Builder Warranties		EverStrand®	EverStrand Elite	SmartStrand®
CARE	**Stain Resistance**	Lifetime	Lifetime	Lifetime
	Pet Stain Resistance	Lifetime	Lifetime	Lifetime
	Soil Resistance	5-year	10-year	Lifetime
QUALITY	**Quality Assurance**	5-year	10-year	15-year
	Abrasive Wear	5-year	10-year	15-year
	Texture Retention	5-year	10-year	15-year
	Fade Resistance	Lifetime	Lifetime	15-year
	Manufacturing Defects	5-year	10-year	15-year
	Transferable	N/A	Yes	Yes

Notes

*This chart only provides an overview of warranties. Please refer to pages 3–9 for complete details for specific coverage.

For Portico Estates, please refer to Karastan and Godfrey Hirst warranty brochures for wool and nylon coverage.

Not all product lines are available at all retail outlets – refer to your purchase receipt for covered items.

As of 8/1/24, EverStrand Soft Appeal® products fall under EverStrand Elite.

All warranties are prorated.

Professional cleaning receipts required.

No stair warranty.

Multifamily Warranties:

EverStrand: 1-year manufacturing and quality assurance warranty

EverStrand Elite: 2-year manufacturing and quality assurance warranty

SmartStrand: 2-year manufacturing and quality assurance warranty



MOHAWK GENERAL WARRANTY CONDITIONS AND HOMEOWNER OBLIGATIONS

To maintain and protect your coverage under the terms of these warranties, you must:

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.** 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 condition 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. (The binder used to lock the tufts in place may produce a smell sometimes referred to as "new carpet smell." Studies show that 90% to 95% of the "new carpet smell" dissipates within 24 to 72 hours.) Independent and industry testing has found no harmful emissions from carpets.

   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 reflection off the seam. Seams do show, and some constructions show more than others. THERE ARE NO INVISIBLE SEAMS.
4. **Install your carpet with a 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 setting with a cushion meeting minimum requirements.

   MINIMUM WARRANTY REQUIREMENTS FOR CUSHION
   Cushion must meet FHA/HUD requirements and have a minimum density of five (5) pounds per cubic foot; thickness should be a minimum of 3/8 inch and maximum of 1/2 inch. See ReCover Backing Cushion requirements on page 8.

   Mohawk's ComfortCushion collection meets or exceeds all minimum cushion requirements. For the ultimate in comfort, performance, and protection, Mohawk recommends SmartCushion™.

   For Berber-style carpets, Mohawk recommends a minimum density of eight (8) pounds per cubic foot; thickness should be no less than 1/4 inch and no more than 3/8 inch. Mohawk's synthetic fiber cushions meet all the necessary requirements for proper installation and performance. For the ultimate in comfort, performance, and protection, Mohawk recommends SmartCushion Thin for Beber carpets.
5. **Maintain your carpet according to Mohawk requirements** in the Carpet Care and Guidelines section of this brochure, including a minimum of one (1) professional cleaning every 18 months. 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 and in case you ever need to make a repair.

If you have any questions regarding your product warranty, you may visit our website at **www.mohawkflooring.com/customer-care.** Additionally, you may contact **Technical Services at 888-387-9881** or **product_tech@mohawkind.com.**

MOHAWK WARRANTY DETAILS

Subject to the Mohawk General Warranty Conditions and Homeowner Obligations, the Carpet Warranty and Carpet Characteristic 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

Mohawk warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee, and herbal teas); 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 recleaning for the life of the carpet from the original date of installation. (Wicking is defined as a reappearance 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 brochure.

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 stains caused by acids, 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 Triexta fibers only and does not apply to any other fibers.

Mohawk Limited Lifetime Pet Stain Resistance Warranty

Mohawk warrants that the surface pile of this carpet will resist stains (including vomit, urine, or feces) from all domestic pets 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 recleaning for the life of the carpet from the original date of installation. (Wicking is defined as a reappearance 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 booklet.

What Is Not Covered

Specifically excluded from this warranty are damage or stains caused by any vomit, urine, or feces from any source other than domestic pets. This warranty applies only to carpet manufactured with the specific above-mentioned fibers and not to any other product.

Pet urine can erode and destroy carpet backing, resulting in carpet delamination, which is not covered under this warranty. This warranty applies to stains only and does not cover odors.

Mohawk Limited Lifetime Soil Resistance Warranty

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 a rating of less than 3 using standardized rating scales (Gray Scale American Association of Textile Chemists and Colorists Evaluation Procedure 1 or equivalent in the U.S.). 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, or 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. This warranty applies only to carpet manufactured with the specific above-mentioned fibers and not to any other product.

Mohawk Limited Abrasive Wear Warranty

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 brochure.

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

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) based on 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 brochure.

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

Mohawk warrants that this carpet will not show a permanent color change due to exposure to sunlight greater than one unit as measured by the 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 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 brochure.

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

Mohawk warrants this residential carpeting 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 brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to Mohawk broadloom and not to any other product.

PRORATION OF WARRANTIES

The following proration schedule applies to all Mohawk products with the exception of those with non-prorated warranties.

Lifetime Warranty

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

25-Year Warranty

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

15-Year Warranty

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

5-Year Warranty

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

EXCLUSIONS

Carpet Warranty and Carpet Characteristic 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, or cutting; or damage (other than specific coverage for domestic dog or cat urine stains) caused by pets.

Carpet on Stairs or in High-Traffic Areas, Bathrooms, or Kitchens

These Mohawk warranties do not cover damage to or appearance changes on carpet installed on stairs, in bathrooms or kitchens, in high-traffic areas or areas subject to traffic other than ordinary shoes, or outdoors.

Carpet Stains Resulting From Commercial Use

These Mohawk warranties do not cover any carpet stains incurred by or resulting from commercial use (such as 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. See C) Regular Vacuuming in the Carpet Care And Guidelines section of this brochure for additional information and vacuuming recommendations.

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 the 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 sunlight, or 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, or other household items. Care should be taken when using these items.

EXCLUSIONS (CONTINUED)

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

This warranty only applies to North America. See your local sales rep if product is sold outside of the United States.

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.

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 (CRI) Carpet Installation Standards conform 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

These 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 (1-800-835-4624) maintains a registry of trained, certified specialists.

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 multifamily and 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. See C) Regular Vacuuming in the Carpet Care and Guidelines section of this brochure for additional information and vacuuming recommendations.

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 recleaning.

Transferability

Some warranties will be transferable depending on fiber type. Please reference the warranty grid foldout for details.

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 CRI Carpet Installation Standards, 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.

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.

MOHAWK LIMITED LIABILITY

CARPET CARE AND GUIDELINES

Limitations, Exclusions, and Disclaimers

This warranty document applies only to the original owner and the first installation of the product and is nontransferable, unless otherwise stated in the carpet warranty brochure. The "original owner" is either the party stated on the face of the proof of purchase document(s) or, if purchased by a contractor, then the original end consumer. IT IS YOUR RESPONSIBILITY TO RETAIN YOUR PROOF OF PURCHASE. PRESENTATION OF SUCH PROOF OF PURCHASE IS REQUIRED FOR ANY WARRANTY CLAIM. MOHAWK MAY REJECT ANY CLAIM WITHOUT PROPER PROOF OF PURCHASE THAT INCLUDES THE DATE OF PURCHASE AND AMOUNTS PAID. IF PROFESSIONAL CLEANING IS REQUIRED AS PART OF A PARTICULAR WARRANTY, PROOF OF PROFESSIONAL CLEANING MAY BE REQUIRED FOR ANY WARRANTY CLAIM AS WELL. DETERMINATION OF WARRANTY COVERAGE TO A PARTICULAR CLAIM IS IN MOHAWK'S SOLE DISCRETION.

Only hidden defects (those not reasonably visible before or during the installation of the product) are subject to this carpet warranty brochure. No warranty is offered nor is any obligation owed for defects or issues visible before or during installation. Please be sure to read this entire carpet warranty brochure, including the limitations contained herein and any care instructions referenced.

If a defect is found and confirmed to be within the scope of the warranty, Mohawk will, at its option and as its sole liability, repair or replace the impacted portion of the product at issue. If that particular product is unavailable or discontinued, Mohawk reserves the right to provide similar Mohawk material that is currently being made. It may be necessary to engage a certified inspector to determine the cause of a particular defect. Mohawk determines if such engagement is necessary. The conclusion of such an inspector shall be considered determinative and final.

To fulfill this warranty, Mohawk may arrange a credit to your retailer, dealer, or distributor equal to the replacement amount owed pursuant to this warranty. The credit applies only toward the purchase of new Mohawk product. Mohawk has no obligation to offer cash or other compensation. Remedies may be subject to proration based on any proration schedule(s) included in this carpet warranty brochure. Please note that different applications may have dfferent proration schedules and/or warranty durations.

Except expressly stated in this warranty brochure, no other form of compensation, beyond replacement of product subject to the terms of these limited warranties, is owed and is thereby disclaimed. The remedy contained herein is the sole and exclusive remedy for any and all product claims.

EXCEPT THOSE STATED IN THIS WARRANTY BROCHURE, MOHAWK MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES – INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE – ARE EXPRESSLY DISCLAIMER AND THEREBY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. CONSEQUENTIAL, SPECIAL, AND INDIRECT DAMAGES ARE EXPRESSLY EXCLUDED AND ARE HEREBY DISCLAIMED.

To the extent allowed by law, Mohawk's entire liability and the exclusive remedy is contained in this carpet warranty brochure. Mohawk's total and complete liability under these limited warranties is limited to the actual cost of repair or replacement of only the affected area of the product measured 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.

CARPET CARE AND CLEANING

A) Selection

- When selecting carpet color, you should view large carpet samples by daylight 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 carpets. Darker colors of carpeting are more effective in high-traffic areas. Multicolored 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 carpet 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 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 the remaining stain with warm water.



STAIN REMOVAL PROCEDURES

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 oversaturate 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
Chocolate milk
Clay
Cola
Cologne
Cranberry juice
Feces
Felt-tip marker
Food stains (general)
Fruit juice
Fruit punch
Furniture polish (water-based)
Grape juice
Graphite
Ice cream
Jelly
Ketchup
Latex paint
Liquor
Milk
Soft drinks
Soil spots
Syrup
Tomato juice
Vomit
Watercolors
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.

CARPET CARE AND GUIDELINES (CONTINUED)

C) Regular Vacuuming

Most dirt, and even dust, takes the form of hard, dry particles, which can be removed with a vacuum cleaner. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming literally extends your carpet's life as well as enhancing its appearance, so the type of vacuum cleaner you use is important.

A vacuum's performance will vary based on the carpet's fiber type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation, and fan speed. Vacuums with large wheels, self-propelled vacuums, and/or specialty tools can also help ensure easy and effective carpet maintenance.

Features

Adjustable height is the most important vacuum feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuum's beater bar or brushes can "fuzz" the carpet's surface, causing it to look worn and frayed.

When vacuuming high pile, wool, wool-blend, and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

- **Adjustable Height**
  Use the highest setting where appropriate.
- **Efficient Airflow**
  Avoid vacuums with very concentrated or sealed suction.
- **Large Wheels**
  Vacuum should glide easily across the carpet.

When vacuuming thick loop, casual frieze, or long pile carpets such as shag, you may need to completely disengage the beater bar and vacuum with suction only. For all other carpet constructions, 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.

D) Cleaning Recommendations

Vacuum high-traffic areas daily, medium- to high-traffic areas twice weekly, and the entire house at least once a week.

- 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. 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.

ODOR ELIMINATOR

ScentStop eliminates odors at the source

- Bioengineered with enzymes and non-harmful living bacteria to digest the source of the odors.
- Digests urine, feces, vomit, garbage, food, and most other organically based odors.
- Safe for treating base boards, tackstrips, walls, and upholstery.

SMARTSTRAND TRIEXTA CARE & MAINTENANCE

CLEANING INSTRUCTIONS

Hot Water Extraction

- Property management rental applications are unique environments with variable levels of maintenance.
- Even with regular vacuuming, foot traffic drives dirt deep into the carpet. Mohawk recommends professional hot water extraction using cleaning products, equipment, or systems that carry the Carpet and Rug Institute Seal of Approval.*
- Periodic cleaning by a certified carpet care professional using the standard hot water extraction method (150°F–160°F) will refresh carpet appearance. This is same cleaning process used for nylon, polyester, and olefin.
- Mohawk requires the use of a certified carpet-care professional that adheres to the IICRC S100 Standard Reference Guide for Professional Cleaning.**

*For a complete list of certified products that carry the CRI Seal of Approval, visit www.carpet-rug.org.

**For a list of certified carpet care professionals in your area, visit www.certifiedcleaners.org.

Procedure

- In the event of a food spill, scrape food spill gently with a spoon, dull knife, or a Mohawk Carpet Cleaning Key, removing as much solid material as possible.
- Try to remove stains with warm water only. If stain cannot be removed with a warm wet cloth, or warm water, apply Mohawk FloorCare Essentials* Spot Remover (or other low-residue carpet spot remover with the Carpet and Rug Institute Seal of Approval) to the stain.
- Working from outer edge toward the center to avoid spreading, blot with a clean cloth, paper towel, or a Mohawk microfiber cloth. Do not rub or scrub. Continue to apply cleaner and blot until the stain is gone. Do not oversaturate carpet.
- 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. Mohawk recommends using the Mohawk FloorCare Essentials line of cleaning products and tools for best overall results and product safety. These products are nontoxic, leave no soapy residue, and feature proprietary technology developed for the entire family of Mohawk flooring products.

FILING A CLAIM

If you have any questions regarding your product warranty, you may visit our website at www.mohawkflooring.com/customer-care. Additionally, you may contact Technical Services at product_tech@mohawkind.com or 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 your retailer is no longer available, please send the information regarding your claim to:

Mohawk
Attention: Consumer Affairs
P.O. Box 12069
Calhoun, GA 30701



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