

Carpet Court

CARPET WARRANTY BROCHURE




MOHAWK

Carpet Court

Carpet Court New Zealand Limited brings flooring products from around the world and New Zealand and makes them available to purchase through its retail outlets.

Carpet Court New Zealand Limited has exclusive rights to distribute Mohawk products through its retail outlets. Mohawk provides warranties that are subject to terms, conditions and exclusions as outlined in this brochure. Consumers also have rights under the Consumers Guarantees Act 1993.





MOHAWK[®]
CARPET WARRANTY BROCHURE

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 authorised 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)*

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 60 x 90 cm 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.

All warranty information in this brochure is effective December 1, 2012

MOHAWK CARPET BRANDS

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

SmartStrand[®] *Silk*

SmartStrand[®]

smartSTRAND[®]
Combining Permanent Stain Resistance & Durability

everSTRAND[®] 
Premium PET Fiber made with 100% Recycled Bottle

everSTRANDBCF[®] 
Premium PET Fiber made in part from Recycled Bottle

everSTRAND[®] 
Premium SpH PET Fiber made with 100% Recycled Bottle
XtraSoft

everSTRANDBCF[®] 
Premium SpH PET Fiber made in part from Recycled Bottle
XtraSoft

everSTRANDBCF[®] 
Revive[™]

MOHAWK LIMITED WARRANTY SUMMARY CHART*

STAIN PET SOIL FIBRE LOSS TEXTURE RETENTION ANTI-STATIC FADE-RESISTANCE MANUFACTURING DEFECTS 30 DAY SATISFACTION GUARANTEE

Lifetime	Lifetime Pet	Lifetime	25 years	25 years	Lifetime	25 years	25 years	Yes
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Warranties are Non-Prorated • Includes Labour • Transferable • 30-Day Satisfaction Assurance Guarantee (Applies only to retail purchases; labour excluded)*
Non-prorated means the warranty protection extends for the full term as stated above. Consumers also have rights under the Consumer Guarantees Act 1993. SmartStrand Silk™ warranties are provided by Mohawk.

SmartStrand
Silk

Lifetime	Lifetime Pet	Lifetime	25 years	25 years	Lifetime	25 years	25 years	Yes
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Warranties are Non-Prorated • Includes Labour • Transferable • 30-Day Satisfaction Assurance Guarantee (Applies only to retail purchases; labour excluded)*
Non-prorated means the warranty protection extends for the full term as stated above. Consumers also have rights under the Consumer Guarantees Act 1993. SmartStrand™ warranties are provided by Mohawk.

SmartStrand

Lifetime	Lifetime Pet Urine	Lifetime	20 years	20 years	Lifetime	20 years	20 years	No
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Warranties are Prorated • Includes Labour • Non-Transferable

Prorated means the warranty protection term reduces over time. Consumers also have rights under the Consumer Guarantees Act 1993. SmartStrand Everyday™ warranties are provided by Mohawk.

SmartStrand
Everyday

Lifetime	Lifetime Pet Urine	Lifetime	10 years	10 years	Lifetime	10 years	10 years	No
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Includes all EverStrand P.E.T. fibres • Warranties are Prorated • Includes Labour • Non-Transferable

Prorated means the warranty protection term reduces over time. Consumers also have rights under the Consumer Guarantees Act 1993. Everstrand® warranties are provided by Mohawk.

everSTRAND
Protects PET fibre with a soft 100% liquid dye

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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 labour).

3. Have your carpet installed by a professional installer trained in installation methods approved by Mohawk. Mohawk installation standards 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 neither 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 18.5°C (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 minimise 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
Minimum cushion density is five (5) pounds (2.25 kg) per cubic foot (.03 cubic metres); thickness should be a minimum of 3/8 inch (9.525 mm) and maximum of 1/2 inch (12.7 mm).

For loop pile carpets, Mohawk recommends a minimum density of eight (8) pounds (3 kg) per cubic foot (.03 cubic metres); thickness should be no less than 1/4 inch (6.35 mm) and no more than 3/8 inch (9.525 mm). Mohawk's Synthetic Fibre Cushions meet all the necessary requirements for proper installation and performance.

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) professional cleaning every 18 months using approved cleaning products, equipment and systems (visit www.carpet-rug.org for a complete list of certified products). Mohawk recommends keeping a 60 x 90 cm 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 approved cleaners (visit www.carpet-rug.org for a complete list of certified products). 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® products)

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 re-cleaning 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 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, faeces, urine and/or faeces other than pet (domestic dog or cat) urine and faeces or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, wet mud, lipstick or mascara. This warranty applies to carpet manufactured using SmartStrand® triexta fibres only and does not apply to any other fibres.

Mohawk Limited Lifetime PET Polyester Stain Resistance Warranty (All 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 coloured 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 colour of carpets such as bleaches, acne medications, drain cleaners, wet mud, plant food, vomit, urine other than pet (domestic dog or cat) urine and faeces. This warranty applies only to carpet manufactured with specific above-mentioned fibres and not to any other product.

Mohawk Limited Lifetime Full Pet Warranty (All SmartStrand® Silk™ products)

Mohawk warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine or faeces 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. This warranty applies to above-mentioned urine or faeces stains only and does not cover odours.

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 any faeces or urine other than pet (domestic dog and cat) faeces and urine. This warranty applies only to SmartStrand® Silk™ carpet products and not to any other product.

Mohawk Limited Lifetime Pet Urine Stain Resistance Warranty (All SmartStrand® 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

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will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet. This warranty applies to above-mentioned urine stains only and does not cover odours.

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 faeces, or any urine other than pet (domestic dog and cat) urine. This warranty applies only to carpet manufactured with specific above-mentioned carpet fibres and not to any other product.

Mohawk Limited Lifetime Soil Resistance Warranty (All SmartStrand® and EverStrand® products)

Mohawk warrants that this carpet will not have a noticeable colour 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 colour change" is defined as a rating of less than 3 using standardised rating scales contained in ISO 105-A02 Textiles-test for Colour Fastness--Part A02: Grey Scale for Assessing Change in Colour. If permanent noticeable colour 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 colour changes caused by grease, asphalt, tar, paint, ink, rust, blood, cement, urine, faeces, vomit, or from materials that permanently destroy dyes or alter colours (such as bleaches, acne medications, drain cleaners and plant food), or changes in appearance or colour 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 specific above-mentioned fibres and not to any other product.

Mohawk Limited Abrasive Wear Warranty **(All SmartStrand® and EverStrand® 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 fibre chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. "Abrasive wear" means fibre-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® and EverStrand® 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 fibre 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 standardised rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405 (using the hexapod protocol). 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® and EverStrand® products)

Mohawk warrants that this carpet will not generate static greater than 5.0 kilovolts (using ISO 6356) 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® and EverStrand® products)

Mohawk warrants that this carpet will not show a permanent colour change, due to exposure to sunlight, greater than one unit as measured by the ISO 105-A02 Textiles-test for Colour Fastness--Part A02: Grey Scale for Assessing Change in Colour for standard comparison of the extent of colour differences for a period of time specified in each fibre chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. If, within the warranty period, a colour change due to sunlight should exceed the ISO 105-A02 criterion, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

Mohawk warrants that this carpet will not show a permanent colour change due to exposure to atmospheric contaminants (including ozone or oxides of nitrogen) for the period of time specified in each fibre chart (in the Mohawk Warranty Chart section of this brochure) from the original date of installation. "Permanent colour change" is defined as a rating of less than 3 using standardised rating scales ISO 105-A02 Textiles-test for Colour Fastness--Part A02: Grey Scale for Assessing Change in Colour. If, within the warranty period, a colour change due to atmospheric contaminants should exceed the ISO 105-A02 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® and EverStrand® products)

Mohawk warrants this residential carpeting against manufacturing defects for a period of time specified in each fibre 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, or from over-wetting due to improper cleaning, flooding, or any other over-wetting cause.

Mohawk 30-Day Satisfaction Assurance Guarantee (Only on specific SmartStrand® products; see sample labels for details)

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 colour, your Mohawk carpet retailer will replace the carpet only free of charge with another Mohawk carpet style or colour 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 Mohawk carpet under the 30-Day Satisfaction Guarantee. This is a satisfaction guarantee and does not apply to matters covered by other warranties. Replacement includes Mohawk carpet only and does not include labour 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.

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PRORATION OF WARRANTIES

Unless the specific product warranty provides for non-proration, the following prorated schedule applies for all Mohawk 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%

20-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%

10-Year Warranty

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



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, cutting, or damage (other than specific domestic dog or cat urine/faeces stain coverage) caused by pets.

Area Rugs

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

Carpet on Stairs and in 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 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.).

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.

EXCLUSIONS

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 within 14 days after installation.

Differences in Samples

These Mohawk warranties do not cover minor and normal differences between the colour and texture of the retail store sample and true colour and texture of the actual carpet.

Fading, Colour Changes or Colour Loss

These Mohawk warranties do not cover sudden changes in carpet colour 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 discolouration 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 minimise this effect.

Geographic Locale

These Mohawk carpet warranties apply only within 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."

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. Proper

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EXCLUSIONS

installation standards (found at www.carpet-rug.org) must be followed in order to qualify for Mohawk carpet warranties. 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 fibres 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.

Normal Carpet Wear

These Mohawk warranties do not cover the normal, everyday deterioration that all carpet is subject to during use and cleaning in the home.

Odours

These Mohawk warranties do not cover carpet odours.

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.

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.

EXCLUSIONS

Residences Other Than Indoor, Single-Family

These Mohawk warranties apply only to carpet for single-family, indoor residential installations and do not cover carpet installed in any commercial or business places and/or daycare facilities.

Shading

Shading is a change in pile direction that results in an apparent change in colour due to the light reflecting in different ways. Solid colour 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 fibres 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 re-cleaning.

Transferability

Unless otherwise covered specifically in your warranty, 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 approved installation procedures, 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.

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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: Nothing in this brochure is intended to exclude, restrict or modify a consumer's rights under the New Zealand Consumer Guarantees Act 1993.



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) Mohawk 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.

Nothing in this brochure is intended to exclude, restrict or modify a consumer's rights under the New Zealand Consumer Guarantees Act 1993. 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 colour, you should view large carpet samples during the day and by lamplight in the evening in the area of installation. The colour you choose will look different under different lighting conditions.
- Light-coloured carpets will show more soil and require more maintenance than dark-coloured. Darker colours of carpeting are more effective in high-traffic areas. Multi-coloured 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 fibre that goes into the pile. The better the fibre 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:

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

- Mix a solution of 1/4 teaspoon (1.23 mL) of clear hand dishwashing detergent with 1 cup (0.24L) of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the carpet fibres 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 fibres. 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 fibres 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 colourfast 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 (29.6 mL) of non-bleaching, non-sudsing household ammonia with 1 cup (0.24L) of lukewarm water.
- Apply ammonia solution, rinse and blot as outlined in Procedure A.
- Do not dry with paper towels. Follow Procedure C to neutralise the ammonia solution.

PROCEDURE C

- Mix ½ cup (0.12L) of white vinegar with 1 cup (0.24L) of lukewarm water.
 - Apply vinegar solution, rinse and blot as outlined in Procedure A.
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COMMON STAINS CHART

Most Common Water-Based Stains

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

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

*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 **011-61-2-9875-6333** for further assistance.

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 fibre 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 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 not mentioned above, 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.

If you're unsure about the proper height setting, use an inconspicuous place like a closet to test your vacuum. Its beater bar or brush should just lightly touch your carpet surface. Make sure it doesn't dig into or gouge the carpet pile.

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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 fibres. Foot traffic drives these particles and dirt deep into the carpet. Mohawk requires professional hot water extraction every 18 months using approved cleaning products, equipment or systems (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 **fibre type**.

Carpet retailers can provide specific details about the products they sell. **If you are not sure of your carpet's fibre 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 call 888-387-9881 or write to Mohawk at:

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





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

**After Sales Service (to file a claim)
888.387.9881**