



## CARPET WARRANTY BROCHURE

A photograph of two women in a room, likely a dorm or apartment, partying. One woman is wearing a white sweatshirt and red shorts, holding a drink. The other is wearing a black long-sleeved top with white stars and dark pants, also holding a drink and looking upwards. The room has a carpeted floor with a pizza box and a bowl of snacks. A red-bordered box is overlaid on the bottom half of the image, containing white text.

**MORE  
WORRY-FREE  
MOMENTS  
ARE MADE  
ON MOHAWK**



## **THANK YOU for letting Mohawk make your room.**

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

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

At Mohawk, our brand is our reputation. We stand behind every product we make. Thank you for your trust in us, and we hope you enjoy your new Mohawk flooring.

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This brochure contains details of all the warranties featured on Mohawk carpet. However, not all warranties apply to all Mohawk carpets. The specific warranties applicable to each individual style are designated on the samples featured by the authorized Mohawk carpet retailer at the time of the carpet purchase.

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

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

Retaining these documents ensures that, in the unlikely event of a claim, you'll have all the necessary paperwork handy. Mohawk also recommends keeping a 2' x 3' piece of carpet from your installation for your warranty 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](http://MohawkFlooring.com/customer-care). Additionally, you may contact Technical Services at [product\\_tech@mohawkind.com](mailto:product_tech@mohawkind.com) or 888-387-9881.

All warranty information in this brochure is effective March, 2019.

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# MOHAWK WARRANTY CHART\*



CARE	General Stain	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	10-year
	Household Pet	Lifetime All Pet	Lifetime All Pet	Lifetime pet urine stain	Lifetime pet urine stain	Lifetime pet urine stain	N/A
	Soil	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	10-year
QUALITY	Abrasive Wear	25-year	20-year	20-year	15-year	15-year	5-year
	Texture Retention	25-year	20-year	20-year	15-year	15-year	5-year
	Fade Resistance	25-year	20-year	20-year	15-year	15-year	5-year
	Manufacturing Defects	25-year	20-year	20-year	15-year	15-year	10-year
Coverage	Material, labor & stairs	Material, labor	Material, labor	Material	Material	Material	Material
Additional Features	Non-Prorated, Transferable, *30-Day Satisfaction Assurance Guarantee (applies only to retail purchases; labor excluded)	*30-Day Satisfaction Assurance Guarantee (applies only to retail purchases; labor excluded)	Non-Prorated, Transferable, *30-Day Satisfaction Assurance Guarantee (applies only to retail purchases; labor excluded)	N/A	Lifetime Lay Flat Warranty	N/A	N/A



Enhance your warranty when you purchase SmartCushion with Mohawk carpet

+20 years abrasive wear including stairs

Transferable

\*This chart only provides an overview of warranties. Please refer to actual warranties on pages 3-9 for complete details on specific coverages.

# MOHAWK GENERAL WARRANTY CONDITIONS & 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** trained in installation methods outlined by the Carpet and Rug Institute (CRI). The CRI Carpet 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 not look good nor wear well and may cause delamination, buckling, wrinkling and loss of tufts in the seam areas.

Before a new carpet is installed, Mohawk recommends that it sit overnight, preferably unrolled, in an area with a temperature not less than 65°F. This allows the backing to become more pliable and easier to install. It also allows the "new carpet smell" to dissipate. Independent and industry testing has found no 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 that 90% to 95% of the "new carpet smell" dissipates within 24 to 72 hours.

Depending on your room dimensions, a seam may be required during carpet installation. If at all possible, the seam should run perpendicular to windows in order to minimize light reflection 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 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.

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



## SmartCushion

SmartStrand™ Forever Clean with Mohawk SmartCushion™ provides the ultimate protection against stains and odors associated with pet accidents.

**PREMIUM MEMORY FOAM FOR ULTIMATE COMFORT**  
**PREMIUM MOISTURE BARRIER**  
**PREMIUM ODOR RESISTANCE**

*The Running Ribbon® is a registered trademark of Susan G. Komen.®*

  
**MOHAWK**  
SmartStrand  
FOREVER CLEAN



SmartStrand® Forever Clean™  
The Softest, Most Durable, Easiest to  
Clean Carpet on the Planet™

  
**MOHAWK**  
SmartCushion   
SmartCushion is engineered for Mohawk Premium carpets  
Decorate  
for the Cure.

For berber-style carpets, Mohawk recommends a minimum density of eight (8) pounds per cubic foot; thickness should be no less than ¼ inch and no more than ¾ 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 Berber™.

5. Maintain your carpet according to Mohawk requirements in the "Carpet Care and Guidelines" section of this brochure, to include a minimum of one (1) professional cleaning every 18 months using cleaning products, equipment, systems and services specified/certified with the CRI Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) You must show proof of cleanings in the form of a bill, invoice or statement for cleaning services. Along with these documents, Mohawk recommends keeping a 2' x 3' piece of carpet from your installation for your warranty and in case you ever need to make a repair.
6. Only clean your carpet with cleaners specified with a CRI Seal of Approval. Do not clean your carpet with household bleach.

If you have any questions regarding your product warranty, you may visit our website at **[www.Mohawkflooring.com/customer-care](http://www.Mohawkflooring.com/customer-care)**. Additionally, you may contact **Technical Services at 888-387-9881** or **[product\\_tech@mohawkind.com](mailto: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**

### **For all SmartStrand® Forever Clean 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 acids or oil based or wax based substances, including but not limited to tar, shoe polish, paints, lipstick or mascara. This warranty applies to carpet manufactured using SmartStrand® Triexta fibers only and does not apply to any other fibers.

## **Mohawk Limited Lifetime Nylon and PET Polyester Stain Resistance Warranty**

### **For all Wear-Dated®, UltraStrand®, EverStrand® and Air.o™ products**

Mohawk warrants that the surface pile of this carpet will resist stains by most household foods and beverages for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or residual stains caused by non-food and non-beverage substances, in addition to foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine, and hot beverages, as well as substances which destroy or change the color of carpets, such as bleaches, acne medications, drain cleaners, plant food, vomit, urine other than pet (domestic dog or cat) urine, and feces. This warranty applies only to carpet manufactured with the specific above-mentioned fibers and not to any other product.

## **Mohawk Limited Olefin Stain Resistance Warranty**

### **For all PermaStrand® products**

Mohawk warrants that the surface pile of this carpet will resist stains by most household foods and beverages for a period of time specified in the PermaStrand® chart (in the "Mohawk Warranty Chart" section of this brochure) from the original date of installation. If, within the warranted period, permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or residual stains caused by non-food and non-beverage substances, in addition to foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine, and hot beverages, as well as substances which destroy or change the color of carpets, such as bleaches, acne medications, drain cleaners, plant food, vomit, urine, and feces. This warranty applies to carpet manufactured using PermaStrand® olefin fibers only and does not apply to any other fibers.

## **Mohawk Limited Lifetime All Pet Stain Warranty**

### **For SmartStrand® Forever Clean products**

Mohawk warrants that the surface pile of this carpet will resist stains from all domestic pets, including vomit, urine, or feces, 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 is damage or stains caused by any vomit, urine, or feces 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 Pet Urine Stain Resistance Warranty**

### **For Wear-Dated®, UltraStrand®, EverStrand® and Air.o™ 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 recleaning. (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 any vomit or feces, or any urine other than pet (domestic dog and cat) urine. Pet urine can erode and destroy carpet backing, resulting in carpet delamination which is not covered under this warranty. This warranty applies to above-mentioned urine stains only and does not cover odors. This warranty applies only to carpet manufactured with the specific above-mentioned carpet fibers and not to any other product.

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

### **For all SmartStrand® Forever Clean, Wear-Dated®, UltraStrand®, EverStrand® and Air.o products**

Mohawk warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. "Noticeable color change" is defined as 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, 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 Olefin Soil Resistance Warranty**

### **For all PermaStrand® products**

Mohawk warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for a period of time specified in the PermaStrand® chart (in the "Mohawk Warranty Chart" section of this brochure) from the original date of installation. "Noticeable color change" is defined as a rating of less than 3 using standardized rating scales (Gray Scale AATCC 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, 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**

### **For all SmartStrand® Forever Clean, Wear-Dated®, UltraStrand®, EverStrand®, Air.o™ and PermaStrand® products**

Mohawk warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of time specified in each fiber chart (in the "Mohawk Warranty Chart" section of this brochure) from the original date of installation. "Abrasive wear" means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading, or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, Mohawk will handle such claims as stated in the "Mohawk's Limited Liability" section of this warranty booklet.

### **What Is Not Covered**

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

## **Mohawk Limited Texture Retention Warranty**

### **For all SmartStrand® Forever Clean, Wear-Dated®, UltraStrand®, EverStrand®, Air.o and PermaStrand® products**

Mohawk warrants that this carpet will maintain its texture retention, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of time specified in each fiber chart (in the "Mohawk Warranty Chart" section of this brochure) from the original date of installation. "Texture retention" is the ability of the carpet tufts to retain their

visible shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, Mohawk will handle such claims as stated in the “Mohawk’s Limited Liability” section of this warranty booklet.

#### **What Is Not Covered**

The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

### **Mohawk LayFlat™ Lifetime Limited Dimensional Stability Warranty**

#### **For all Air.o™ products**

Mohawk warrants that all Air.o products installed in accordance with Mohawk’s published installation guidelines will remain dimensionally stable for the normal life of the carpet from the original date of installation. Dimensional stability, the failure of which can lead to buckling, wrinkling, shrinking or curling, means that the Air.o™ carpet will not lose more than 3% of its recovered extension per the STANDARD TEST METHOD DIMENSIONAL STABILITY OF PILE YARN FLOOR COVERINGS DUE TO MECHANICAL ACTION (PTL Method UE1117). If, within the warranty period, the dimensional stability fails 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 this warranty are any dimensional stability issues which result from damage to the backing system due to installation issues, improper seaming, heavy furniture, or over-wetting from improper cleaning, flooding, or any other cause.

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

#### **For all SmartStrand® Forever Clean, Wear-Dated®, UltraStrand®, EverStrand®, Air.o™ and PermaStrand® products**

Mohawk warrants that this carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79) for the life of the carpet from the original date of installation. If static greater than 5.0 kilovolts is generated, Mohawk will handle such claims as stated in the “Mohawk’s Limited Liability” section of this warranty booklet.

#### **What Is Not Covered**

The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

## **Mohawk Limited Fade Resistance Warranty**

**For all SmartStrand® Forever Clean, Wear-Dated®, UltraStrand®, EverStrand®, Air.o™ and PermaStrand® products**

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 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**

**For all SmartStrand® Forever Clean, Wear-Dated®, UltraStrand®, EverStrand®, Air.o™, PermaStrand® and Stainmaster® products**

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 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 Custom Rug Warranty**

Mohawk warrants that custom rugs will have a ten (10) year Stain and Soil Resistance Warranty and a ten (10) year Limited Manufacturing Defects Warranty. Custom bound rugs may only be returned for freight damage, defective workmanship, or failure to meet ordered specifications.

## **Mohawk Ten-Year Limited No Delamination/Buckle Free Warranty**

**For all Air.o™ and OptiBack™ products**

Mohawk warrants that Air.o and any 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 due to installation issues, improper seaming, heavy furniture, or over-wetting from improper cleaning, flooding, or any other cause.

### **Mohawk 30-Day Satisfaction Assurance Guarantee For all SmartStrand® Forever Clean and Wear-Dated® products**

To the original purchaser of products covered under this guarantee: if, within thirty (30) days after installation, you wish to change your new carpet for a different style or color, your Mohawk carpet retailer will replace it free of charge with another Mohawk carpet style or color of equal or lesser value. Should you wish to replace your flooring with a carpet upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced carpet is selected. This is a one-time-only replacement and does not include replacement of cushion. Simply contact your Mohawk retailer within the time frame of this guarantee and indicate you wish to choose another 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 labor to remove previous carpet, install the new carpet, move furniture, construct permanent built-ins such as cabinets and bookcases, or move or install equipment or electronics. No replacement will be made with respect to carpet that has been subjected to abuse, vandalism, or alteration or damaged by smoke, fire, flood, wind, lightning, or any other casualty event.

### **Warranties Other Than by Mohawk**

Mohawk warrants its Stainmaster® carpeting against manufacturing defects for a period of time specified in the Stainmaster fiber chart (in the "Mohawk Warranty Chart" section of this brochure) from the original date of installation. All other warranties for Stainmaster products are carried by Stainmaster (information is online at [www.stainmaster.com](http://www.stainmaster.com) or at 1-800-438-7668). Other Mohawk products may carry additional warranties provided by the fiber and stain protection producers. These warranties take precedence over Mohawk warranties and should be submitted directly to the fiber and stain protection producers. Consult your dealer for specific warranty details and telephone numbers for warranty service.

# MOHAWK CUSHION WARRANTY ENHANCEMENTS

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

<b>QUALIFYING CUSHIONS</b>
<b>BarrierCushion</b> when purchased with Mohawk carpet
<b>AllPetCushion</b> when purchased with Mohawk carpet
<b>SmartCushion</b> when purchased with Mohawk carpet
<b>ABRASIVE WEAR</b>
<b>BarrierCushion</b> Add 5 years to current warranty
<b>AllPetCushion</b> Add 10 years to current warranty
<b>SmartCushion</b> Add 20 years to current warranty
<b>TRANSFERABLE</b>
<b>BarrierCushion</b> NO
<b>AllPetCushion</b> YES
<b>SmartCushion</b> YES
<b>STAIRS</b>
<b>BarrierCushion</b> NO
<b>AllPetCushion</b> NO
<b>SmartCushion</b> Abrasive Wear warranty expanded to include stairs

\*Does not include PermaStrand® carpet

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

# 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%

## 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%

## 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%		

## 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%

## 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.

### **Area Rugs**

No coverage is provided under these Mohawk warranties for area rugs, with the exception of Mohawk's Custom Rug program. See page 8.

### **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; 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.

### **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**

These Mohawk warranties apply only within the United States, Canada, Australia, and New Zealand.

### **Improper Cleaning and Maintenance or Inadequate Care**

These Mohawk warranties do not cover damage to your carpet caused by improper cleaning, improper maintenance or cleaning materials, or inadequate care. Your Mohawk carpet requires routine cleaning and maintenance. Maintenance requirements and recommendations are listed in this brochure under "Carpet Care and Guidelines." All cleaning receipts should be retained.

### **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 (CRI) Carpet and Rug Institute 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 restoration 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.

### **Residences Other Than Owner-Occupied, Single-Family**

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

### **Shading**

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.

### **Shedding**

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple products than continuous filament products. Regular vacuuming using a vacuum cleaner with a beater bar will

remove most of the loose fibers during the first year. 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.

### **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. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

# MOHAWK LIMITED LIABILITY

Provided that you have complied with the Mohawk General Warranty Conditions and Homeowner Obligations included in this warranty brochure, Mohawk shall have as its entire liability and exclusive remedy the warranty liability described in this section. Mohawk's liability under this limited warranty shall be limited to the actual cost of repair or replacement of only the affected area of the carpet extending to the nearest wall, doorway or entrance. Mohawk reserves the right to correct any defect prior to the carpet being removed, replaced or any settlement being offered. Upon determination of a valid claim and that the carpet cannot be restored by repair, Mohawk will arrange a credit to your retailer equal to a percentage of the cost of the carpet replacement only. Credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule set out below for identical (or, if identical carpet is not available, comparable) carpet of equal value. The credit will be good only toward the purchase of new Mohawk carpet. There will be no cash payment.

MOHAWK SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Mohawk responsibilities.



# CARPET CARE AND GUIDELINES

## A) Selection

- When selecting carpet color, you should view large carpet samples during the day and by lamplight in the evening in the area of installation. The color you choose will look different under different lighting conditions.
- Light colored carpets will show more soil and require more maintenance than dark colored 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.



### **PROCEDURE A (For water-based, special water-based and greasy, oil-based stains)**

- Mix a solution of  $\frac{1}{4}$  teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the 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  $\frac{1}{2}$  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	Grape juice
Baby formula	Graphite
Beer	Ice cream
Blood	Jelly
Candy	Ketchup
Chocolate milk	Latex paint
Clay	Liquor
Cola	Milk
Cologne	Soft drinks
Cranberry juice	Soil spots
Feces	Syrup
Felt-tip marker	Tomato juice
Food stains (general)	Vomit
Fruit juice	Water colors
Fruit punch	Watermelon
Furniture polish (water-based)	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	Lipstick
Chocolate	Margarine
Cooking oil	Mascara
Cosmetics	Mayonnaise
Crayon	Nail polish
Furniture dye	Oil
Furniture polish (oil-based)	Oil paint
Glue*	Ointment
Gravy	Peanut butter
Grease (black)	Rouge
Gum*	Salad dressing
Hand cream	Spaghetti
Ink	Varnish
	Wax*

*\*Freeze and remove solid materials before using cleaning fluid.*

Important: Do not use any cleaner with a pH of 10 or higher. Before using, always test cleaners on a small, non-visible area for any discoloration of the pile.

Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended. If stain returns— a condition known as “wicking” — simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

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

### **C) Regular Vacuuming**

Most dirt, and even dust, takes the form of hard, 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 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 with a vacuum that carries the Carpet and Rug Institute (CRI) Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.)

- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Mohawk requires professional hot water extraction every 18 months using cleaning products, equipment, or systems that carry the CRI Seal of Approval. (Visit [www.carpet-rug.org](http://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.

# FILING A CLAIM

**If you have any questions regarding your product warranty, you may visit our website at [www.Mohawkflooring.com/customer-care](http://www.Mohawkflooring.com/customer-care). Additionally, you may contact Technical Services at [product\\_tech@mohawkind.com](mailto: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 Industries  
Attention: Consumer Affairs  
P.O. Box 1448  
Dalton, GA 30721**



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