carpet warranties

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Not all warranties listed below apply to all Mohawk carpets. The specific warranties applicable to each specific style are designated on the samples featured by the authorized Mohawk Carpet dealer at the time of the purchase of the carpet. See Store Sample for Warranty Details.

Mohawk Limited Stain Resistance Warranty

5 YEAR 10 YEAR 15 YEAR 20 YEAR

Mohawk Industries guarantees residential carpeting for a specified period from the date of installation, provided the carpet is installed over a cushion meeting the manufacturer's recommendations in an owner-occupied single-family residence.

Mohawk Industries warrants that the surface pile of this carpet will resist stains by most foods and beverages except as noted below. (No carpet is fully stain proof. Therefore, warranty excludes stains from non-food and non-beverage substances, such foods that contain strongly colored natural dyes as found, for example, in mustard, tea; substances which destroy or change the color of carpets such as bleach, acd drain cleaners, plant food, vomit, urine and feces.)*

*Carpets made of Polypropylene (Olefin) and Kid Proof Carpet by Mohawk carry different warranties concerning stains. Please ask your dealer for more information if you purchase these carpets.

If permanent staining should occur that cannot be removed using recommended methods, qualified carpet care professional, Mohawk Industries will arrange a credit equal to the carpet material only.

http://www.mohawkcarpet.com/carpet/carpet-warranties.asp

5/3/2005
Carpet installed outdoors, on stairs, in bathrooms or kitchens or in areas subject to ordinary shoe traffic is specifically excluded from this warranty, as is damage caused cleaning methods and materials.

Mohawk Limited Polyester Stain Warranty

5 YEAR 10 YEAR

Mohawk Industries warrants to the original purchaser that the surface pile of this carpet stains from most household foods and beverages, and benzol peroxide, a common acne medication, for a period of ten (10) years from the date of the purchase when installed and maintained in an owner-occupied, single family, indoor, residential installation. Mohawk will, at its discretion and at its entire liability and the exclusive remedy of any repair, credit, or replace with comparable carpet, on a pro-rate basis, any portion of the carpet which fails to exhibit improved stain resistant properties during the limited warranty period provided below. NOTE: This warranty applies to carpet manufactured using polyester not Nylon.

No carpet is absolutely stain-proof. The stain resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar Stock resistant properties may be affected by exposure to very hot substances. This warranty excludes any residual stains which may occur under this condition. Also excludes stains caused by non-food substances including, but not limited to, pet stains, hair dyes, polish, paints and other materials which destroy or change the color of carpet such as caustic chemicals, fertilizers, insecticides, and iodine. Stains from foods and beverages strongly colored natural disperse dyes, such as those found in some brands of must tea, are also excluded.

* Carpets made of Polypropylene (Olefin) and Kid Proof Carpet by Mohawk carry different warranties concerning stains. Please ask your dealer for other information if you purchase these carpets.

Repair or replacement will be limited to the affected area of the carpet. If the identical carpet is not available, Mohawk will provide a replacement carpet of comparable quality. This warranty is not applicable to purchases of irregulars, remnants or any carpet sold "as is".

Carpet installed outdoors, on stairs, in bathrooms or kitchens, or in areas subject to ordinary shoe traffic is specifically excluded from this warranty, as is damage caused cleaning methods and materials.

Mohawk Limited Stain and Fade Resistance Colorfast Xylon Warranty

5 YEAR 10 YEAR

This warranty protects you, the original purchaser, if you have purchased a Mohawk Xylon® carpet for your own residential use in an owner-occupied single family residence.

Mohawk Industries warrants that, for a period specified above from the date of the original installation in an owner-occupied residence in a proper indoor installation, a Mohawk Xylon® carpet will not be permanently stained by ordinary materials found in housekeeping environments, excluding vomit, urine, and feces. Mohawk further warrants that, for a period specified above from the date of original installation, a Mohawk Xylon® carpet will not experience permanent color change due to exposure to sunlight or atmospheric contaminants (i.e., ozone or oxides of nitrogen) greater than one unit as measured by the AATCC* Gray Scale standards comparison of the extent of color differences.

Carpet installed outdoors, on stairs, in bathrooms or kitchens, or in areas subject to ordinary shoe traffic is specifically excluded from this warranty, as is damage caused cleaning methods and materials.
If permanent staining should occur that cannot be removed using recommended methods, color change due to sunlight or atmospheric contaminant should exceed the AATCC criterion, we will arrange a credit equal to the cost of the carpet material only. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the comparable quality. The credit will not be issued only toward the purchase of new Mohawk. There will be no cash payment. Mohawk may, at its sole option, elect to have the affected carpet cleaned professionally.

*American Association of Textile Chemists and Colorists

Mohawk Limited Fade Resistance Warranty

5 YEAR 10 YEAR 15 YEAR 20 YEAR

Mohawk Industries guarantees residential carpeting for a specified period from the date of installation, provided the carpet is installed over a cushion meeting the manufacturer’s recommendations in an owner-occupied residence.

Mohawk Industries warrants that, for the specified period from the date of the original installation, the carpet will not show a permanent color change due to exposure to sunlight or airborne contaminants (including ozone or oxides of nitrogen) greater than one unit as measured on the AATCC* Gray Scale for standards comparison of the extent of color differences.

Carpet installed outdoors, on stairs, in bathrooms or kitchens, or in areas subject to Ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by cleaning methods and materials.

*American Association of Textile Chemists and Colorists

Mohawk Limited Anti-Static Warranty

5 YEAR 10 YEAR 15 YEAR 20 YEAR

Mohawk Industries guarantees that the carpet will not generate static greater than 5. (using AATCC Test 134-79) when maintained according to manufacturer's recommendations in an owner-occupied single-family residence. Most people are not affected by static of the Mohawk Industries will repair, or replace if repair cannot be made, any area of the carpet that does not perform as warranted. Mohawk Industries will arrange a credit equal to the cost of the carpet material only. The credit will be issued to your retailer as a percentage of the replacement cost of new carpet of the same or comparable quality for the affected area only (the affected area and adjacent areas extending to the nearest wall, doorway, or entrance). The credit will be toward the purchase of new Mohawk carpet. There will be no cash payment.

Mohawk Limited Texture Retention Warranty

5 YEAR 10 YEAR

Mohawk Industries warrants that for the specified period from the date of original installation, carpet, under normal use in a proper indoor installation, will retain its texture, not shown excessive pile crushing or matting from ordinary foot traffic as a result of the tufts lost provided the carpet is installed over a cushion meeting the standards noted in the A1 section and maintained according to manufacturer’s recommendations in an owner-occupied single-family residence. Texture retention is the ability of the carpet tufts to retain their shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the carpet. Texture retention is measured against standardized rating scales ranging (new or no change) to 1.0 (severe change). ISO Standard 9405-1990. To perform this test, the carpet must retain a texture rating of at least 3.0 under warranted conditions.

Improper or inadequate care and maintenance will accelerate carpet wear. To refresh...
texture, cleaning performed by trained, qualified carpet care professional is required 24 months. Proof of this service is required.

CARPET INSTALLATION

Carpet installed outdoors, on stairs, in bathrooms, or kitchens or in areas subject to ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper installation and/or improper cleaning methods and materials.

Mohawk Limited Abrasive Wear Warranty
Colorfast Xylon Warranty

5 YEAR 10 YEAR 15 YEAR 20 YEAR

Mohawk Industries warrants that the surface pile of your carpet will not be worn by a than 10% during the specified period stated above when used in an owner occupied indoor residential installation. If within the warranted period, the pile weight of the carpet compared to non-traffic areas, loses more than 10% of its weight, Mohawk will provide replacement carpet of comparable value for the affected area only (the worn and adjacent extending to the nearest wall, doorway, or entrance).

Abrasive wear means fiber-loss from the carpet pile through normal abrasion, not from flattening of the carpet pile in any area, or from staining, soiling, fading, or other causes. Carpets installed outdoors, on stairs, in bathrooms, kitchens, or in area other than normal shoe traffic are not covered by this warranty. Specifically excluded for the duration of the warranty is damage caused by tears, pulls, piling, burns, improper installation, inadequate or improper cleaning, furniture, wheels, or athletic equipment.

The cushion under your carpet is one of its most important components. It is the base that the carpet retains its texture and appearance. A cushion is sold by its thickness and density. If too soft will adversely affect the performance of the carpet. A pad that is too thick will cause the anchoring of the carpet. You must use a pad within the recommended specifications for Mohawk Industries Warranties. For residential installation we recommend a cushion of no more than 7/16 inch thick, and no less than 1/4 inch thick with a 6 pound per cubic foot density or equivalent. We recommend a cushion of 3/8 inch thickness with a 6 pound per cubic foot density or equivalent for berber style carpets. Additionally, carpet must be outlined in The Carpet and Rug Institute's Standard 105.

Mohawk Limited Manufacturing Defects Warranty

1 YEAR 2 YEAR 5 YEAR 7 YEAR 10 YEAR

Mohawk warrants residential carpeting against manufacturing defects for a period of 5 years from the date of original installation and is subject to single family residence.

The liability of Mohawk Industries under this limited warranty shall be limited to the repair or replacement of the affected area of carpet extending to the nearest wall, door or entrance. Mohawk Carpet Corporation reserves the right to correct any defect prior to the warranty period and may require the affected area to be removed, replaced, or settlement offered. If replacement is warranted, Mohawk shall include a carpet of equal value should the identical carpet not be available. Mohawk shall not incur the cost of incidental or consequential damages. Some states do not permit exclusion of incidental or consequential damages, so the exclusions or limitations may not apply.

Further exclusions: This limited warranty is extended to the original purchaser, providing the original purchaser occupies the residence in which the carpet was originally installed and is transferable.

This limited warranty is in lieu of all other expressed warranties, and shall not be transferred to subsequent owners.
than the period for the expressed written warranty applicable to this carpet. Some permits limitations on how long an implied warranty extends, so the above limitation on you. This limited warranty gives you specific legal rights and you may also have other rights which vary from state to state.

General Terms and Conditions on Your Mohawk Industries Warranties

All carpets manufactured by Mohawk Industries are intended solely for use as indoor covering and are not recommended for any other purpose.

Non-Transferability

These Mohawk Carpet warranties are extended only to the original purchaser and are not transferable. Warranties apply only to carpet for the owner occupied residences and are purchased by the full time tenant in a rental dwelling.

First Quality Products

Warranties are not applicable to carpet sold as second quality, irregular, used or mill run.

Improper Installation

Improper installation can cause problems with your carpet. The Carpet and Rug installation Standard CRI-105 conforms to proper installation procedures and should be followed. We are not responsible for damage to your carpet caused by improper installation. Examples of such damage include wrinkling, due to insufficient stretch; loss of tufts due to improper seaming; and seam slippage.

Improper Maintenance or Inadequate Care

Your carpet requires routine maintenance. Please follow the recommendations described in our brochure under "Carpet Care". We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty.

Accidents, Abuse, or Abnormal Wear

Your Mohawk Carpet warranties do not cover damage resulting from accidents or abuse, including soiling, burning, flooding, cutting, and damage caused by pets. Staining from household food and beverage substances may be covered by fiber or stain protective warranties.

Carpet On Stairs, In Bathrooms, and In Kitchens

Your Mohawk Carpet warranties do not cover damage or appearance problems on stairs, in bathrooms, or in kitchens.

Pad Failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for damage caused by failure of the carpet pad. Please see the pad manufacturer's warranty for more information.

Problems with Moisture

Your Mohawk Carpet warranties do not cover problems caused by wetting or persistent excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialists. Call 1-800-835-4624.
Changes in Carpet Color

Your Mohawk Carpet warranties do not cover changes in carpet color resulting from causes, such as fading due to sunlight, ozone, or spills of household chemicals and non-beverage substances. This limitation may not apply if your Mohawk Carpet stain and fade warranty.

Differences in Samples

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

Replacement of Discontinued Carpet

If your carpet has been discontinued and replacement is necessary under the terms Mohawk Carpet warranty, Mohawk carpet of comparable quality will be substituted.

Geographic Locale

These warranties apply only in the United States and Canada.

Consequential or Incidental Damages

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES THIS WARRANTY. By this we mean any loss, expense, or damage other than to the that may result from a defect in the carpet. Including, without limitation, trip charges, delays, extra handling and labor involved in bordering or sculpturing.

Warranties Other Than Mohawk

Some products carry additional warranties provided by the fiber and stain protection Consult your dealer for specific warranty details and telephone numbers for warranty

Disclaimer of Implied Warranties

All implied warranties which may arise by implication of law or application of course usage of trade, including but not limited to, implied warranties of merchantability, or for a particular purpose are expressly excluded. There are no warranties which extend be description on the face hereof. Upon determination of a valid claim and the carpet will be restored by repair, Mohawk Industries will arrange a credit equal to the cost of the carpet only. The credit will be issued to your retailer as a percentage of the replacement cost of carpet of the same or comparable quality for the affected area only (the affected area extending to the nearest wall, doorway, or entrance.) The credit will be good on purchase of new Mohawk Industries carpet. There will be no cash payment. Credit will be based upon the length of time your carpet has been in use and according to the pro-

The Carpet and Rug Institute Air Quality Assurance Program

All Mohawk carpets carry the Carpet and Rug Institute label signifying certification indoor air quality carpet-testing program.

The CRI label is your assurance that Mohawk carpets are rated well within the established guidelines for the emission of volatile organic compounds (VOCs) that can be emitted by common household items which may affect indoor air quality. As homes become more efficient through improved insulation and reduction of fresh air ventilation, many common household items constructed from low-VOC emitting materials. The CRI label that your Mohawk carpet meets these air quality standards.
Carpet Installation

Be sure to have a professional installer install your new Mohawk carpet in your home. They must be trained in methods outlined by the Carpet and Rug Institute. Their Standard residential installation must be followed in order to qualify for these carpet warranties. Installation is as important as the original quality and durability of the carpet. An improperly installed carpet will not look as good nor last as long and can cause delamination, wrinkles, and loss of tufts in the seam areas.

Before you have your new carpet installed, Mohawk recommends you let the carpet preferably unrolled in an area not below 65°F. This allows the backing to become soft and easier to install. It also allows the "new carpet smell" to dissipate. Testing within industry, and independently, has not found any harmful emissions from carpets. The lock the tufts in place does produce a smell sometimes referred to "new carpet smell" which shows 90-95% of the "new carpet smell" dissipates within a 24 hour span.

A seam may be required during the installation of carpet, depending on the dimensions of the room. If at all possible, the seam should run perpendicular to windows in order to minimize light reflected off the seam. Seamless do show, and some constructions show more there are no invisible seams.

*Failure to have your carpet installed using the previous guidelines can void your warranty.*

Non-Warranted Carpet Characteristics

Appearance Retention

All carpets will change in appearance over time. This is primarily due to foot traffic. Heavy traffic areas will exhibit the most change. A good quality cushion will help extend the carpet’s appearance. The tips of the tufts in cut-pile carpets, over time and use, will twist, causing it to bloom. This is normal and should be expected.

Crushing

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular vacuuming with a beater bar in high traffic areas may help reduce changes in appearance.

Fading or Color Loss

Carpet may slowly lose color over time. This can be caused from direct sunlight, ozone from heating fuels, pesticides, cleaning agents, benzol peroxide, and other household chemicals should be used when using these items. Window treatments will reduce exposure to sunlight.

Footprints

Cut-pile carpets will show footprints and vacuum cleaner marks. The selection of a lower pile height and denser construction will help to minimize this effect.

Indentations

Indentations will occur from furniture or heavy objects. Furniture coasters will assist in spreading the weight of the object to a larger area. Brushing the affected area with your fingers will help restore the crushed tufts to their original position.

Matting

The entanglement of fibers and tufts of the yarn tips may be caused by a cushion that is often, improper maintenance. Residue from a spill that was not cleaned up thorough
residue that has not been rinsed completely will lead to matting.

**Shading**

Shading is a change in pile direction that results in an apparent change in color due reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than patterned carpets. This is normal. Severe cases of shading are also known as pooler watermarking. This results in a permanent pile reversal that occurs after installation known cause and is usually confined to only certain areas of an installation. Pooling watermarking is not considered a manufacturing defect.

**Shedding**

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple versus continuous filament products. Regular vacuuming utilizing a vacuum cleaner bar will remove most of the loose fibers during the first year.

**Filtration Soiling**

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark walls, vents, and doorways and is usually due to an imbalanced ventilation system incapable of removing the volume of air entering the room. The excess air escapes between floors, walls, and doorways. Professional cleaning may clean the affected condition will usually return unless the ventilation problems are corrected. Carpet fibers perform the same if subjected to filtration inefficiencies.

**Wrinkles**

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate cushion, or not using the recommended installation procedures found in CRI-105, etc., relative to power stretching. A competent installer can usually correct this problem.

**Yellowing**

Yellowing can have many causes such as BHT* off gassing from bond pad, yarn and over-application of stain resistant treatments, changes in alkalinity, cleaning solution soiling, and fume fading. White vinegar applied to a clean white towel and held on the indicate if the yellowing can be removed. If this works, a 10% solution of citric acid a professional cleaner will usually remove the yellowing.

*BUTYLATEDHYDROXYTOLUENE

Each of these items are characteristic of carpet and are not considered manufacturing defects.

**Homeowner Obligations Under the Mohawk Industries Warranties**

What You Must Do: In order to maintain and protect your coverage under the terms of the warranties, you must do the following:

- Make sure you know which warranties apply to your particular carpet. The warranty is stated on the back of the sales agreement or the invoice. It is your responsibility to know which warranties apply to your carpet.
- Keep proof of purchase in the form of a bill, invoice, or statement from your Mohawk Industries dealer, showing the purchase price you paid for the carpet, excluding labor.
- Install your carpet according to the guidelines in the Carpet and Rug Institute Standard CRI-105, and maintain your carpet according to the recommendations in the Mohawk Carpet Care brochure.
- Show proof of periodic cleaning by a certified professionally cleaning service.
or statement showing cleaning service will serve as proof of cleaning.

A minimum of one professional cleaning every two years is required. Depending on family size, soil conditions adjacent to the home, and other circumstances, more frequent cleanings may be advisable. Please refer to the cleaning recommendations contained in Mohawk "Carpet Care and Guidelines" section in this brochure.

Filing a Claim
Notify your dealer in writing. Be sure to describe the specific problem, and to include your invoice. Your dealer will take appropriate action, including the notification of Mohawk Industries if necessary.

If you are unable to contact your retailer for some reason, or if you do not get a satisfaction from them, please write to Mohawk at:

Mohawk Industries
Attention: Customer Relations
P.O. Box 12069
Calhoun, Georgia 30703

Not all warranties listed below apply to all Mohawk carpets. The specific warranties applicable to each specific style are designated on the samples featured by the authorized Mohawk Carpet dealer at the time of the purchase of the carpet. See Store Sample for Warranty Details.

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