

Interior



WARRANTY INFORMATION

Wellborn continues to stand behind our heirloom quality construction. Below is our warranty program as effective January 1, 2004. Please see your local Wellborn Dealer for additional information.



Five Year Limited Warranty The Select Series

Wellborn Cabinet, Inc., provides a *Five Year Limited Warranty* on the Select Series to the original consumer purchaser for five years from the Wellborn Dealer's original date of purchase on our cabinetry parts.



Lifetime Limited Warranty The Deluxe, Premier and WoodCraft Series

Wellborn Cabinet, Inc., provides a *Lifetime Limited Warranty* on the Deluxe, Premier and WoodCraft Series to the original consumer purchaser for the lifetime of the product from the Wellborn Dealer's original date of purchase.



Exclusive Lifetime Limited Warranty Drawer Box, Door Hinge & Drawer Suspension System

Wellborn Cabinet, Inc., warrants our solid wood dovetailed drawer box to the original consumer purchaser for the lifetime of the product. Wellborn Cabinet, Inc., also offers an *Exclusive Lifetime Limited Warranty* to the original consumer purchaser on our Drawer Suspension System and Door Hinges. *This warranty is expressed by the supplier. Replacement hinges and drawer glides are subject to availability from our supplier. If a claim is filed after a product becomes obsolete, the manufacturer will replace the discontinued product closest to being equivalent to the original.*

Warranty Information Effective January 1, 2004

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The dates for new product introductions, inventory turns
and product upgrades are subject to change.





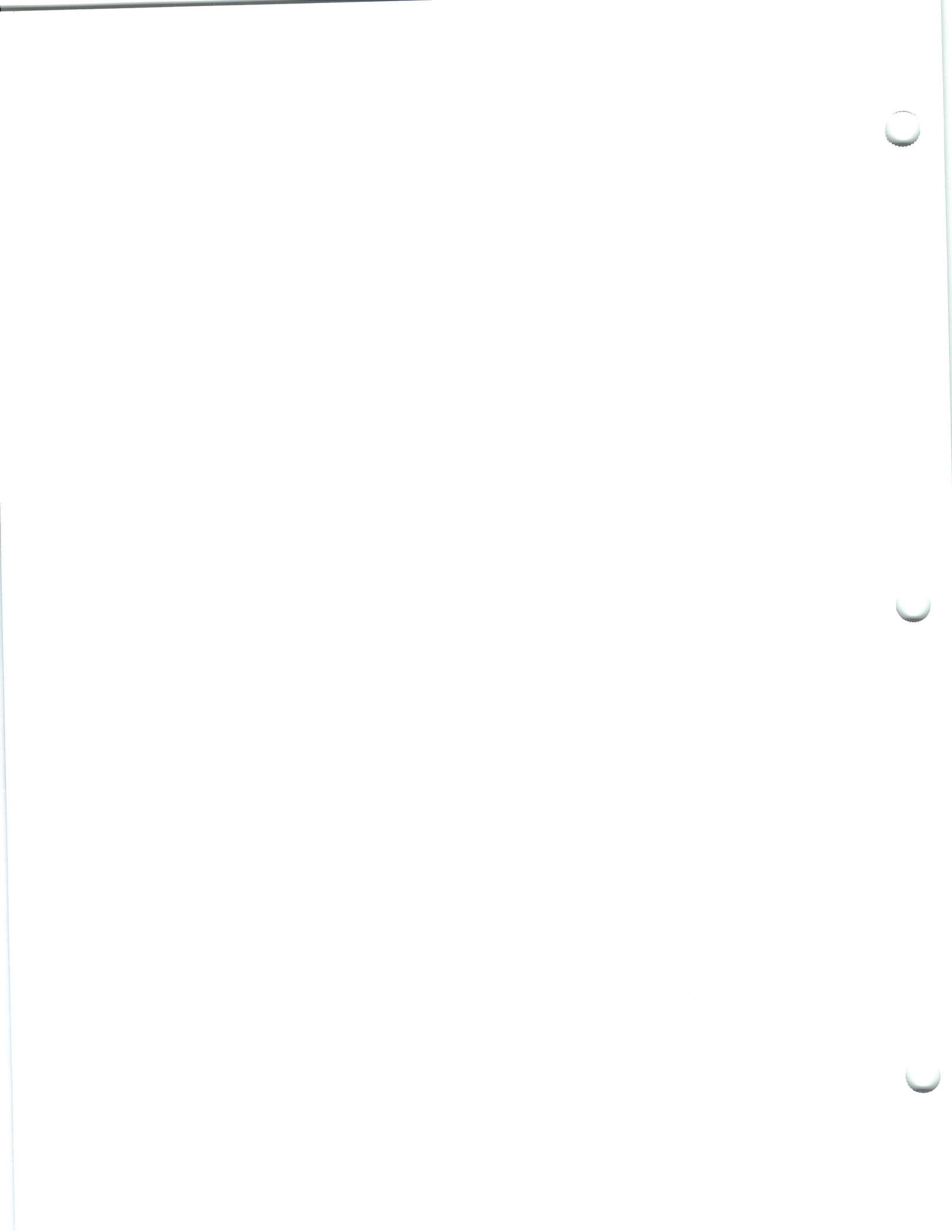
Mohawk Makes The Room

Warranty Information

WARRANTY INFORMATION:

Product is warranted to the original purchaser for a period of one year after date of purchase for manufacturing defect. Installation error is not covered. Replacement is limited to material unless defect was not apparent prior to installation.

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. YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. There warranties give 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 limit of Mohawk Industries, Inc. responsibilities.



WARRANTIES

MOHAWK HARDWOOD WARRANTIES

Limited Warranty for Prefinished Solid, Engineered, and Longstrip Floors

Manufacturing Defects

Mohawk Industries, Inc. ("Manufacturer") hereby warrants to the original buyer ("Buyer"), the goods to be free from manufacturing defects for as long as you own your home. Hardwood is a natural product and may have naturally occurring blemishes. The owner/installer of a Mohawk Hardwood Floor must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes.

Finish Warranty

The Mohawk Hardwood finish is warranted against wear through or lack of finish adhesion. See product sample or your retailer for duration of warranty on specific products.

This warranty is conditioned upon Manufacturer's receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and evidence that the Products were properly installed and not subject to any of the conditions described below.

Additional warranties exclusively for Prefinished Engineered and Longstrip Floors

Structure Warranty

Mohawk Industries, Inc. hereby warrants to the original buyer of Mohawk engineered and longstrip wood flooring products, that, under normal use, the plies will not separate for as long as you own your home.

Moisture Warranty

Mohawk Industries, Inc. hereby warrants to the original buyer of Mohawk engineered and longstrip wood flooring products against moisture damage due to topical spills or subfloor moisture under certain conditions for as long as you own your home.

Topical spills of normal household substances (food and beverage) must be removed promptly. Topical spills allowed to remain on the floor for any considerable time will damage the floor and void this warranty. Flooring must be installed following the Mohawk installation instructions. Plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not topical spills and are not covered by our warranty.

Subfloor moisture, particularly from concrete slabs, is covered by this warranty under the following conditions: 1. The floor must be visibly dry immediately prior to installation. 2. The installation method used is the direct glue down application. 3. The installer must use Mohawk Professional Choice adhesive to install the Mohawk engineered wood floor. 4. The installer follows the Mohawk installation instructions and the instructions specified on the packaging of the Mohawk Professional Choice adhesive.

If the floor fails due to the incursion of moisture from the subfloor, Mohawk Industries will replace the damaged material at no cost to the "Buyer" one time only. This includes material only. Labor is excluded from this warranty and labor costs must be incurred by the "Buyer". Please note that this applies to **engineered and longstrip wood only**. The solid wood products are not approved for direct glue applications.

This limited warranty does not apply to Cabin grade or other downgraded or discontinued items. Any such Product or Products are sold "as is". MANUFACTURER HEREBY DISCLAIMS ALL OTHER

WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHATSOEVER.

Any and all representatives, promises, warranties or statements by Manufacturer or its agents that differ in any manner from the terms of this limited warranty shall be of no force or effect unless in writing, signed by a duly authorized officer of Manufacturer.

Limitations on Liability

Buyer's exclusive remedy and Manufacturer's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to Manufacturer's satisfaction to be defective in manufacture or the refund of the applicable purchase price. In no event and for no cause whatsoever, including any breach or default by Manufacturer, shall Manufacturer have any other liability (including without limitation incidental or consequential damages) or any monetary liability to Buyer in excess of the contract price or prices of the pertinent Products in question. If Manufacturer shall elect to repair or replace said Products which are in proven defective. All charges should be submitted to the Customer Relations Department for evaluation and review.

Limitations

While our warranty is excellent, there are some limits to it. Any of the following shall void and invalidate our warranty

Visible Defect -- Visible defects are those defects which are apparent on the face of the flooring. They must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation

Building Settling or Uneven Subfloor -- These situations are considered to be part of the pre-installation inspection process. Do not install wood flooring if these situations exist. This warranty does not cover damage caused by settling or uneven subfloors.

Improper Installation -- Improper installations, done in a way that is contrary to the specifications, can cause problems with a Mohawk floor. Manufacturer will not replace a floor with defects caused by improper installation.

Improper Maintenance or Inadequate Care -- Your Mohawk floor requires maintenance. Please follow the instructions that are recommended by Mohawk. Seller will not replace a Mohawk product damaged by improper maintenance or inadequate care.

Accidents, Abuse or Abnormal Wear -- This warranty does not cover damage resulting from accidents or abuses that stain or scratch the finish, diminished gloss, or indent the surface of the wood. It also does not cover damage caused by heavy or concentrated foot traffic, damage by pets claws (nails), and failure to protect the floor from sand, gravel and other abrasives by use of walk off mats.

Indentations from Stiletto Heels on Shoes -- A stiletto heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with stiletto heels is considered an abusive situation. Seller will not replace any Mohawk Product damaged by stiletto heels on shoes.

Problems with Moisture or Dryness -- This warranty does not cover damage caused by wetting or the presence of excessive moisture, or by conditions that are too dry.

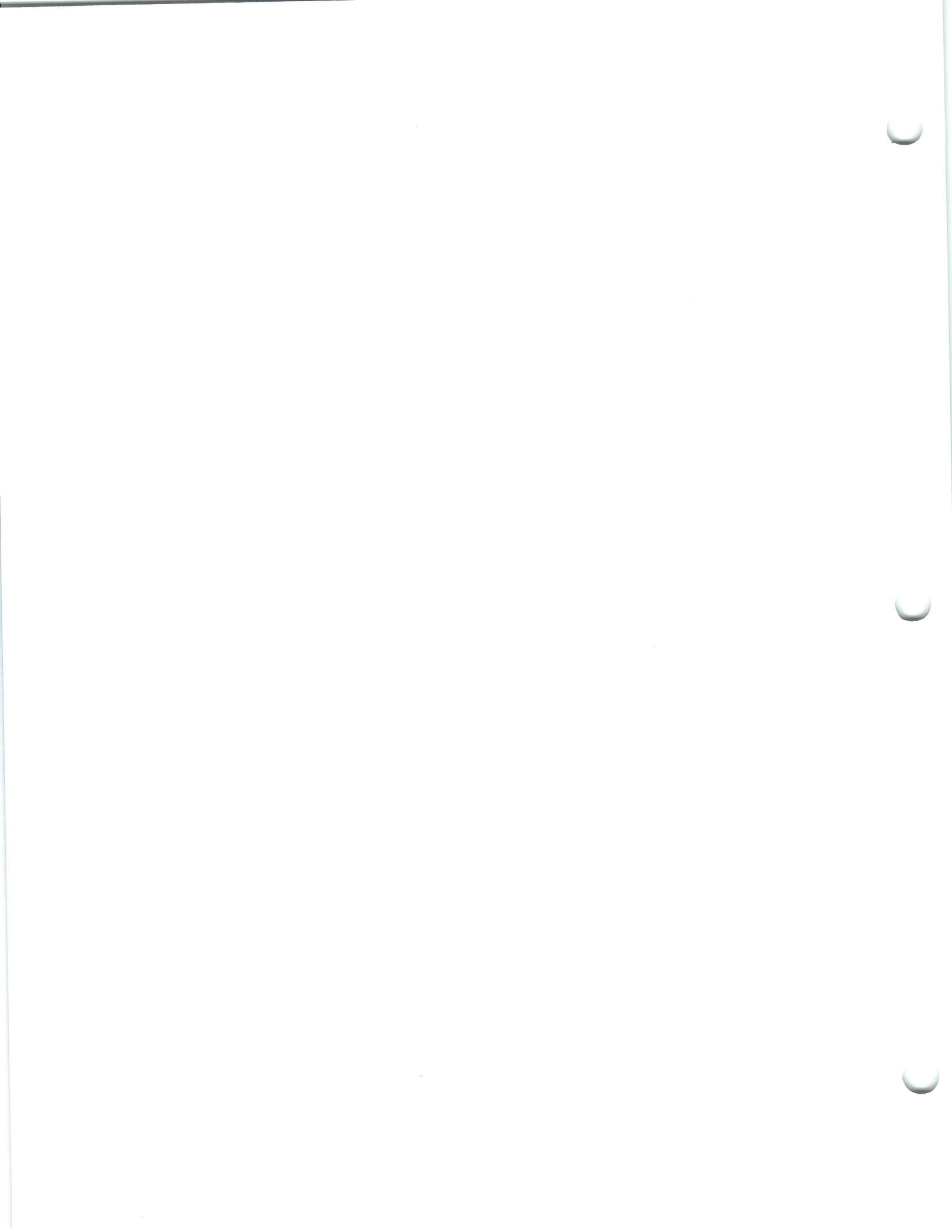
Excessive Sunlight -- This can cause discoloration. Draperies or shades will usually provide adequate protection. This warranty does not cover damages or discoloration caused by excessive sunlight or Ultra Violet rays. For this reason, new and/or replacement flooring may not match display samples and/or existing flooring.

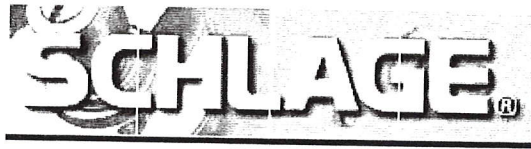
Difference from Samples -- This warranty does not cover the differences that can be seen between color samples and color of installed floors. Please approve the color of actual product prior to installation.

Consequential or Incidental Damages -- Manufacturer expressly excludes and will not pay consequential or incidental damages under this warranty. By this, Manufacturer means any loss, expense, inconvenience or damage other than to the wood floor itself that may result from a defect in the Mohawk Product.

Your Obligation to Mohawk -- As the purchaser of our product, you agree to follow all care and maintenance directions as related to wood flooring. You also agree to allow Mohawk an opportunity to repair any claimed defects.

MOHAWK[®]
HARDWOOD FLOORING





Lifetime Mechanical Warranty

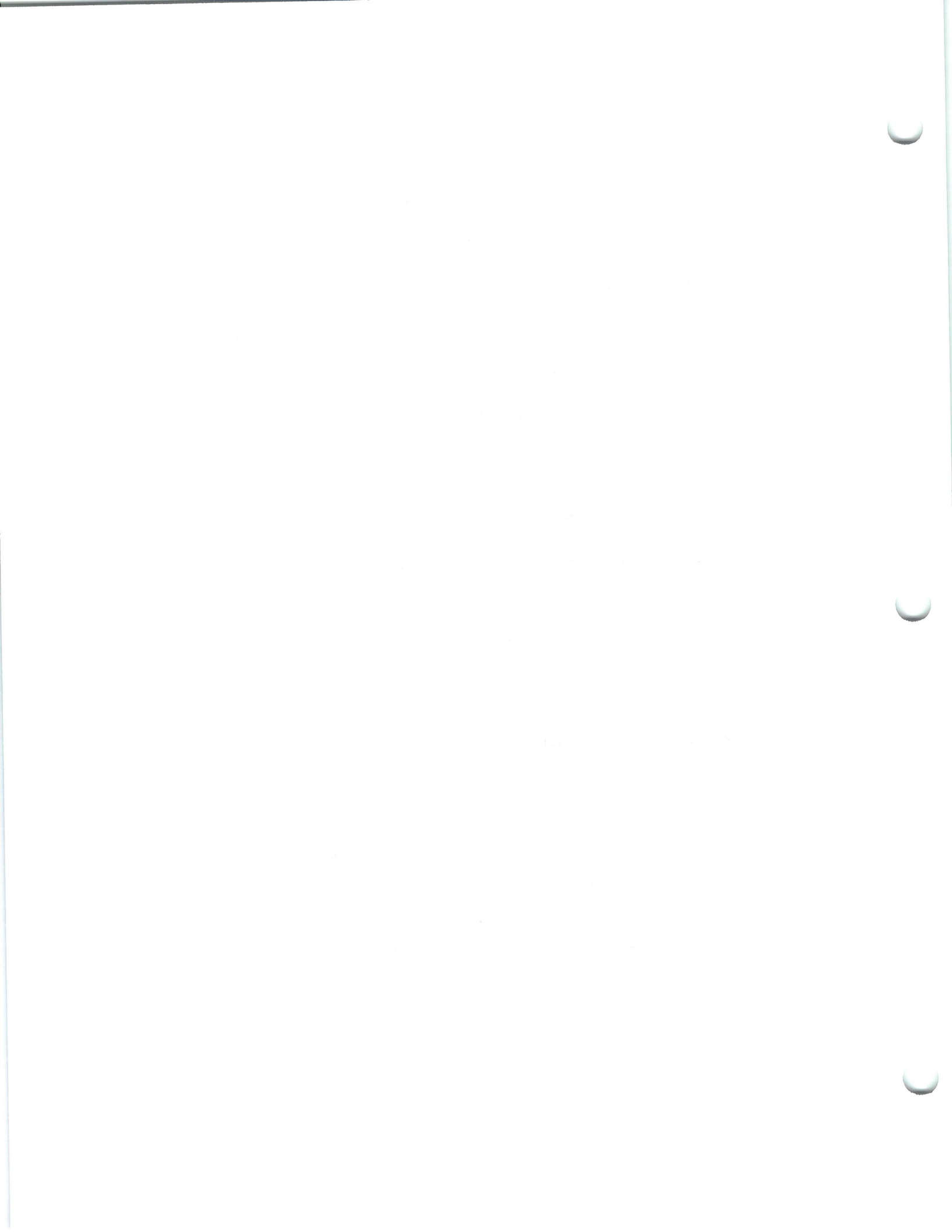
- Good for all Schlage residential door hardware.
- Protects the original user against defects in material and workmanship in the original installation.
- Warranty does not cover product finish, abused or misused products, or products used in commercial applications.
- Schlage will either replace the product or refund the purchase price in exchange for the product.
- In no event shall Schlage be liable for any incidental or consequential damages arising from the sale or use of the product.

Ultima Lifetime Anti-Tarnish Finish Warranty

- Good for all Schlage Maximum Security locks.
- Guarantees the original user in the original installation a lifetime without tarnishing and protection against corrosives like salt, sun, humidity and cleaning products.
- The warranty does not cover scratches or abrasion, abused or misused products or products used in commercial applications.
- Schlage will either replace the product or refund the purchase price in exchange for the product.
- In no event shall Schlage be liable for any incidental or consequential damages arising from the sale or use of the product.

Full 10-Year Durable Finish Warranty

- Good for all Schlage locks except for those covered by the Schlage Ultima Lifetime Anti-Tarnish Finish Warranty.
- Extends a 10-year finish warranty against tarnishing to the original user in the original installation.
- The warranty does not cover scratches or abrasion, abused or misused products or products used in commercial applications.
- Schlage will either replace the product or refund the purchase price in exchange for the product.
- In no event shall Schlage be liable for any incidental or consequential damages arising from the sale or use of the product.





carpet warranties

- [Mohawk Limited Stain Resistance Warranty](#)
- [Mohawk Limited Polyester Stain Warranty](#)
- [Mohawk Limited Stain and Fade Resistance Colorfast Xylon Warranty](#)
- [Mohawk Limited Fade Resistance Warranty](#)
- [Mohawk Limited Anti-Static Warranty](#)
- [Mohawk Limited Texture Retention Warranty](#)
- [Mohawk Limited Abrasive Wear Warranty](#)
- [Mohawk Limited Manufacturing Defects Warranty](#)
- [General Terms and Conditions](#)
- [Indoor Air Quality](#)
- [Carpet Installation](#)
- [Non-Warranted Carpet Characteristics](#)
- [Homeowner Obligations](#)
- [Filing a Claim](#)

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 original 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 household foods and beverages except as noted below. (No carpet is fully stain proof. Therefore, this warranty excludes stains from non-food and non-beverage substances; such foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard and herbal tea; substances which destroy or change the color of carpets such as bleaches, acne medications, 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 purchased one of these carpets.

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

Carpet installed outdoors, on stairs, in bathrooms or kitchens or in areas subject to other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper 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 will resist stains from most household foods and beverages, and benzol peroxide, a common ingredient of acne medication, for a period of ten (10) years from the date of the purchase when properly installed and maintained in an owner-occupied, single family, indoor, residential installation. Mohawk will, at its discretion and as its entire liability and the exclusive remedy of any party, repair, credit, or replace with comparable carpet, on a pro-rate basis, any portion of the installation which fails to exhibit improved stain resistant properties during the limited warranty period as provided below. NOTE: This warranty applies to carpet manufactured using polyester fibers only, 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 construction. Stain resistant properties may be affected by exposure to very hot substances. This limited warranty excludes any residual stains which may occur under this condition. Also excluded are stains caused by non-food substances including, but not limited to, pet stains, hair dyes, shoe polish, paints and other materials which destroy or change the color of carpet such as bleaches, caustic chemicals, fertilizers, insecticides, and iodine. Stains from foods and beverages with strongly colored natural disperse dyes, such as those found in some brands of mustard and herbal 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 more information if you purchased one of 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 does not apply 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 other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper 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 Colorfast 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 Colorfast Xylon® carpet will not be permanently stained by ordinary materials found in household 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 show a permanent color change due to exposure to sunlight or atmospheric contaminant's (including ozone or oxides of nitrogen) greater than one unit as measured by 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 other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper cleaning methods and materials.

If permanent staining should occur that cannot be removed using recommended methods, or if color change due to sunlight or atmospheric contaminant should exceed the AATCC Gray Scale 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 same or comparable quality. The credit will be good only toward the purchase of new Mohawk carpet. There will be no cash payment. Mohawk may, at its sole option, elect to have the affected area of the 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 original installation, provided the carpet is installed over a cushion meeting the manufacturer's standards and maintained according to manufacturer's recommendations in an owner-occupied, single-family residence.

Mohawk Industries warrants that, for the specified period from the date of the original installation, this carpet will not show a permanent color change due to exposure to sunlight or atmospheric contaminant's (including ozone or oxides of nitrogen) greater than one unit as measured by 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 other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper 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 5.0 kilovolts (using AATCC Test 134-79) when maintained according to manufacturer's recommendations in an owner-occupied, single-family residence. Most people are unaffected by static of that degree. 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 good only 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, this carpet, under normal use in a proper indoor installation, will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, provided the carpet is installed over a cushion meeting the standards noted in the Abrasive Wear 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 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 3.0 under warranted conditions.

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

Carpet installed outdoors, on stairs, in bathrooms, or kitchens or in areas subject to other than 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 abrasion more than 10% during the specified period stated above when used in an owner occupied, single family, indoor residential installation. 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 provide a replacement carpet of comparable value for the affected area only (the worn and adjacent areas extending to the nearest wall, doorway, or entrance).

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. Carpets installed outdoors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal shoe traffic are not covered by this warranty. Specifically excluded from this warranty is damage caused by tears, pulls, piling, burns, improper installation, inadequate cushion, improper cleaning, furniture, wheels, or athletic equipment.

The cushion under your carpet is one of its most important components. It is the base that helps the carpet retain its texture and appearance. A cushion is sold by its thickness and density. A pad that is too soft will adversely affect the performance of the carpet. A pad that is too thick interferes with the anchoring of the carpet. You must use a pad within the recommended specifications in order to qualify 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 pounds per cubic foot density or equivalent. We recommend a cushion of 3/8 inch thickness with a 6 pounds per cubic foot density or equivalent for berber style carpets. Additionally, carpet must be installed as 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 specified above from the date of original installation in an owner occupied, single family residence.

The liability of Mohawk Industries under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of carpet extending to the nearest wall, doorway, or entrance. Mohawk Carpet Corporation reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Mohawk shall provide a carpet of equal value should the identical carpet not be available. Mohawk shall not be liable for the cost of incidental or consequential damages. Some states do not permit exclusion or

limitation of incidental or consequential damages, so the exclusions or limitations may not apply to you.

Further exclusions: This limited warranty is extended to the original purchaser, provided the original purchaser occupies the residence in which the carpet was originally installed, and is not transferable.

This limited warranty is in lieu of all other expressed warranties which now or hereafter might arise with respect to this carpet. Any and all implied warranties, including without limitation, the implied warranties of merchantability and fitness for a particular purpose shall have no greater duration than the period for the expressed written warranty applicable to this carpet. Some states do not permit limitations on how long an implied warranty extends, so the above limitation may not apply to 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 floor 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 to carpet 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 end.

Improper Installation

Improper installation can cause problems with your carpet. The Carpet and Rug Institute 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 are wrinkling, due to insufficient stretch, loss of tufts due to improper seaming, and seam peaking.

Improper Maintenance or Inadequate Care

Your carpet requires routine maintenance. Please follow the recommendations described in this 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 coverage.

Accidents, Abuse, or Abnormal Wear

Your Mohawk Carpet warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances may be covered by fiber or stain protection producers' warranties.

Carpet On Stairs, In Bathrooms, and In Kitchens

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

Pad Failure

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

Problems with Moisture

Your Mohawk Carpet 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) 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 external causes, such as fading due to sunlight, ozone, or spills of household chemicals and other non-food and non-beverage substances. This limitation may not apply if your Mohawk Carpet features a stain and fade warranty.

Differences in Samples

Your Mohawk Carpet warranties do not cover minor and normal differences between the color and 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 of your 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 UNDER THIS WARRANTY. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet. Including, without limitation, trip charges, delivery 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 producers. Consult your dealer for specific warranty details and telephone numbers for warranty service.

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. There are no warranties which extend beyond the description on the face hereof. Upon determination of a valid claim and the carpet cannot be restored by repair, 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 good only toward the purchase of new Mohawk Industries carpet. There will be no cash payment. Credit will be issued based upon the length of time your carpet has been in use and according to the pro-rate schedule.

The Carpet and Rug Institute Air Quality Assurance Program

All Mohawk carpets carry the Carpet and Rug Institute label signifying certification under the CRI 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 (VOC's) that can be emitted from common household items which may affect indoor air quality. As homes become more energy efficient through improved insulation and reduction of fresh air ventilation, many consumers demand household items constructed from low-VOC emitting materials. The CRI label indicates 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. The installer must be trained in methods outlined by the Carpet and Rug Institute. Their Standard 105* for residential installation must be followed in order to qualify for these carpet warranties. Proper 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, buckling, wrinkling, and loss of tufts in the seam areas.

Before you have your new carpet installed, Mohawk recommends you let the carpet sit overnight, preferably unrolled in an area not below 65¼F. 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 "new carpet smell". Studies show 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 the light that reflects off the seam. Seams do show, and some constructions show more than others. THERE ARE NO INVISIBLE SEAMS.

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

Non-Warranted Carpet Characteristics

Appearance Retention

All carpets will change in appearance over time. This is 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. The tips of the tufts in cut-pile carpets, over time and use, will lose some 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 use of a vacuum 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, emissions from heating fuels, pesticides, cleaning agents, benzol peroxide, and other household items. Care should be taken when using these items. Window treatments will reduce exposure to direct sunlight.

Footprints

Cut-pile carpets will show footprints and vacuum cleaner marks. The selection of a carpet with 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 fingertips will usually 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 failure, or most often, improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning 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 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. This results in a permanent pile reversal that occurs after installation. It has no known cause and is usually confined to only 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 versus continuous filament products. Regular vacuuming utilizing a vacuum cleaner with a beater 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 lines along walls, vents, and doorways and 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 clean the affected areas, but the condition will usually return unless the ventilation problems are corrected. Carpet of any quality will 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, especially relative to power stretching. A competent installer can usually correct this problem.

Yellowing

Yellowing can have many causes such as BHT* 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 the yellowing can be removed. If this works, a 10% solution of citric acid applied by 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 these warranties, you must do the following:

- Make sure you know which warranties apply to your particular carpet. The warranties are stated on the backs of samples in the store at the time of purchase. 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 price you paid for the carpet, excluding labor.
- Install your carpet according to the guidelines in the Carpet and Rug institute installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Mohawk "Carpet Care" brochure.
- Show proof of periodic cleaning by a certified professionally cleaning service. A bill, invoice, or statement showing cleaning service will serve as proof of cleaning.

A minimum of one professional cleaning every two years is required. Depending on level of traffic, 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 the 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 a copy of 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 satisfactory reply from them, please write to Mohawk at:

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

