

Manufacturer's Warranty Information

Manufacturer	Things that aren't covered under the stain warranty	Cleaning Recommendations
Anso Honeywell	Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, will invalidate your warranty.	<p>Per the brochure and the manufacturer's web site, periodic professional cleaning is recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed, and may range from as little as 6 months to 24 months between cleanings. Carpets perform best when properly cleaned by a professional carpet cleaner using specifically formulated products developed for your carpet. Please note that a claim cannot be filed on a carpet over two years old without proof of professional cleaning. We support industry standard procedures for cleaning stain resist carpet. The preferred method is hot water extraction utilizing cleaning products, which are non-cationic and have a pH less than 10.</p> <p>Anso SmartLines Toll-free Consumer Hotline: 800-441-8185.</p>
Beaulieu of America - Hollytex	Per the brochure, this warranty specifically excludes damage from such things as tears, cuts, fuzzing, pilling, shedding, burns, pets, furniture coasters, athletic equipment, vacuum marks, or heavy wheeled devices. Changes in appearance caused by soiling or furniture depressions are also specifically excluded.	<p>Per the brochure, hot water extraction to refresh carpet texture, performed by a trained, qualified carpet care professional is required at least every 12 – 24 month for coverage under this warranty.</p> <p>For assistance in locating qualified cleaning services, call: The Institute of Inspection, Cleaning and Restoration Certification (IICRC) who maintains a registry of trained, certified specialists at 800-835-4624.</p>
Camelot Carpet Mill		<p>Per the web site, to retain its luster and beauty, your carpet should be deep-cleaned every 12 to 18 months, either by you or by a professional cleaning service. See the manufacturer's recommendations in your carpet warranty to select the best cleaning method. Hints! If you use a wet method, be sure to place plastic or aluminum foil under furniture legs to prevent rust and stains. Do not over-wet the carpet, and allow it to dry completely before walking on it. You can ventilate the room with fans and open windows to speed the drying process. The most important advice is to extract all soil, moisture, and cleaning agent residue from the carpet. Some professional cleaners are able to clean area rugs either in your home or in their facility. Consult your local retailer for help in finding a reputable professional cleaner.</p> <p>Customer Service 800-854-3258</p>

<p>Carpet One</p>	<p>Per their brochure, most Carpet One carpets have been specially treated to resist stains. Stain resistance means the ability of the carpet pile to resist (minimize or withstand) permanent stains. No carpet is fully stain-proof. Therefore, this limited warranty excludes stains from: non-food and non-beverage substances, such foods and beverages that contain strongly colored natural substantive dyes as found, for example, in mustard and herbal teas; substances which destroy or change the color of carpets such as bleaches, acne medications, plant fertilizers, drain cleaners, plant food; vomit, urine and feces.</p>	<p>Carpet that has been professionally cleaned at least once every 18 – 24 months from the date of installation by a carpet cleaning technician using hot water extraction, with the exception of Lees® Design Natura Collection styles. Natura products should be cleaned every 18-24 months using a dry powder celaner method. Keep your cleaning receipts. While cleaning can be performed by any company, we recommend that you use only approved cleaning technicians. Improper or incorrectly performed cleaning voids this warranty. Call the 3M Service Center at 1-800-352-6789 for recommendations on finding approved, professional cleaning services in your area.</p>
<p>Mohawk</p>	<p>Per their web site, 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.</p> <p>Per the brochure 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, wheel traffic, or athletic equipment. Hot beverage substances and non-food substances that alter colors, such as bleaching agents, acne</p>	<p>Per their web site, improper or inadequate care and maintenance will accelerate carpet wear. To refresh carpet texture, cleaning performed by a trained, qualified carpet care professional is required at least every 24 months. Proof of this service is required. We recommend professional hot water extraction every 18 to 24 months. Periodic cleaning, using the hot water extraction method performed by a professional cleaner, will refresh carpet appearance.</p> <p>Per their brochure, deep cleaning by a trained, qualified carpet care professional using the hot water extraction (steam) method is recommended when soiling in traffic, areas begins to appear and is required at least once every 18 months. Proof of cleaning in the form of a bill, invoice or statement showing type of cleaning and equipment used will be necessary to obtain warranty service. Failure to comply with these maintenance requirements will void this warranty.</p> <p>No customer service line given.</p>

	medications, and other strong chemicals, are excluded.	
Shaw	Per the brochures, the warranty specifically excluded stains from substances such as hot beverages, bleaches (including acne medication), caustic chemicals, insecticides, paints, plant food, iodine, very strong dyes, acids, feces, urine, and vomit.	<p>Per the brochure, if carpet is cleaned before it becomes too unsightly, the cleaning chore will be easier and more successful. It is a myth that cleaning the carpet before it is absolutely necessary will cause it to get dirty faster. Carpet in a typical household should be cleaned very 12 to 18 months depending upon the number of residents and amount and type of activity.</p> <p>Choice of the proper cleaning system is important. Some systems may leave residues, which promote re-soiling and defeat the whole purpose of cleaning. The following recommendations represent the best current knowledge and should help prolong the time between cleanings.</p> <p>Shaw Industries recommends the hot water extraction system, which research indicates provides the best capability for cleaning.</p> <p>It is to your advantage to use professional cleaners, because their experience enables them to do a better job than you can do yourself. Their equipment has more extraction power than the rental units available to you, and the carpet should dry more quickly. True professionals have also made the investment in training to understand the equipment, to know the proper cleaning agents for the situation at hand, and to recognize the differences in fibers and carpet construction.</p> <p>One way to locate a professional cleaner is to contact the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 800-835-4624. This organization maintains a national directory of independent professional cleaners who are trained and certified in a variety of cleaning specialties.</p>
Stainmaster	<p>Per the brochure, this warranty specifically excludes damage from such things as tears, pulls, cuts, pilling, burns, pets, furniture coasters, athletic equipment, vacuum marks or heavy wheeled devices. Changes in appearance caused by soiling, shading or pile reversal, or furniture depressions are also specifically excluded.</p> <p>Also excluded are stains from: non-food and non-beverage substances, such foods and beverages that</p>	<p>Per the brochure hot water extraction to refresh carpet texture, performed by a trained, qualified carpet care professional, is required at least every 1 ½ to 2 years for coverage under this warranty. Please keep your receipts for proof of service.</p> <p>Customer Service: 800-438-7668.</p>

	<p>contain strongly colored natural substantive dyes as found in, for example, but not limited to mustard and herbal tea, substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food, as well as vomit, urine and feces.</p> <p>Topical treatments (including fungicides, bactericides, biocide, antistatics and stain resists, etc.) may adversely affect the soil resistance, stain resistance and/or other benefits of your carpet. These warranties exclude any claim or liability for defects and damages to your carpet caused by such topical treatments. However, topical soil-resistant fluorochemical treatments, such as Dupont™ Teflon® Advanced Carpet Protector, which do not adversely affect the carpet are acceptable and recommended after professional cleaning.</p>	
Stanton		Per their web site, professionally clean as needed. Do not apply stain repellent treatments that contain silicone because they tend to accelerate carpet soiling. Dry clean only.
Wear-Dated	Per the brochure and the web site, no carpet is absolutely “soil-proof” or “stain-proof.” This warranty specifically excludes stains resulting from improper maintenance or clean-up, or caused by materials that permanently destroy dyes or alter color (such as bleaches, caustic chemicals, insecticides, paints, drain and toilet bowl cleaners, corn and callous removers, acne medication, plant food, iodine, very strong dyes, vomit, urine, feces, etc.). Filtration soiling, wick-up and resoiling after cleaning are excluded from coverage.	Per the brochure and the web site, before Solutia Inc. will evaluate an inquiry about inadequate stain or soil removal, the purchaser must first have had the carpet cleaned by a reputable, professional carpet cleaner using the recommended hot water extraction method.
		<p>Maintenance Hotline: 800-633-3208</p>