

Consumer Warranties

YOUR COMPLETE GUIDE TO
CARPET CARE & CONSUMER WARRANTIES



STAINMASTER
carpet



www.stainmaster.com

Warranty Registration

It's easy to register your warranty at www.stainmaster.com where you can also sign up for e-mail carpet cleaning reminders. Or, simply fill out the information below, detach, insert into an envelope and mail to the address below. Remember to keep a copy for your records. Either way, we value your privacy and will only use this information for the purposes that you specify. Please see our full privacy statement on our website.

Purchase Date: _____ (Req.)

Name of Carpet Retail Store: _____ (Req.)

Store Address: _____

City: _____ State or Province: _____ (Req.)

Zip or Postal Code: _____ Country: _____

Store Phone Number: _____

Square Yards Purchased: _____ (Req.)

Dollar Amount of Purchase: _____

Style or Product Name: _____ (Req.)

Style Number: _____

Brand Name: (Req.)

- STAINMASTER® carpet
- STAINMASTER XTRA LIFE® carpet
- STAINMASTER GRAND LUXURA® carpet
- STAINMASTER MASTERLIFE® carpet

Your Name: _____ (Req.)

Your Address: _____ (Req.)
_____ (Req.)

City: _____ State or Province: _____ (Req.)

Zip or Postal Code: _____ Country: _____ (Req.)

Your Phone Number: _____

Your E-mail Address: _____ (if applicable)

Area of home carpet
was purchased for: _____

Size of House (ft²): _____

- Sign me up for annual carpet care reminder e-mails.*
- Sign me up for the Savvy Home e-mail newsletter.*

* requires e-mail address.

Please send this completed card to:

STAINMASTER® carpet Consumer Care
175 TownPark Drive, Suite 400
Kennesaw, GA 30144





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CONSUMER WARRANTIES

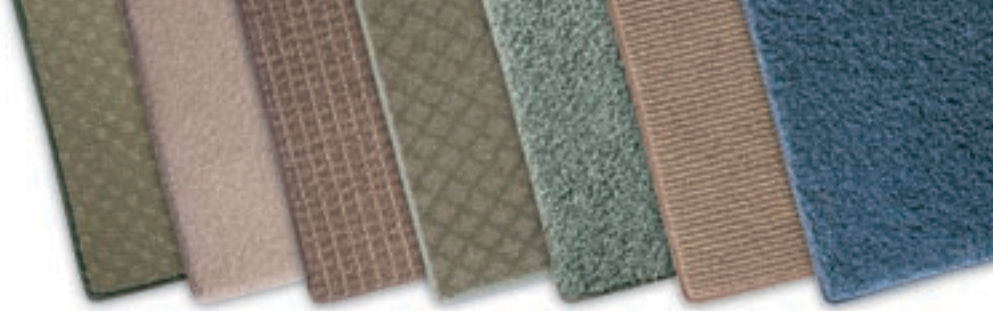
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Warranties At A Glance





FOR THE FAMILY OF
STAINMASTER® CARPET



To determine which warranties apply to the *STAINMASTER®* carpet you purchased, locate the line of carpet you purchased, and the applicable warranties are indicated next to the logo. For complete warranty conditions for all *STAINMASTER®* carpet, see pages 5–9.

Please note that your warranty coverage begins on the day your carpet is purchased.

WARRANTIES

	STAIN RESISTANCE	SOIL RESISTANCE	TEXTURE RETENTION	ABRASIVE WEAR	ANTI-STATIC
 <p>The Premier Performance Carpet</p>	LIMITED 10-YEAR For most food/ beverage stains	LIMITED 10-YEAR	LIMITED 10-YEAR	LIMITED 10-YEAR	FULL LIFETIME
 <p>Luxury, Style and Performance</p>	LIMITED 7-YEAR For most food/ beverage stains	LIMITED 7-YEAR	LIMITED 10-YEAR	LIMITED 10-YEAR	FULL LIFETIME
 <p>Designed for Active Homes</p>	LIMITED 7-YEAR For most food/ beverage stains	LIMITED 7-YEAR	LIMITED 10-YEAR	LIMITED 10-YEAR	FULL LIFETIME
 <p>The Standard for Stain and Soil Resistance</p>	LIMITED 7-YEAR For most food/ beverage stains	LIMITED 7-YEAR	N/A	LIMITED 10-YEAR	FULL LIFETIME

Information

AND SERVICE

- For information about STAINMASTER® carpet or special assistance for carpet care and cleaning, call 1-800-438-7668. Hours for this toll-free line are 8AM to 5PM EST, Monday through Friday. Or access the STAINMASTER® carpet Home Page at www.stainmaster.com
- For warranty service, call 1-800-438-7668 or write to:
STAINMASTER® carpet Consumer Care
175 TownPark Drive, Suite 400
Kennesaw, GA 30144

BEFORE YOU CALL, HELP US TO HELP YOU.

- Should you need to call 1-800-438-7668, we can better serve you if you have ready the information listed below to give our Customer Service Representative. Ask your carpet salesperson to help you gather this information. In addition, be sure to save the original purchase invoice as well as a small piece (6" x 6") of carpet remnant and a piece of the padding for reference.

PLEASE CHECK THE WARRANTED CARPET YOU PURCHASED:



Date of Installation

Sq. Yds. Purchased

Mill or Distributor Name

Mill Roll No.

Style or Quality Name

Style No.

Type of Padding

Name of Carpet Retail Store

Street Address

City/State/Zip Code

()

Retailer Telephone Number

Warranties

FOR THE FAMILY OF STAINMASTER® CARPET

LIMITED STAIN RESISTANCE WARRANTY SEE CHART ON PAGES 2-3 FOR THE TERM OF YOUR WARRANTY.

- For the term of your warranty, the surface pile of your carpet will **resist stains by foods and beverages** (except as noted below) with the use of recommended carpet care and cleaning procedures found on pages 12-17 of this booklet. We will repair or replace any area of the carpet that does not perform as warranted.
- To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the cleaning procedures found on pages 12-17 of this booklet. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning, you must contact STAINMASTER® carpet Consumer Care and provide proof of the professional cleaning **within 30 days of the professional carpet cleaning**†
- Note that there can be some slight loss of stain resistance in high-traffic areas such as stairs. This warranty excludes any stains that may occur in those areas.

No carpet is fully stainproof. Therefore, this warranty excludes stains from: **1** - Non-food and non-beverage substances; **2** - Such foods and beverages that contain strongly colored natural substantive dyes as found in, for example, but not limited to mustard and herbal tea; **3** - Substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food; **4** - Vomit, urine and feces.

LIMITED SOIL RESISTANCE WARRANTY SEE CHART ON PAGES 2-3 FOR THE TERM OF YOUR WARRANTY.

- Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. Following the recommended carpet care and cleaning procedures found on pages 12-17 of this booklet is essential to minimize color change from dry soil. If, after following the carpet care procedures including professional cleaning, your carpet still shows a noticeable color change due to deposits of dry soil as a result of foot traffic from normal, indoor household use which cannot be corrected, your warranty includes repairing or replacing any area of the carpet that does not perform as warranted.
- Noticeable color change is defined as a change greater than 3 using standardized rating scales. (Grey Scales - AATCC Evaluation Procedure 1 or equivalent.)
- To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the cleaning procedures found on pages 12-17 of this booklet. If the affected area remains unsatisfactory after you have tried these cleaning

†An invoice or other documentation signed by the vendor is required.

procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after professional cleaning, you must contact STAINMASTER® carpet Consumer Care and provide proof of the professional cleaning **within 30 days of the professional carpet cleaning.**

- This warranty is limited to color changes due to deposits of dry soil as a result of foot traffic from normal, indoor household use which cannot be corrected. Specifically excluded are: color changes from grease, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, appearance or color changes on stairs or due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

LIMITED TEXTURE RETENTION WARRANTY

SEE CHART ON PAGES 2–3 FOR THE TERM OF YOUR WARRANTY.

Please note not all STAINMASTER® carpet lines carry a Texture Retention Warranty.

- For the term of your warranty, the surface pile of your carpet, when installed over padding meeting the standards described below, will not exhibit a significant loss of carpet pile texture under normal residential use which would cause the carpet tufts to burst, bloom, open or lose their twist. We will repair or replace any area of the carpet that does not perform as warranted.
- Texture retention is the ability of carpet tufts to retain their visible shape and not burst, bloom, open, or lose their twist, and is measured by using an international standardized rating scale ranging from 5.0 (new or no change) to 1.0 (severe change), CRI TM-101.
- **STAINMASTER MASTERLIFE®** carpet will maintain a texture rating of at least 3.0 for a full five years after purchase, and a texture rating of at least 2.5 for the remaining five years.
- **STAINMASTER GRAND LUXURA®** carpet will maintain a texture rating of at least 3.0 for a full five years after purchase, and a texture rating of at least 2.5 for the remaining five years.
- **STAINMASTER XTRA LIFE®** carpet will maintain a texture rating of at least 3.0 for a full five years after purchase, and a texture rating of at least 2.5 for the remaining five years.
- This warranty is limited to loss of texture from foot traffic, resulting in tuft bursting, opening or loss of twist which cannot be corrected. Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs.
- Carpet must be installed over padding which meets the HUD UM 72a, Class 1 standards (usually a 1/2" pad). This certification sets minimum standards for carpet cushion for density (lbs./ft.³), thickness (in.), weight (oz./sq.yd.), and other physical characteristics which determine performance.
- **Hot water extraction to refresh carpet texture, performed by a trained, qualified carpet care professional, is required at least every 1 1/2 to 2 years for coverage under this warranty. Please keep your receipts for proof of service.**

¹An invoice or other documentation signed by the vendor is required.

- 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.

LIMITED ABRASIVE WEAR WARRANTY

SEE CHART ON PAGES 2–3 FOR THE TERM OF YOUR WARRANTY.

- For the term of your warranty, your carpet excluding stairs will not lose more than 10% of its surface fiber due to abrasive wear. We will repair or replace any area of the carpet that does not perform as warranted.
- This warranty covers only abrasive wear resulting in loss of fiber from the pile surface. Wear or damage from tears, pulls, cuts, pilling, shedding, fuzzing, matting, crushing, shading or pile reversal, burns, pets, improper cleaning, improper installation, or defective construction is specifically excluded.

FULL ANTI-STATIC WARRANTY

SEE CHART ON PAGES 2–3 FOR THE TERM OF YOUR WARRANTY.

- For the life of the carpet, it will not generate static greater than 5.0 kilovolts (using AATCC Test Method 134-91). Most people are unaffected by static of that degree. We will repair or replace any area of the carpet that does not perform as warranted.

CARPET CARE AND CLEANING PROCEDURES

- These warranties require compliance with the recommended carpet care and cleaning procedures and are voided if not followed. These procedures are defined in this booklet on pages 12–17.
- Topical treatments (including many fungicides, bactericides, biocides, 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.



General Terms and Conditions

OF THE WARRANTIES FOR THE FAMILY OF STAINMASTER® CARPET

- Only first quality carpet (not seconds or irregulars) which meets *STAINMASTER*® carpet construction and performance specifications can earn the name *STAINMASTER*® carpet and be covered under these warranties.
- These warranties apply to carpet purchased after January 1, 2004 and installed in owner-occupied residences, and to carpet purchased by the tenant in a rental dwelling. Time-share dwellings are specifically excluded. Warranties are transferrable only in owner-occupied residences.
- These warranties do not apply to rugs, **either purchased as a rug or made into a rug from broadloom carpet. If you purchased a *STAINMASTER*® rug, it comes with its own warranty.**
- These warranties exclude carpet which has been put to commercial use, abnormal use or conditions, or abused in any way. "Commercial use" includes, but is not limited to, use in a store, office or other place of business. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials, and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence. Damage from improper installation or defects in carpet manufacturing are specifically excluded from these warranties.
- Any repair or replacement under these warranties will be made by INVISTA Inc. and will be limited to the affected area of the carpet. If replacement is necessary, the warranty covers removal and disposal only of the old carpet and the cost and installation of the new carpet, unless otherwise specified by a specific warranty. If the identical carpet is not available, INVISTA Inc. will provide carpet of comparable quality, color and value.
- To qualify for repair or replacement, **the consumer must provide the original sales receipt or other documentation** acceptable to INVISTA Inc. which demonstrates proof of purchase of a *STAINMASTER*® carpet and of padding which meets the requirements noted under the Texture Retention Warranty, and proof of installation date.
- The consumer shall reasonably cooperate with INVISTA Inc. in its efforts to perform its obligations under these warranties.
- These warranties give the consumer specific legal rights. Consumers may have other legal rights which vary from state to state.
- These warranties apply only to carpet installed in the continental U.S., Alaska and Hawaii.

Responsibility In Fulfillment

OF OUR WARRANTY OBLIGATIONS

INVISTA Inc. will repair any area of the carpet that does not perform as described in these warranties. If we cannot repair your carpet, we will replace the **affected area** of your carpet.

- **Replacement:** If we replace your carpet, **we will pay 100% of the cost for the replacement carpet and its installation for the life of your warranty.** We will also pay the cost for removal and disposal of your original carpet. If the identical carpet is not available, we will provide you with a *STAINMASTER*® carpet of comparable quality, color and value. If your original carpet is replaced, **any costs incurred in association with new carpet padding or for moving furniture or equipment will be your responsibility and will not be paid.**
-

TO FILE A CLAIM

FOR ALL INQUIRIES TO OUR WARRANTY SERVICE CENTER

- Please make sure you have these items handy:
 - Proof of purchase for the carpet. Even if you don't have the receipt for the carpet, please know where and when the carpet was purchased.
 - Complete carpet identification. Our representatives can better determine how to meet your needs if you know the following:
 - Carpet Mill Name
 - Carpet Style Name
 - Carpet Style Number
 - Type of *STAINMASTER*® carpet Purchased (*STAINMASTER MASTERLIFE*®, *STAINMASTER GRAND LUXURA*®, *STAINMASTER XTRA LIFE*®, or *STAINMASTER*® carpet)
 - Date and proof of professional cleaning.
 - The nature of the problem. Be prepared to give a thorough explanation of the issue and describe what the carpet looks like now. Try to find out what caused the problem.

WHEN YOU CALL

- After gathering the information described above, you'll be ready to call 1-800-438-7668 (prompt 1). The customer care representative will ask you for information about your carpet and the problem you are experiencing.
- After collecting information about you and your carpet the customer care representative will go through the following steps:
 - Make sure your carpet is *STAINMASTER*® carpet.
 - Check that the reported problem is covered by warranty.
 - If the problem is covered by the warranty, they will request faxed copies of all of your receipts.
 - May request a swatch of remnant carpet.
- The information will be forwarded to a claims representative to assess your situation and take appropriate actions.

Questions & Answers

ABOUT THE STAINMASTER® CARPET WARRANTIES

Q. *What warranties apply to the STAINMASTER® carpet that I purchased?*

A. *Check the chart which appears on pages 2–3 of this booklet. This shows at a glance all the warranties that apply to the different STAINMASTER® carpet lines. Just locate the line of STAINMASTER® carpet you purchased, and the warranties that apply will be shown immediately after the brand name.*

Q. *If I need more specific information about my warranties, where will I find this information?*

A. *Complete warranty information about all of the brands of STAINMASTER® carpet appears on pages 5–9 of this booklet. If you have any questions about your warranty coverage, please call 1-800-438-7668 or visit www.stainmaster.com.*

Q. *What must I do to qualify for service under these warranties?*

A. *The warranties for the Family of STAINMASTER® carpet require that you follow the recommended carpet care and cleaning procedures found on pages 12–17 of this booklet. The warranties are voided if these care and maintenance instructions are not followed.*

Q. *If I ever need to make a claim under my warranty, what information about my carpet will I need to provide to STAINMASTER® carpet Consumer Care?*

A. *You will need to provide a copy of the original invoice identifying date of purchase and installation, carpet retailer, yardage and style of the STAINMASTER® carpet purchased, and the name of the carpet mill manufacturer. You will also need to provide a small (6" × 6") sample of your carpet.*

Q. *What doesn't qualify for warranty coverage under these carpet warranties?*

A. *See the General Terms and Conditions on page 8 of this booklet for identification of what is generally excluded from STAINMASTER® carpet warranty coverage. In addition, the individual warranties have their own exclusions. Please refer to the individual warranties covered on pages 5–9 of this booklet.*

Q. *If I make a warranty claim, what will INVISTA Inc. do to fulfill their obligation under these warranties?*

A. *INVISTA Inc. will repair any area of the carpet that does not perform as described in these warranties. If INVISTA Inc. cannot repair your carpet, INVISTA Inc. will replace the affected area of your carpet. For complete information about warranty fulfillment, see page 9 of this booklet.*



Questions & Answers

ABOUT CARPET CARE

DAY-TO-DAY CARE

Q. How can I maintain my STAINMASTER® carpet warranty?

A. There are three key things to do to maintain your STAINMASTER® carpet warranty:

1. Vacuum frequently.
2. Clean spills promptly.
3. Have periodic professional carpet cleanings (see pages 14–17).

Q. Why is vacuuming important?

A. The most important thing you can do to keep your carpet looking great is to vacuum it thoroughly and frequently, particularly in high-traffic areas. Vacuuming helps remove dirt particles which dull the carpet's appearance. Also, use walk-off mats at entrances to minimize dirt particles being tracked onto the carpet and to reduce soil accumulation.

CLEANING YOUR CARPET: WHAT YOU SHOULD DO

Q. Why is cleaning my carpet necessary?

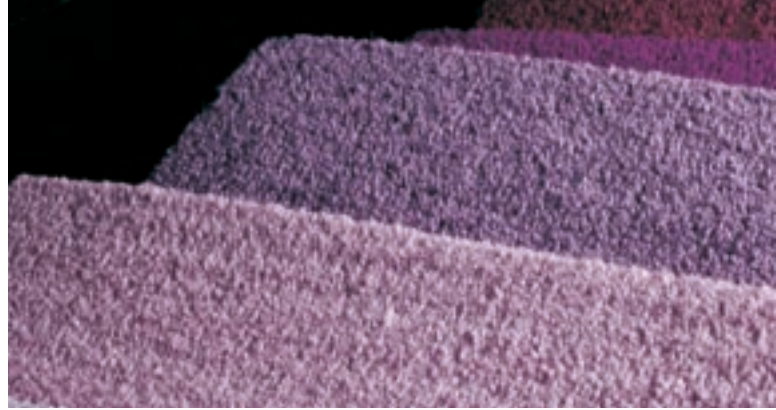
A. Regular cleaning and maintenance are needed to keep your carpet looking great year after year. During everyday use, soil clings to carpet fibers and dulls carpet beauty. These particles accumulate and dull the carpet's original color.

Q. How do I clean up common household food and beverage spills?

A. The following "Basic Cleaning Steps" (BCS) are effective for most stains caused by spills.

Here's What You Will Need:

- Clean white cloths.
- 1/4 teaspoon of liquid dishwashing detergent per 1 cup warm water.



Here's How To Clean Your Carpet After A Spill:

1. Immediately scoop up as much of the spill as possible. Then blot, **do not rub**, area with clean white cloths to remove excess moisture. Use a wet/dry vac if spill is large.
 2. Apply warm, **not hot**, water to stained area and blot with white cloths. Repeat until no stain is evident on towels. If stain remains on carpet, make a solution of 1/4 teaspoon liquid dishwashing detergent to 1 cup warm water. Using a clean white cloth, apply the solution to the stained area, and let soak about 5 minutes. Rinse with clear warm water and blot to remove excess moisture. Repeat until all detergent is removed to avoid resoiling.
 3. Absorb any remaining moisture with layers of white paper towels weighted with a non-staining glass or ceramic object. When carpet is dry, vacuum or brush the pile to restore texture.
- **Reappearing Stains:** After drying, if the stain reappears, it may be because some of the stain remained deep in the pile and wicked up to the surface. If so, repeat step 2.

Q. How do I clean stains not covered by these warranties (non-food or non-beverage)?

A. Non-food and non-beverage stains require special cleaning procedures and are not covered by these warranties. The chart below lists common household items that would cause stains if spilled on carpeting. Use this chart to identify your stain. Then follow the cleaning procedures listed for removal of the stain.

Typical Non-Food And Non-Beverage Stains Not Covered By These Warranties

Stain	Key	Stain	Key	Stain	Key
ACNE MEDICINE*.....	G	FURNITURE STAIN.....	A	NAIL POLISH.....	F
ASPHALT.....	A	GRAPHITE.....	H	PASTE WAX.....	A
BLEACH*.....	G	GREASE.....	A	PLANT FOOD*.....	G
BLOOD.....	B	HAIR OIL.....	A	RUBBER CEMENT.....	A
CARBON BLACK.....	G	HAIR SPRAY.....	A	RUST.....	C
CHALK.....	H	HAND LOTION.....	A	SHELLAC.....	A
CHARCOAL.....	H	INK*.....	A	SHOE POLISH.....	A
CRAYON.....	A	INSECTICIDE**.....	G	SOLDER*.....	G
CHEWING GUM.....	E	IODINE*.....	G	SOOT*.....	G
COUGH SYRUP.....	D	LACQUER.....	A	TAR.....	A
DIRT.....	H	LATEX PAINT.....	A	TOILET CLEANER*.....	G
DRAIN CLEANER*.....	G	LIPSTICK.....	A	TOOTH PASTE.....	B
DYE*.....	G	LINSEED OIL.....	A	URINE/FECES#.....	C
FLEA/TICK POWDER.....		MACHINE OIL.....	A	VARNISH.....	A
OR SPRAY*.....	G	MAKEUP.....	A	VASELINE.....	A
FUNGICIDE*.....	G	MASCARA.....	A	VOMIT*.....	G
FURNITURE POLISH.....	A	MERTHIOATE.....	D	WHITE GLUE.....	B

Pets often have repeat "accidents" because they're drawn by the odor. This can be discouraged by the professional application of a stain-resistant compatible deodorizer.

* These substances can affect or damage the actual color of the carpet. While you may try to remove the stain as described here, we recommend consulting a professional carpet cleaner.

** Some fungicides, insecticides, and pesticides may harm carpet stain resistance. For information, call 1-800-438-7668.

CLEANING PROCEDURES

KEY ("BCS" REFERS TO "BASIC CLEANING STEPS" REVIEWED ON PAGES 12-13.)

- A. Follow BCS No. 1. Then apply dry cleaning solvent (available at a hardware store or the cleaning aisle of your supermarket). Follow instructions and precautions on container. Then follow BCS No. 2 and No. 3.
- B. Follow BCS No. 1 and 2. Then apply solution of clear, white, non-suds ammonia (2 tbs. to 1 qt. water). Blot with clean white cloth or paper towels. Repeat BCS No. 2. Then BCS No. 3.
Note: For blood stains, all ingredients must be cold.
- C. Follow BCS No. 1, 2 and 3. Then apply solution of white vinegar (2 tbs. vinegar to 1 qt. water). Blot with clean white cloth or paper towels. Repeat BCS No. 2. Then BCS No. 3.
- D. Follow BCS No. 1 and 2. Then apply solution of white vinegar (2 tbs. to 1 qt. water) and blot. Next apply solution of clear, white, non-suds ammonia (2 tbs. to 1 qt. water) and blot. Repeat BCS No. 2. Then BCS No. 3.
- E. Freeze area with ice cubes. Shatter gum with blunt instrument. Vacuum up pieces. Follow BCS No. 3.
- F. Test non-acetone nail polish remover on an obscure nonvisible section of carpet to see if it removes carpet color. If not, apply remover and blot. Repeat if necessary.
- G. Follow BCS No. 1, 2 and 3. If stain remains, apply dry cleaning solvent (follow instructions and precautions on container). Repeat BCS No. 2. Then BCS No. 3.
- H. Vacuum thoroughly. If needed, follow BCS No. 1 through 3.
Note: If these procedures do not work for you, consult a professional carpet cleaner.

CLEANING YOUR CARPET: WHAT YOUR PROFESSIONAL SHOULD DO

Q. *Why is professional cleaning important?*

A. *When vacuuming no longer removes all of the soil, or you have not been able to remove stains following the recommended carpet care and cleaning procedures found on pages 12-14 of this booklet, it's time to have your carpet cleaned by a trained and qualified professional cleaner. A reputable professional cleaner knows the latest information on carpet construction, carpet care products, and safe, effective cleaning methods to help maintain carpet beauty. For this reason, we recommend, **and our warranties require**, periodic professional cleaning. See the STAINMASTER® warranties on pages 5-7 for these specific professional cleaning requirements.*

Q. *How often should my carpet be cleaned?*

A. *We recommend professional cleaning at least every 12 months. We require professional cleaning every 18-24 months to be eligible for Texture Retention Warranty service.*



Q. *Is more frequent cleaning recommended with lighter carpet colors?*

A. *Lighter carpet shades, combined with the degree of soil build-up and the amount of traffic in the home, may require a more frequent cleaning schedule than just one professional cleaning every 12 months.*

Q. *Which cleaning method is recommended?*

A. *Most professionals use hot water extraction, which is more commonly known as steam cleaning. Other cleaning methods include absorbent pad or bonnet cleaning, rotary shampoo, and dry foam powder. Wet or dry methods, properly done, are acceptable for regular maintenance cleanings. However, hot water extraction is required to be eligible for the Texture Retention Warranty service.*

Q. *What should my professional cleaner know?*

A. *Make sure your professional cleaner knows and follows these guidelines:*

1. Cleaning Requirements

- Vacuum thoroughly.
- Professional cleaning methods, such as hot water extraction (steam cleaning) or other wet or dry methods, properly done, are acceptable.
- Regardless of method, immediate maximum residue removal is critical.
- If solvents or pre-spotters are needed, first do a general cleaning and then, if necessary, spot clean.

2. Cleaning Solutions

- pH must be 10 or less.
- Must not contain any cationic agent as found in many bactericides, biocides, anti-stats, pesticides, etc.
- Use only enough solution to assure maximum cleaning and minimum residue.

3. Topical Treatments

- To maintain the warranty for *STAINMASTER*® carpet, only approved topical treatments may be used.
- DuPont™ Teflon® Advanced Carpet protector is recommended.
- Silicones are not recommended and should not be used.

For information not covered here, or to ask a question, phone 1-800-438-7668.

Q. *Is do-it-yourself carpet cleaning okay?*

A. *Professional cleaning is recommended for any carpet. If you decide to do it yourself, carefully follow these guidelines:*

- Follow the manufacturer's directions carefully. Avoid the use of excess detergent, as too much detergent causes resoiling. Thorough rinsing is critical to cleaning success.
- Use only cleaning solutions which are acceptable for use on stain and soil resistant carpet. Cationic or chemicals with a pH greater than 10 should be avoided. Their use may void *STAINMASTER*® carpet warranties.

However, professional cleaning is recommended at least every 12 months and required every 18–24 months to be eligible for Texture Retention Warranty service.

For more information, call 1-800-438-7668.



Carpet Terms



Burns: Any burn should be taken care of immediately. First, snip off the damaged fibers. Then use a soapless cleaner and sponge with water. If the damage is extensive, see a professional about repairs.



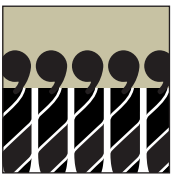
Carpet Odor: Some new carpets and padding may have a noticeable odor. Such odors usually disappear within a few days with ventilating and frequent vacuuming.



Crushing: Furniture and traffic may crush a carpet's pile. Frequent vacuuming in high-traffic areas and glides under heavy furniture can help the problem. Rotating the furniture to change traffic patterns can also help minimize changes in appearance.



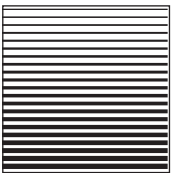
Fuzzing: A hairy effect on fabric surface caused by wild fibers or slack yarn twist, by fibers slipping out of yarn in either service or wet cleaning. It is corrected by shearing in manufacturing and by the professional cleaner. Carpet of continuous filament yarn is fuzzed by filament snagging and breaking.



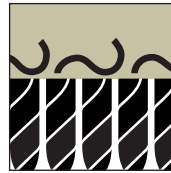
Pilling: Pilling or small balls of fiber can appear, depending on the type of carpet fiber and traffic. Clip off the pills; but if it covers a large area, call a professional.



Rippling: In wall-to-wall carpeting, high heat and humidity may cause rippling. If the carpet remains rippled during normal humidity, have a professional restretch the carpet with a power stretcher, not with a knee-kicker.



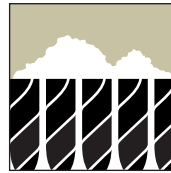
Shading: Shading (also known as pile reversal) is a common characteristic of fine, cut pile carpets. Household traffic causes the pile to assume different angles. As a result, the carpet appears darker or lighter in such areas. Frequent and thorough vacuuming will help this condition.



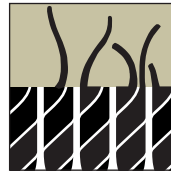
Shedding: New carpeting, especially cut pile, will shed little bits of fiber for a period of time. Eventually, these loose fibers will be taken up in the vacuum cleaner. Shedding is more common with wool than with nylon and other synthetics.



Snags: Sharp-edged objects can grab or snag a carpet fiber. When this happens, clip the snag off. If the snag is especially large, call in a professional.



Soiling: A build-up of soil particles and similar materials that cling to carpet fibers. Thorough and frequent vacuuming is key. If vacuuming is not enough, it's time for a professional cleaning.



Sprouting: Occasionally, you may find small tufts of fiber sprouting above the carpet surface. Simply clip with sharp scissors. Don't try to pull them out since you may also pull other fibers out in the process.



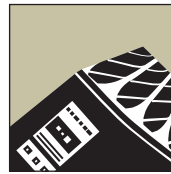
Stains: In most cases, spills and stains must be tended to immediately. Their severity is affected by the type of carpet fiber, color of carpet, how long stain has set, and cause of the stain. (See pages 12–14 for stain removal.)



Static: Cooler outside temperatures with the accompanying low humidity often create static electricity. To avoid the problem altogether, look for carpets with built-in anti-static protection. Meantime, a humidifier will help control static build-up.



Texture Retention: The ability of carpet tufts to retain their visible shape under foot traffic. Following appropriate guidelines for carpet care will minimize texture loss.



Special Reminder: For future reference, keep your original sales receipt, warranty, and any information related to your carpet, padding, and installation, including a swatch of carpet and padding, on file.

