



PORTICO CARPET WARRANTY BROCHURE

Congratulations on your selection of Portico by Mohawk carpet. The Portico brand is part of the Mohawk family of brands, which includes some of the most prestigious names in the industry: Aladdin, Galaxy, Harbinger, Helios, Horizon, World, WundaWeve, Karastan and Mohawk. The Portico collection consists of the best styles from several of these brands creating this premium collection of fine carpets, designed to satisfy the discriminating tastes of the new homebuyer. Each Portico by Mohawk carpet represents the best combination of style, color, performance, and value.

The Mohawk tradition of making fine carpets began over 120 years ago. Today, Mohawk Industries is one of the largest floor covering manufacturers in the world, handling multiple products including ceramic tile, hardwood, laminate, and resilient flooring.

At Mohawk, our brand is our reputation. Thank you again for selecting Portico by Mohawk carpet, and we hope you enjoy the beauty and comfort of your new carpet for many years to come.

MOHAWK MAKES *the* ROOM

PORTICO by MOHAWK Carpet Performance Warranties

All of the Mohawk warranties detailed in this brochure may not apply to each Portico by Mohawk carpet selection. The specific warranty coverage for each Portico by Mohawk carpet style is identified on the label located on the back of the sample that was used when making the selection. Any questions regarding warranty coverage should be directed to the installing flooring subcontractor.

Abrasive Wear Limited Warranty

Mohawk Industries warrants that the surface pile of Portico by Mohawk carpet will not be worn by abrasion more than 10% as the result of normal foot traffic, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Stain Resistance Limited Warranty

Mohawk Industries warrants that the surface pile of Portico by Mohawk carpet will resist stains from most household foods and beverages better than a comparable untreated carpet, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). Since no carpet is fully stain proof, this warranty excludes certain types of stains. These exclusions are part of the limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Soil Resistance Limited Warranty

Mohawk Industries warrants that Portico by Mohawk carpet will resist noticeable color change due to the accumulation of dry soil, when subject to normal indoor household foot traffic, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Fade Resistance Limited Warranty

Mohawk Industries warrants that Portico by Mohawk carpet styles will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone), greater than one unit, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Texture Retention Limited Warranty

Mohawk Industries warrants that Portico by Mohawk carpet, if installed over recommended carpet cushion and properly maintained, will not show abnormal change in appearance from foot traffic as a result of the yarn tufts losing twist, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Anti-Static Limited Warranty

Mohawk Industries warrants that Portico by Mohawk carpet will not generate static greater than 5.0 kilovolts (a level not discernable by most people), within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Moth And Insect Resistance Limited Warranty

Mohawk Industries warrants that Portico by Mohawk carpet constructed of 100% wool or a wool blend, will resist damage from moths and insects, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

Manufacturing Defects Limited Warranty

Mohawk Industries warrants that Portico by Mohawk carpet will be free from any defects in materials or workmanship, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

General Terms and Conditions On Your PORTICO by MOHAWK Carpet Warranties

General Conditions For All PORTICO by MOHAWK Carpet Warranties

- All of the Mohawk warranties detailed in this brochure may not apply to each Portico by Mohawk carpet selection. The specific warranty coverage for each Portico by Mohawk carpet style is identified on the label located on the back of the sample that was used when making the selection. Any questions regarding warranty coverage should be directed to the installing flooring subcontractor.
- These warranties apply only to carpet installed in owner-occupied, single-family, residential housing.

- These warranties cover first quality material only, and are not applicable to carpet sold as seconds, irregulars, used or mill ends.
- These warranties are extended only to the original purchaser and are not transferable.
- Some products carry additional warranties provided by the fiber and stain producers. These warranties take precedence over Mohawk warranties; therefore, any warranty service issues should be submitted directly to the warrantor. Consult the installing flooring subcontractor for contact information regarding warrantors other than Mohawk.
- Abrasive wear means fiber-loss from the carpet through abrasion resulting from normal foot traffic. The Abrasive Wear Limited Warranty is in effect only where your carpet has been installed over cushion meeting the standards noted in the Carpet Cushion section, and properly maintained according to the guidelines found in the Carpet Care section of this brochure.
- The Fade Resistance Limited Warranty will utilize the AATCC Gray Scale for standardized comparisons of color differences (American Association of Textile Chemists and Colorists), to measure the extent of any color change.
- The Stain Resistance Limited Warranty excludes general soiling, stains from foods or beverages that contain strongly colored natural dyes, and stains from non-food and non-beverage substances that destroy or change the color of carpet dyes. Examples of food and beverage stains excluded from this warranty include, but are not limited to mustard, red wine, coffee, herbal teas and hot beverages. Examples of other stains excluded from this warranty include, but are not limited to bleaches, acne medications, drain cleaners, plant food, pet stains, paint, iodine, hair dyes and shoe polish.
- The Texture Retention Limited Warranty is in effect only where your carpet has been installed over cushion meeting the standards noted in the Carpet Cushion section, and properly maintained according to the guidelines found in the Carpet Care section of this brochure, including proof of professional carpet cleaning every 12 to 18 months.

Limitations For All PORTICO by MOHAWK Carpet Warranties

- Improper Installation
Mohawk Industries is not responsible for damage to Portico by Mohawk carpet caused by improper installation. To qualify for Mohawk Industries warranties, Portico by Mohawk carpet must be installed according to the Carpet and Rug Institute Installation Standard CRI – 105. Examples of improper installation are wrinkling due to improper stretch, loss of tufts due to improper seam sealing, and seam peaking.
- Improper Maintenance or Inadequate Care
Mohawk Industries is not responsible for damage to Portico by Mohawk carpet caused by improper maintenance or inadequate care, which could void all or part of the warranty coverage. Please follow the recommendations described in this brochure under “Carpet Care”.
- Accidents, Abuse, or Abnormal Wear
Mohawk Industries’ carpet warranties do not cover damage resulting from accidents or abuse such as tears, pulls, cuts, burns, flooding, and damage caused by pets. Damage caused by staining and soiling is also excluded except on those Portico by Mohawk carpets labeled with a Stain or Soil Resistance Warranty.
- Carpet on Stairs, In Bathrooms, and In Kitchens
Mohawk Industries’ carpet warranties do not cover damage or appearance changes on carpet installed on stairs, stair landings, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary foot traffic.
- Pad Failure
Mohawk Industries is not responsible for any damage or defects caused by failure of the carpet pad.

- Problems with Moisture
Mohawk Industries' carpet warranties do not cover problems caused by wetting or persistence of excessive moisture.
 - Changes in Carpet Color
Mohawk Industries' 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 on those Portico by Mohawk carpets labeled with a Stain or Fade Resistance Warranty.
 - Differences From Samples
Mohawk Industries' carpet warranties do not cover minor and normal differences in color or texture between the sample used in making the selection and the actual carpet.
 - Replacement of Discontinued Carpet
In the event replacement is necessary under the terms of the Portico by Mohawk carpet warranty, and the effected Portico by Mohawk carpet has been discontinued, a Portico by Mohawk carpet of comparable quality will be substituted.
 - Geographic Locale
These warranties apply only in the United States and Canada.
 - Consequential or Incidental Damages
Mohawk Industries excludes and will not pay consequential or incidental damages under these warranties. This means any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply. All charges should be submitted to the Mohawk Customer Relations Department for evaluation **and** review.
- * These warranties give specific legal rights, and may also have other rights, which vary from state to state.

Implied Warranties

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE SPECIFIED TERMS OF COVERAGE OF THE WRITTEN MOHAWK INDUSTRIES WARRANTIES. Implied warranties are those, which the law presumes to have been given by the seller even though they are not set out in writing. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Warranty Remedy

The liability of Mohawk Industries under these limited warranties shall be limited to the actual cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mohawk Industries reserves the right to correct any defect prior to the carpet being removed or replaced. If replacement is warranted, Mohawk Industries will arrange a credit to the installing flooring subcontractor as a percentage of the replacement cost of new carpet, according to the terms of the warranty coverage. The following prorate schedule identifies the credit that will be issued as a percentage of the replacement cost of new carpet, based upon the length of time the carpet has been in use. This schedule applies to all Portico by Mohawk carpet warranties of five years or greater:

10 Years

1 st Year	100%	6 th Year	50%
2 nd Year	100%	7 th Year	40%
3 rd Year	80%	8 th Year	30%
4 th Year	70%	9 th Year	20%
5 th Year	60%	10 th Year	10%

5 Years

1 st Year	100%	4 th Year	30%
2 nd Year	100%	5 th Year	10%
3 rd Year	50%		

Carpet Cushion Recommendations

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 cushion that is too soft will adversely affect the performance of the carpet. A cushion that is too thick interferes with the anchoring of the carpet. You must use a cushion within the recommended specifications in order to qualify for Mohawk Industries warranties (includes any cushion meeting FHA minimum requirements).

For residential installation, we recommend a cushion of no more than 7/16 inch thick, and no less than ¼ inch thick, with 6 pounds per cubic foot of density, or equivalent.

For berber style carpets, we recommend a cushion of 3/8 inch thickness with 8 pounds per cubic foot of density, or equivalent.

Homeowner Obligations Under the PORTICO by MOHAWK Carpet Warranties

In order to maintain and protect the homeowners coverage under the terms of these warranties, the homeowner must do the following:

1. Keep a record of the carpet style(s) purchased, the date of the purchase, any applicable invoice(s), and the warranties that apply to the particular carpet(s).
2. Install the carpet according to the guidelines of the Carpet and Rug Installation Standard CRI – 105.
3. Maintain the carpet according to the recommendations found in the “Carpet Care” section of this brochure.
4. Be able to show proof of periodic cleaning by a certified professional cleaning service. A minimum of one professional cleaning every 18 months is required..

How To Make A Claim

If it is believed there may be a defect with the homeowners Portico by Mohawk carpet and the homeowner wants to file a claim under these warranties, the homeowner must notify the installing flooring subcontractor in writing. Describe the problem being experienced with the Portico by Mohawk carpet, and the flooring subcontractor will take the appropriate action, which may include arranging for a visual inspection. If the homeowner is unable to contact the flooring subcontractor (the builder may be able to provide assistance), write to Mohawk Industries to arrange for an inspection and analysis by our authorized representative. Contact us at: Mohawk Industries, Inc., Attn: Customer Relations, P.O. Box 12069, Calhoun, GA, 30703.

Carpet Care and Maintenance Recommendations

Portico by Mohawk carpet requires routine care and regular maintenance in order to maintain the beauty of its' appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of the carpet.

Preventative Maintenance

- 1) The use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. These mats and runners should be cleaned regularly.
- 2) The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet.
- 3) To extend the beauty of your carpet, close drapes or blinds during hours of direct sunlight.
- 4) Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers and plant food. They are strong chemicals that can permanently discolor or dissolve carpet fibers.

Vacuum Regularly

- 1) Most dirt, and even dust, takes the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming not only prolongs the life of the carpet, but will enhance its appearance as well. Most soiling in carpet is of the dry, particle type, which can be removed with a vacuum cleaner.
- 2) Vacuum high traffic lanes daily, medium to high traffic areas twice weekly, and the entire house at least once a week.
- 3) Use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs or gouges, so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case we recommend a suction vacuum only.

Stain Removal

- 1) Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove.
- 2) First scrape food spill gently with a spoon or dull knife, removing as much as possible.
- 3) Always work from the outer edge of the stain towards the center to avoid spreading. Blot, do not rub or scrub, as the carpet may fuzz (for any stain removal, use a white cloth or paper towel for cleanup).
- 4) When using a mild detergent, use a clear, non-bleach laundry detergent. Do not use cloudy detergents as they can leave a sticky residue. Use only ¼ teaspoon of detergent to 32 ounces of water. Follow detergent cleaning with clear water rinsing (until all detergent residue is removed) and then blot dry as much as possible.

Cleaning Recommendations

- 1) Even with regular vacuuming, soil particles and oily dirt will cling to the carpet fibers. With foot traffic these particles and oily dirt are driven deep into the carpet. We recommend professional hot water extraction every 12 to 18 months. Periodic cleaning, using the hot water extraction method performed by a certified carpet care professional, will refresh carpet appearance.
- 2) The most used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas. Clean these areas as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleaning.

Thank You For Choosing PORTICO by MOHAWK Carpet!