



Consumer Warranties

YOUR COMPLETE GUIDE TO
CARPET CARE & CONSUMER WARRANTIES



STAINMASTER
CARPET

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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 brand of carpet you purchased, and the applicable warranties are indicated next to the brand logo. For complete warranty conditions for all STAINMASTER® carpet, see pages 6–12.

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

WARRANTIES

	STAIN RESISTANCE	ENHANCED STAIN PROTECTION	SOIL RESISTANCE	TEXTURE RETENTION	ABRASIVE WEAR	ANTI-STATIC
<p>STAINMASTER ULTRA LIFE CARPET <i>Always stylish. Always beautiful.™</i></p>	LIMITED 10-YEAR For most food/ beverage stains	LIMITED 10-YEAR For additional stains	LIMITED 10-YEAR	LIMITED 10-YEAR	LIMITED 10-YEAR	LIFE OF CARPET
<p>STAINMASTER XTRA LIFE CARPET <i>Always stylish. Always beautiful.™</i></p>	LIMITED 7-YEAR For most food/ beverage stains	N/A	LIMITED 7-YEAR	LIMITED 5-YEAR	LIMITED 10-YEAR	LIFE OF CARPET
<p>STAINMASTER CARPET <i>Always stylish. Always beautiful.™</i></p>	LIMITED 7-YEAR For most food/ beverage stains	N/A	LIMITED 7-YEAR	N/A	LIMITED 10-YEAR	LIFE OF CARPET






Information AND SERVICE

- For information about STAINMASTER® carpet and warranties 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 Home Page for STAINMASTER® carpet 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 of the padding for reference.

PLEASE CHECK THE WARRANTED STAINMASTER® CARPET YOU PURCHASED:

 <input type="checkbox"/>	 <input type="checkbox"/>
 <input type="checkbox"/>	

_____	_____
<i>Date of Installation</i>	<i>Sq. Yds. Purchased</i>
_____	_____
<i>Mill or Distributor Name</i>	<i>Mill Roll No.</i>
_____	_____
<i>Style or Quality Name</i>	<i>Style No.</i>

<i>Type of Padding</i>	

<i>Name of Carpet Retail Store</i>	

<i>Street Address</i>	

<i>City/State/Zip Code</i>	
()	

<i>Retailer Telephone Number</i>	

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 the recommended carpet care and cleaning procedures found on pages 16–21 of this booklet. We will repair 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 16–21 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 residual stains that may occur in these areas.

No carpet is fully stainproof. Therefore, this warranty excludes stains from:

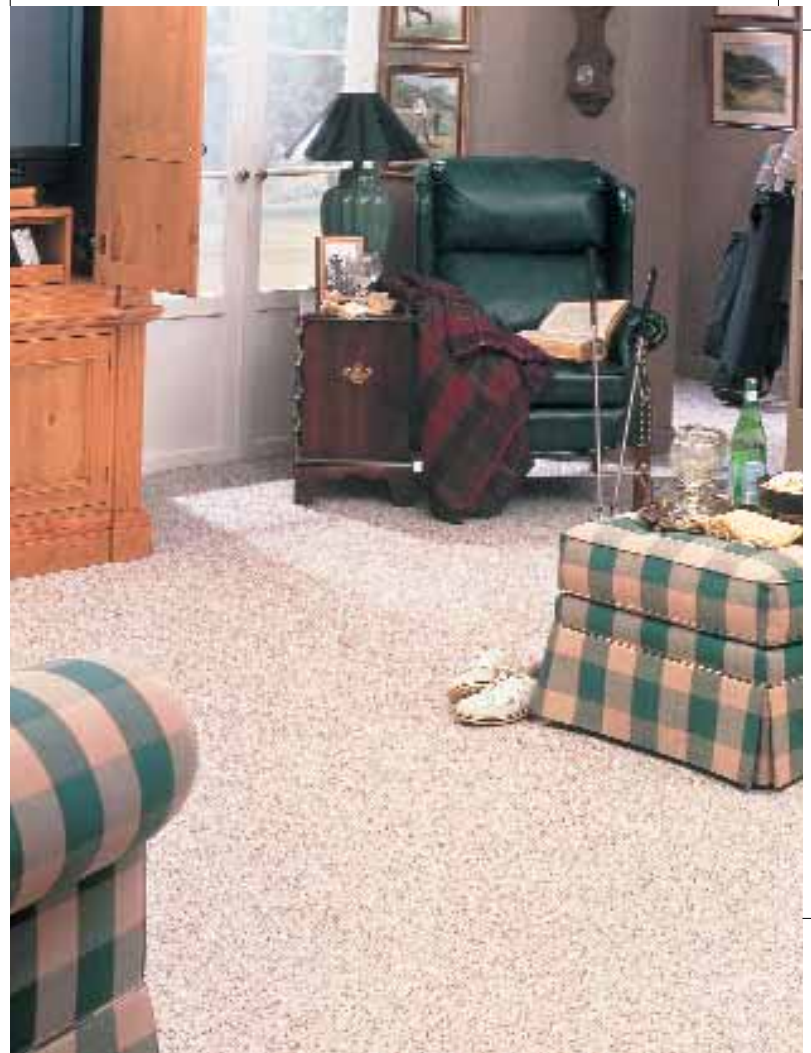
- 1 - Non-food and non-beverage substances;
- 2 - Foods and beverages that contain strongly colored natural substantive dyes as found, for example, in mustard and herbal tea;
- 3 - Substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food;
- 4 - Vomit, urine and feces.

However, STAINMASTER ULTRA LIFE® carpet is warranted for these types of stains. For details, see the Enhanced Stain Protection Warranty on page 9.

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 16–21 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, INVISTA, Inc. will, for the term of your warranty, repair 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 16–21 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.**†
- 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, furniture depressions or athletic equipment.
- See the Enhanced Stain Protection Warranty on page 9 for additional stain protection information.



LIMITED TEXTURE RETENTION 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, 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 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 ULTRA LIFE®** carpet will maintain a texture rating of at least 3.0 as measured on the international standardized rating scale for ten years after purchase.
STAINMASTER XTRA LIFE® carpet will maintain a texture rating of at least 3.0 as measured on the international standardized rating scale for a full five years after purchase.
Please note that the Limited Texture Retention Warranty does not apply to STAINMASTER® carpet.
- 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 inch 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.**
- 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 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

- 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 any area of the carpet that does not perform as warranted.

ENHANCED STAIN PROTECTION WARRANTY

A 10-YEAR LIMITED WARRANTY EXCLUSIVELY ON STAINMASTER ULTRA LIFE® CARPET.

- Your STAINMASTER ULTRA LIFE® carpet comes with an Enhanced Stain Protection Warranty. With this coverage, if your STAINMASTER ULTRA LIFE® carpet becomes **stained by substances which are excluded from the Limited Stain Resistance Warranty** on page 6 of this booklet, it will be repaired or replaced by INVISTA, Inc. beginning when your STAINMASTER ULTRA LIFE® carpet is purchased. The food and beverage stains covered by the Limited Stain Resistance Warranty on page 6 will still be covered by that warranty for your STAINMASTER ULTRA LIFE® carpet. The Enhanced Stain Protection Warranty is subject to the following conditions:
 1. If your STAINMASTER ULTRA LIFE® carpet becomes stained, immediately use the Z-LEX® spot remover supplied with your STAINMASTER ULTRA LIFE® carpet, and follow the Z-LEX® instructions completely. 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.**[†]
 2. If the stain remains after your STAINMASTER ULTRA LIFE® carpet has been professionally cleaned, INVISTA, Inc. will pay to replace the affected area of your STAINMASTER ULTRA LIFE® carpet under the Enhanced Stain Protection Warranty as follows:

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

- During the first five years following your STAINMASTER ULTRA LIFE® carpet purchase, INVISTA, Inc. will pay 100% of the cost of the replacement carpet.
- During years six through ten following your STAINMASTER ULTRA LIFE® carpet purchase, INVISTA, Inc. will pay a percentage of the cost of the replacement carpet depending on when you report your claim to INVISTA, Inc. under the Enhanced Stain Protection Warranty. (Please see chart on page 12.)

The cost of the replacement carpet as described above is the cost for the amount of the replacement carpet only and does not include any costs associated with removing and disposing of your old carpet, installing the replacement carpet (such as the labor to install the carpet), or any other costs. Those costs are your responsibility. If the identical carpet is not available, INVISTA, Inc. will provide a STAINMASTER® carpet of comparable style, quality, color and value determined by INVISTA, Inc. Comparability in carpet specifications is determined by INVISTA, Inc.

- To maintain coverage for your STAINMASTER ULTRA LIFE® carpet under the Enhanced Stain Protection Warranty, your STAINMASTER ULTRA LIFE® carpet must be cleaned by a trained carpet care professional at least once every 24 months.†
- The Enhanced Stain Protection Warranty for your STAINMASTER ULTRA LIFE® carpet specifically excludes general soiling, fading, shading or pile reversal, matting, wear, burns, water damage, damage from improper cleaning or maintenance, damage from abnormal use or conditions, abuse, vandalism, or damage by smoke, fire, flood, wind, lightning, or any other natural disaster.

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 16–21.
- 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™ Advanced Teflon® Protectant, 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® and be covered under these warranties.
- These warranties apply to carpet purchased after February 1, 1998 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 a broadloom carpet.**
- 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, INVISTA, Inc. will pay only for removal and disposal of the old carpet and the cost and installation of the new carpet, unless otherwise specified by a specific warranty. **(Please note that these costs will *not* be paid by INVISTA, Inc. if your carpet is a STAINMASTER ULTRA LIFE® carpet being replaced as part of the Enhanced Stain Protection Warranty found on pages 9–10 of this booklet.)** If the identical carpet is not available, INVISTA, Inc. will provide a STAINMASTER® carpet of comparable quality, color and value. Comparability in carpet specifications is determined by INVISTA, Inc.
- 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. Invoice must include STAINMASTER® carpet name and complete color and style information.
- 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.

Teflon is a registered trademark of DuPont used under license to INVISTA.
†An invoice or other documentation signed by the vendor is required.

Responsibility In Fulfillment OF OUR WARRANTY OBLIGATIONS



To determine which warranties apply to the STAINMASTER® carpet you purchased, locate the carpet you purchased, and the applicable warranties are indicated next to the product logo. For complete warranty conditions for all STAINMASTER® carpet, see pages 6–12.

WARRANTIES

	STAIN RESISTANCE	ENHANCED STAIN PROTECTION	SOIL RESISTANCE	TEXTURE RETENTION	ABRASIVE WEAR	ANTI-STATIC
STAINMASTER ULTRA LIFE CARPET	LIMITED 10-YEAR For most food/ beverage stains	LIMITED 10-YEAR For additional stains	LIMITED 10-YEAR	LIMITED 10-YEAR	LIMITED 10-YEAR	LIFE OF CARPET
STAINMASTER XTRA LIFE CARPET	LIMITED 7-YEAR For most food/ beverage stains	N/A	LIMITED 7-YEAR	LIMITED 5-YEAR	LIMITED 10-YEAR	LIFE OF CARPET
STAINMASTER CARPET	LIMITED 7-YEAR For most food/ beverage stains	N/A	LIMITED 7-YEAR	N/A	LIMITED 10-YEAR	LIFE OF CARPET

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:** Under the standard warranty, if INVISTA, Inc. replaces your carpet, INVISTA, Inc. will pay only for the removal and disposal of your original carpet, and the cost and installation of your comparable replacement carpet. This coverage applies to all STAINMASTER® carpet lines.

Please note that if your carpet is a STAINMASTER ULTRA LIFE® carpet being replaced due to non-common household food and beverage stains under the Enhanced Stain Protection Warranty, installation and removal costs are not covered and the percentage of the new comparable carpet cost is identified in the chart to the right.

If the identical carpet is not available, INVISTA, Inc. will provide you with a STAINMASTER® carpet of comparable quality, color and value. If INVISTA, Inc. replaces your original carpet, **any costs associated with new carpet cushion or for moving furniture or equipment are your responsibility and will not be paid by INVISTA, Inc.**

* Labor includes removal of old carpet and installation of new carpet, excluding any costs associated with new carpet cushion or for moving furniture or equipment.

Stain Protection Coverage

Year	STAINMASTER® carpet	STAINMASTER XTRA LIFE® carpet	STAINMASTER ULTRA LIFE® carpet	
	Standard Warranty	Standard Warranty	Standard Warranty	Enhanced Warranty
1st Year				All other stains (100% carpet; 0% labor)
2nd Year				All other stains (100% carpet; 0% labor)
3rd Year				All other stains (100% carpet; 0% labor)
4th Year	Common Household Food & Beverage Stains (100% carpet; 100% labor*)			All other stains (100% carpet; 0% labor)
5th Year				All other stains (100% carpet; 0% labor)
6th Year				All other stains (50% carpet; 0% labor)
7th Year				All other stains (40% carpet; 0% labor)
8th Year	No Coverage			All other stains (30% carpet; 0% labor)
9th Year				All other stains (20% carpet; 0% labor)
10th Year				All other stains (10% carpet; 0% labor)

Questions & Answers

ABOUT THE STAINMASTER® CARPET WARRANTIES

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

A. *Check the charts which appear on pages 12–13 of this booklet. These show all the warranties that apply to the different STAINMASTER® carpet products. Just locate the type of STAINMASTER® carpet that you purchased, and the warranties that apply will be shown immediately after the product 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 6–12 of this booklet. If you have any questions about your warranty coverage, please call 1-800-438-7668.*

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 16–21 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 STAINMASTER® carpet 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" x 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 11 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.*

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 12 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 18–21).

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.

Q. What is important to know about choosing a vacuum?

A. For best results, use a vacuum cleaner with beater bars and good suction. Change bags and filters routinely.

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 other kinds of stains (non-food or non-beverage)?

A. Non-food and non-beverage stains require special cleaning procedures. 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					
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	TOOTHPASTE.....	B
DYE*.....	G	LINSEED OIL.....	A	URINE/FECES#.....	C
FLEA/TICK POWDER.....	G	MACHINE OIL.....	A	VARNISH.....	A
OR SPRAY*.....	G	MAKEUP.....	A	VASELINE.....	A
FUNGICIDE*.....	G	MASCARA.....	A	VOMIT*.....	G
FURNITURE POLISH.....	A	MERTHIOLATE.....	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, INVISTA, Inc. recommends 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 16 and 17.)

- 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 16–21 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® carpet warranties on pages 6–11 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. See your warranty for additional requirements pertaining to the Texture Retention Warranty.*

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™ Advanced Teflon® Protectant 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.

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.



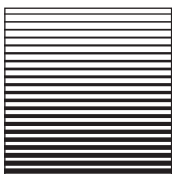
Fuzzing: A hairy effect on fabric surface caused by wild fibers or slack yarn twist, by fibers slipping out of yarn in either service or wet cleaning. It is corrected by shearing in manufacturing and by the professional cleaner. Carpet of continuous filament yarn is fuzzed by filament snagging and breaking.



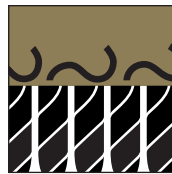
Pilling: Pilling or small balls of fiber can appear, depending on the type of carpet fiber and traffic. Clip off the pills; but if it covers a large area, call a professional.



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 16–18 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.



Carpet Care Record

Remember to save your receipts of professional cleanings to qualify for warranty service.

DATES CLEANED

1. _____
2. _____
3. _____
4. _____
5. _____

NAME OF CARPET CARE PROFESSIONAL

1. _____
2. _____
3. _____
4. _____
5. _____

CARPET CARE PRODUCTS USED

1. _____
2. _____
3. _____
4. _____
5. _____

Notes

