

LIFE HAPPENS

and when it does,
you're protected by



for everyday spills & odors

Including
pets!

Shaw LifeGuard™
CrushResister Nylon Carpets:
Warranty Brochure and
Care & Maintenance Instructions



Shaw
FLOORS

shawfloors.com/lifehappens

PREVENTIVE MAINTENANCE

*Protecting your investment
is up to you...*

Like other fine furnishings, carpet requires proper care, and you should reference your residential warranty for specific care requirements. There are also a few simple steps you can take to insure the lasting beauty of your new carpet:

PAGES

- 4-5 Preventive Maintenance
- 6-12 Stains
- 13-21 Cleaning
- 22-25 Claims



VACUUM FREQUENTLY

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Shaw recommends a vacuum cleaner with a rotating brush or brush/beater bar to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles we recommend a suction-only vacuum or a vacuum with an adjustable beater bar.

Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.

For your vacuum to conform to the highest industry standards, make sure that it is certified through the Carpet and Rug Institute (CRI) Seal of Approval/ Green Label Vacuum Cleaner Program. Visit www.carpet-rug.org for details and listings.

SPOTS & SPILLS

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

CAUTION: When cleaning spots that require a solvent, do not apply a liquid solvent directly to the carpet. Applying a carpet cleaner, including citrus-based solvents, directly to the carpet can cause delamination of the backing. Always apply solvent to a cloth and blot the cloth on the spot, never rub as this might damage the yarn tips. We would recommend the use of a gel solvent to remove grease/oil stains from the carpet.



GENERAL STAIN REMOVAL INSTRUCTIONS

No carpet is stain proof, although many are stain resistant, which allows time for removal.



Scrape:

Remove as much of food spills as possible by scraping gently with a spoon or dull knife.



Absorb:

Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.



Blot:

Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.



Rinse:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.



Weight:

Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.

SPOT REMOVAL CLEANING SOLUTIONS

Shaw's R2X[®] Stain & Soil Remover is recommended for all types of spot cleaning and is available from your floor covering retailer or through www.shawfloors.com. It is approved under the Carpet and Rug Institute's (CRI) Seal of Approval certification. Additional cleaning products in the CRI certification program are listed at www.carpet-rug.org. Do not use any household cleaners other than those listed in this program, since many household products contain chemicals that may permanently damage your carpet.

If one of the recommended products is not readily available you may use the guidelines to the right:



CLEANING SOLUTIONS

**Detergent:**

Mix 1/4 teaspoon clear hand dish-washing detergent with 1 cup warm, not hot, water. Use a clear, non-bleach liquid dishwashing detergent such as Dawn, Joy, or clear Ivory.

**Hydrogen Peroxide/Ammonia:**

Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with one teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within two hours of mixing.

**Vinegar:**

1 part white vinegar to 1 part water

**Ammonia:**

One tablespoon to one cup water.

**Solvent:**

Liquid, non-oily, non-caustic type sold for spot removal from garments. Use products for grease, oil, and tar removal such as Carbona and Afta. Do not apply directly to carpet to prevent carpet damage. (See Procedure A on page 11)

CAUTION: When cleaning spots that require a solvent, do not apply a liquid solvent directly to the carpet. Applying a carpet cleaner, including citrus-based solvents, directly to the carpet can cause delamination of the backing. Always apply solvent to a cloth and blot the cloth on the spot, never rub as this might damage the yarn tips. We would recommend the use of a gel solvent to remove grease/oil stains from the carpet.

STAIN REMOVAL PROCEDURES

The following chart lists the most common household stains and the procedure used to remove them. If using more than one procedure, allow to dry in-between.

Stain	Procedure	Stain	Procedure
Beer	B	Ink-India, Marking Pen	A, M
Berries	M	Kool-Aid	M
Blood	M	Lemonade	M
Butter	A	Makeup	A, B
Candle Wax	O, A	Mayonnaise	B
Candy (sugar)	B	Mercurochrome	M
Catsup	M	Merthiolate	M
Chewing Gum	G, A	Milk	B
Chocolate	B	Mixed Drinks (liquors)	M
Chalk	P	Mud (dried)	P, B
Coffee	M	Mustard	M
Cooking Oil	A, B	Nail Polish	L
Crayon	A, B	Paint-Latex	B
Dirt or Clay	P, B	Paint-Oil	A
Dyes (Blue, Black, etc.)	M	Pet Food	M
Excrement	B	Shoe Polish	A, M
Fruit Juice/Drinks	M	Soft Drinks	M
Furniture Polish	A	Tar	A
Grease-Food	A, B	Tea	M
Grease-Auto	A	Urine	D, M
Glue-White	B	Vomit	B, M
Glue-Hobby	A, L	Wine	B, M
Ice Cream	B	Unknown	A, B
Ink-Ball Point Pen	A		

Please reference your specific warranty for covered stains. The stain removal procedures recommended on the following page are provided to assist in maintaining your carpet and reflect the best information available. Remember, no carpet is stain proof.

WARNING: Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pesticides, and some plant foods can have strong chemicals which discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

Reminder:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

Procedure A:

Apply solvent to dry towel/cloth. Blot, don't rub. Repeat application as above. Blot, don't rub. Follow with Procedure B.

Procedure B:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply water with damp towel. Blot; finish with weighted pad of towels.

Procedure D:

Scrape or blot up excess spill. Apply detergent (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply ammonia (see "Cleaning Solutions"), use damp towel. Blot, don't rub. Apply white vinegar (undiluted), only after stain is removed. Apply water rinse with a damp towel. Blot; finish with weighted pad of towels.

Procedure G:

Scrape or blot up excess spill. Freeze with ice cubes. Shatter with blunt object such as back of spoon. Remove chips before they melt.

Procedure L:

Apply solvent remover (non-oily acetone type) to a white, cotton towel and apply to spill. Do not saturate carpet. Pick up softened material using a clean, white paper towel, push toward center of the spot (to avoid spreading material). Repeat above, soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet. Follow with Procedure B.

Procedure M:

Apply detergent solution (see “Cleaning Solutions”) to white towel, leave 3-5 minutes. Blot, don’t rub. If stain is removed, finish with a water rinse, then blot, then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply hydrogen peroxide solution (see “Cleaning Solutions”), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply white vinegar only after stain is removed. Apply water with damp towel. Blot and dry with weighted pad of paper towels.

Procedure O:

Scrape off excess material. Cover with white cotton towel or brown paper. Lightly apply warm iron to towel or paper until material is absorbed. Be sure towel is large enough to cover the stained area. Never touch the iron directly onto the carpet, as the fiber may melt! Change towel or rotate same towel to a clean area and repeat until all material is absorbed.

Procedure P:

Vacuum as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. Follow with procedure “B”.

CLEAN MOST FREQUENTLY USED AREAS MORE OFTEN

The most frequently used areas of your carpet — entrances, doorways, traffic lanes, seating areas, etc. will collect dirt much faster than other areas. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house.

PROFESSIONAL CLEANING

Periodic professional cleaning of the overall carpet is highly 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. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life.

Shaw recommends only the hot-water extraction cleaning method, utilizing carpet cleaning products, equipment, and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at www.carpet-rug.org. Warning: Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty.

Shaw recommends that professional service be performed.

DO-IT-YOURSELF SYSTEMS

If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs (www.carpet-rug.org).

LIFEGUARD™ CRUSHRESISTER CARPET WARRANTIES

The following details the Residential Limited Warranties issued by Shaw Industries, Inc. (“Shaw”) for all LifeGuard™ CrushResister nylon residential carpets.

A. Who is covered:

These warranties protect you, the original purchaser, if you have purchased a Shaw carpet made from LifeGuard CrushResister nylon for your own residential use in an owner-occupied residence. These warranties are transferable providing both parties can supply proof of purchase and proof of proper maintenance.

B. What this Residential Limited Warranty covers:

Subject to Shaw’s General Warranty Terms and Conditions, the following outlines the warranty coverage of your LifeGuard CrushResister nylon Residential Limited Warranties. All LifeGuard CrushResister nylon warranties are non-prorated and include reasonable labor for installation.

I. Shaw 30-Day Customer Satisfaction Guarantee

Shaw warrants that we will replace any of its LifeGuard CrushResister nylon carpet styles under this guarantee within 30 days of the date of installation if you are not completely satisfied. The replacement will be of a Shaw carpet of comparable value, but must be of a different style or color. If you request a carpet of greater value, you may pay the difference in price; however, there will be no monetary payment by Shaw if you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Shaw carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Shaw dealer. Prior to replacement, a claim report must be completed and submitted to Shaw.

Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end.

Replacement under the 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

NOTE: LifeGuard carpet must be installed in accordance with Shaw Technical Installation Group guidelines and specifications.

2. Limited Lifetime Stain Warranty

Shaw warrants that your LifeGuard CrushResister nylon carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet. LifeGuard CrushResister nylon carpets are treated with Shaw's R2X® Stain and Soil Resistance for enhanced protection. This warranty coverage runs from the date your carpet is installed for as long as you own it.

Exclusions

This Limited Lifetime Stain Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances, and vomit.

3. Limited Lifetime Pet Stain Warranty

Shaw warrants that your LifeGuard CrushResister nylon carpet will resist staining caused by pet stains, including urine, feces, and vomit. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains for as long as you own your carpet.

Exclusions

This warranty excludes any urine, feces, or vomit stains other than pet. Odor resulting from the covered pet stain is excluded.

Wicking may occur requiring the stained area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning.

Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding, although LifeGuard's backing will minimize this condition.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.

While your Shaw carpet is stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains.

Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable.

Shaw may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

4. Limited Lifetime Soil Warranty

Shaw warrants that LifeGuard CrushResister nylon carpets will resist soiling by most common household soil. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. This warranty coverage runs from the date your carpet is installed for as long as you own it.

Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

Additional Exclusions

These warranties also specifically exclude: any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in appearance not related to staining of pile fibers. Failure to follow recommended carpet care and cleaning instructions described in this booklet may result in damage to your carpet that will not be covered by your warranty.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

5. Limited 25-Year Texture Retention Warranty
Shaw warrants that this carpet will not exhibit significant twist loss or loss of texture from foot traffic for a period of twenty five (25) years when used in an owner-occupied residence in a proper indoor installation.

NOTE: LifeGuard carpet must be installed in accordance with Shaw Technical Installation Group guidelines and specifications.

Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.)

6. Limited 25-Year Abrasive Wear Warranty
Shaw warrants that the surface pile of your LifeGuard CrushResiter nylon carpet will not abrasively wear away by more than 10% in any area of the carpet for a period of twenty five (25) years when used in an owner-occupied residence in a proper indoor installation.

NOTE: LifeGuard carpet must be installed in accordance with Shaw Technical Installation Group guidelines and specifications.

Abrasive wear means fiber loss, and not changes in appearance such as crushing or matting.

Exclusions

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

7. Limited 25-Year Quality Assurance Warranty

This warranty covers manufacturing defects that could occur in any Shaw LifeGuard CrushResister nylon carpet for a period of twenty five (25) years when used in an owner-occupied residence in a proper indoor installation. By manufacturing defect we mean any defect in material or workmanship.

NOTE: LifeGuard carpet must be installed in accordance with Shaw Technical Installation Group guidelines and specifications.

Exclusions

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Shaw will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

8. Limited Lifetime No-Wrinkle Warranty

Shaw warrants that your LifeGuard CrushResiter carpet will remain free of wrinkles from the date of the original installation in an owner-occupied residence in a proper indoor installation for as long as you own your carpet.

NOTE: LifeGuard carpet must be installed in accordance with Shaw Technical Installation Group guidelines and specifications.

Exclusions

Matting and crushing, or any change in appearance retention, are excluded from this warranty. For the purpose of this warranty, matting is defined as the physical entanglement of the fibers on the surface of the carpet. Crushing is defined as the loss of pile thickness due to foot traffic. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

9. Limited Lifetime Tuft Bind/Zippering Warranty

Shaw warrants that, under normal use, carpet with LifeGuard high-performance backing system will provide superior tuft bind properties in high-traffic environments.

10. Limited Lifetime Warranty Against Edge Ravel

Shaw warrants that, under normal use, carpet with LifeGuard high-performance backing system will not edge ravel when seams are properly sealed per installation guidelines.

11. Limited Lifetime Warranty Against Delamination

Shaw warrants that, under normal use, the secondary backing on carpet with LifeGuard high-performance backing system will not delaminate from the face carpet.

13. Limited Lifetime Waterproof Warranty

Shaw warrants that, under normal use, carpet produced with this carpet protection system will keep liquid spills above the backing polymer layer.

The warranty covers topical moisture. As long as the water does not flow over the edge of the surface (i.e. edge of the room), water will evaporate before passing through the carpet backing to the subfloor.

This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor.

HOW TO FILE A CLAIM AND WHAT SHAW INDUSTRIES WILL DO IF YOU NEED WARRANTY SERVICE

If your LifeGuard CrushResiter carpet does not perform according to our warranties, Shaw will repair or replace affected areas of your carpet that do not perform according to the respective warranty with comparable carpet. Shaw reserves the right to determine what comparable carpet is. Replacement will be at our cost, including reasonable labor for installation. We will cover only the actual cost of installing your carpet and no costs associated with customizing carpet (i.e., aesthetic inserts, sculpting, borders). Any charges for carpet disposal, new padding, or moving furniture, equipment, etc. are your responsibility. All LifeGuard CrushResiter warranties are non-prorated.

PLEASE NOTE: Shaw reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Shaw.

Shaw will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

Pile distortion or roll crush is a temporary, correctable problem which is not considered a manufacturing defect.

Warranty service

If you think that there is a defect in your carpet that is covered by one of the Shaw warranties, you must notify the Shaw retailer who sold you the carpet. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the carpet excluding pad and labor, and proof of periodic cleaning by hot-water extraction.

A. Limitations on Your Shaw Warranties

First quality products

Warranties are not applicable to carpet sold as second quality or used, or carpet sold at discontinued pricing or inventory sold as excess (discounted).

Improper installation

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with Shaw Technical Installation Group guidelines and specifications. Consult your floor covering retailer for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

Improper maintenance or inadequate care

Your carpet requires routine maintenance. Please follow the recommendations described in this booklet. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care.

Accidents, abuse, or abnormal wear

Your Shaw warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances is covered under the Shaw stain warranties.

Pad failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information. NOTE: Shaw recommends a pad with a thickness of 1/2" or less and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Problems with moisture

Your Shaw warranties do not cover problems caused by wetting, flooding, or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist.

Changes in carpet color

Your Shaw warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

Differences from samples

Your Shaw warranties do not cover minor and normal differences between the color of the retail store sample and color of the actual carpet.

Replacement of discontinued carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Shaw warranty, Shaw will offer a substitute carpet of comparable quality.

Geographic locale

These warranties apply only in the United States and Canada.

Consequential or incidental damages

WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES.

By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet.

Implied warranties

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND TERMS OF THE WRITTEN SHAW WARRANTIES.

By implied warranties we mean ones that the law presumes to have been given by the seller even though they aren't set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY.

These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the limit of Shaw.

B. Homeowner Obligations under the Shaw Warranties

In order to maintain and protect your coverage under the terms of your Shaw warranties, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Shaw retailer, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines the of the Shaw Technical Installation Group.

Professional Cleaning

Periodic professional cleaning of the overall carpet is highly 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. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life. (See page 13 for more information.)

Routine spot removal

Research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. The Carpet and Rug Institute's Seal of Approval program tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.