

## CARPET CARE AND GUIDELINES

### A) Selection

- When selecting carpet color, you should view large carpet samples during the day and by lamplight in the evening in the area of installation. The color you choose will look different under different lighting conditions.
- Light-colored carpets will show more soil and require more maintenance than dark-colored. Darker colors of carpeting are more effective in high-traffic areas. Multi-colored and patterned carpets are especially effective in hiding soil.
- The performance and quality of a carpet is directly related to the amount and quality of fiber that goes into the pile. The better the fiber and the denser it is packed, the better the carpet's performance. Thin, less-dense carpet will lose its surface appearance faster. Mohawk recommends buying the highest quality you can afford.

### B) Stain Removal

Most household spills can be easily removed using the steps below. **Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time.** To start, locate your stain on the Common Stains Chart and follow these steps:

- First, use a spoon, dull knife or a Mohawk Carpet Cleaning Key to remove as much solid material as possible.
- Always work from the outside of stain to the center to prevent spreading, especially with large stains.
- Blot up liquid spills with a white towel or paper towel.



For best results, try to remove remaining stain with warm water only. If stain cannot be removed with warm water extraction or a clean, warm, wet cloth, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit and follow the directions given (call 1-800-266-4295 for a FloorCare Essentials™ retailer near you). If FloorCare Essentials™ products are not available, perform the following:

### PROCEDURE A (for water-based, special water-based and greasy, oil-based stains)

- Mix a solution of ¼ teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet.
- Wipe gently. Turn cloth frequently.
- Never rub, scrub or use a brush. This may damage carpet fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not over-saturate carpet; use small amounts of solution and blot frequently.
- Wet the stained carpet fibers with clear, lukewarm water to rinse.
- Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- If the stain is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy colorfast object, such as a weighted plastic wastebasket.
- Change towels or paper towels until carpet dries.
- If stain remains, perform Procedure B (for coffee, tea or urine, skip Procedure B and perform Procedure C).

### PROCEDURE B (Do NOT use on coffee, tea or urine stains)

- Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.
- Apply ammonia solution, rinse and blot as outlined in Procedure A.
- Do not dry with paper towels. Follow Procedure C to neutralize the ammonia solution.

### PROCEDURE C

- Mix ½ cup of white vinegar with 1 cup of lukewarm water.
- Apply vinegar solution, rinse and blot as outlined in Procedure A.



## COMMON STAINS

### Most Common Water-Based Stains

For these stains, start with **Procedure A**. If stain remains, complete **Procedures B** and **C**.

Alcohol	Grape juice
Baby formula	Graphite
Beer	Ice cream
Blood	Jelly
Candy	Latex paint
Catsup	Liquor
Chocolate milk	Milk
Clay	Soft drinks
Cola	Soil spots
Cologne	Syrup
Cranberry juice	Tomato juice
Felt-tip marker	Vomit
Food stains (general)	Water colors
Fruit juice	Watermelon
Fruit punch	Whiskey
Furniture polish (water-based)	Wine

### Special Water-Based Stains

For these stains, start with **Procedure A**. If stain remains, complete **Procedure C**. Omit **Procedure B**.

Coffee  
Tea  
Urine

### Greasy, Oil-Based Stains

For these stains, use Goo Gone®. Follow directions on package, then complete **Procedures A, B** and **C**.

Butter	Margarine
Chocolate	Mascara
Cooking oil	Mayonnaise
Cosmetics	Nail polish
Crayon	Oil
Furniture dye	Oil paint
Furniture polish (oil-based)	Ointment
Glue*	Peanut butter
Gravy	Rouge
Grease (black)	Salad dressing
Gum*	Spaghetti
Hand cream	Varnish
Ink	Wax*
Lipstick	

\*Freeze and remove solid materials before using cleaning fluid.

Important: Do not use any cleaner with a pH of 10 or higher. Before using, always test cleaners on a small, non-visible area for any discoloration of the pile.

Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended.

If stain returns—a condition known as “wicking”—simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

If these processes do not correct the problem, or if you have a stain emergency, contact the Scotchgard Service Center at **1-800-433-3296** for further assistance.

### C) Regular Vacuuming

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.

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once a week.
- Use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet. However, please note that carpet with thick loop pile and shag/cable construction may become fuzzy or worn with use of a beater bar vacuum; Mohawk recommends the use of a suction-only vacuum for these carpet constructions.

### D) Cleaning Recommendations

- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Mohawk requires professional hot water extraction every 18 months using cleaning products, equipment or systems that carry the Carpet and Rug Institute Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) Periodic cleaning by a certified carpet care professional using the hot water extraction method will refresh carpet appearance.
- The most-used areas—entrances, doorways, traffic lanes and in front of chairs—will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

**If you have any questions, please call Technical Services at 888-387-9881.**

## FILING A CLAIM

You should first determine your carpet's **fiber type**.

Carpet retailers can provide specific details about the products they sell. **If you are not sure of your carpet's fiber type and manufacturer, please call the retailer from whom you purchased your carpet.**

Notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your invoice. Your retailer will take appropriate action, including notifying Mohawk, if necessary.

If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from the retailer, please write to Mohawk at:

**Mohawk  
Attention: Consumer Affairs  
P.O. Box 800  
Chatsworth, Georgia 30705**



## WARRANTY CLAIM FORM

To make a claim under any of these Mohawk warranties, please submit the following:

1. Copy of sales receipt
2. Copy of cleaning receipt(s), if applicable
3. Completed claim information card

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Daytime phone # \_\_\_\_\_

Evening/cell # \_\_\_\_\_

Email: \_\_\_\_\_

Name of Carpet Store: \_\_\_\_\_

Phone # \_\_\_\_\_

Date of Carpet Purchase: \_\_\_\_\_

Carpet Style Name/Number: \_\_\_\_\_

Carpet Color Name/Number: \_\_\_\_\_

Total Carpet Cost (not including pad, installation or labor):  
\_\_\_\_\_

Total Square Yards Purchased: \_\_\_\_\_

**Briefly describe problem. If stain, give type. If stain or soil, give location, list any removal efforts and describe present appearance of stained or soiled area.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

  
**MOHAWK®**

This information should be sent to:

Mohawk  
Attention: Consumer Affairs  
P.O. Box 800  
Chatsworth, Georgia 30705