

# KARASTAN WARRANTY CHART

								
<b>CARE</b>	<b>General Stain</b>	Lifetime	Lifetime	Lifetime	Superior Resistance	Superior Resistance	-	-
	<b>Household Pet</b>	Lifetime All Pet	Lifetime All Pet	Lifetime Pet Urine	-	-	-	-
	<b>Soil</b>	Lifetime	Lifetime	Lifetime	Superior Resistance	Superior Resistance	-	-
<b>QUALITY</b>	<b>Abrasive Wear</b>	Lifetime	25-year	25-year	10-year	2-year	-	+20 Years Abrasive Wear Including Stairs
	<b>Texture Retention</b>	Lifetime	25-year	25-year	10-year	-	-	-
	<b>Fade Resistance</b>	Lifetime	25-year	25-year	-	-	-	-
	<b>Manufacturing Defects</b>	Lifetime	Lifetime	Lifetime	Lifetime	1-year	1-year	-
	<b>Anti-Static</b>	Lifetime	Lifetime	Lifetime	Superior Resistance	Superior Resistance	-	-
<b>Coverage</b>	Material, labor, & stairs	Material, labor, & stairs	Material, labor, & stairs	Material	-	-	-	
<b>Additional Features</b>	Non-Prorated and Transferable	Non-Prorated and Transferable	Non-Prorated and Transferable	Prorated	-	-	-	

\*This chart only provides an overview of warranties. Please refer to actual warranties for complete details on specific coverages.

# KARASTAN GENERAL WARRANTY

## CONDITIONS AND HOMEOWNER OBLIGATIONS

The manufacturer provides the limited warranty as contained in this brochure (the Carpet Warranty) against defects in materials and/or workmanship specific to the scope set forth more specifically in this Carpet Warranty. These warranties are limited in nature and, as such, are subject to exceptions, limitations, and time periods as contained herein. In some cases, these time periods may include proration of valid claim amounts. The specific warranties applicable are indicated on the sample(s) provided by your authorized Karastan carpet retailer at the time of purchase. This Carpet Warranty is a legal document and sets out the sole obligations of the manufacturer. No person, party, or entity is authorized to modify or extend the Carpet Warranty without express permission of the manufacturer.

To maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Know which warranties apply to your particular carpet. Warranties are stated on the back of samples in the store at the time of purchase. It is your responsibility to know which warranties apply to your carpet.
2. Keep proof of your purchase in the form of a bill, invoice, or statement from your Karastan retailer that shows the price you paid for the carpet (excluding labor).
3. Have your carpet installed by a professional installer and follow methods outlined in the CRI 105 Carpet Installation Standards for a proper install. Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will not look good nor wear well and may cause delamination, buckling, wrinkling and loss of tufts in the seam areas. Depending on your room dimensions, a seam may be required during carpet installation. If at all possible, the seam should run perpendicular to windows in order to minimize light that reflects off the seam. Seams do show, and some constructions show more than others. THERE ARE NO INVISIBLE SEAMS.
4. Install your carpet with cushion meeting specifications for the warranted Karastan carpet. (The cushion under your carpet is one of the carpet's most important components. It is the base that helps the carpet retain its texture and appearance. A cushion that is too soft can adversely affect the performance of the carpet. A cushion that is too thick interferes with the anchoring of the carpet.)

To meet warranty requirements, carpet must be correctly installed in a proper indoor installation with a cushion meeting minimum requirements.

## MINIMUM WARRANTY REQUIREMENTS FOR CUSHION

Cushion must meet FHA/HUD requirements and have a minimum density for tufted residential carpets of seven (7) pounds per cubic foot; thickness should be a minimum of 3/8 inch and maximum of 1/2 inch. Minimum density for wool/woven residential carpets is eight (8) pounds per cubic foot; thickness should be a minimum of 1/4 inch and maximum of 1/2 inch.

5. Maintain your carpet according to the manufacturer's requirements in the section of this brochure labeled "Carpet Care and Guidelines," including having a minimum of one professional cleaning every 18 months. You must show proof of periodic cleanings — in the form of a bill, invoice or statement by a certified professional cleaning service.

6. Register your purchase online at [Karastan.com](http://Karastan.com). Failure to comply with your Karastan General Warranty Conditions and Homeowner Obligations will void your Karastan carpet warranty.

**If you have questions regarding your product warranty, visit our website at [karastan.com/support-care/warranty-information](http://karastan.com/support-care/warranty-information). Additionally, you may contact Technical Services at 888-387-9881 or [product\\_tech@mohawkind.com](mailto:product_tech@mohawkind.com).**

# KARASTAN RESIDENTIAL WARRANTY DETAILS

Subject to the Karastan General Warranty Conditions and Homeowner Obligations, the Carpet Warranty and Carpet Characteristic Exclusions, and the disclaimer and limited liability set forth in this brochure, Karastan products provide the following specific warranties:

## LIMITED LIFETIME STAIN RESISTANCE WARRANTY

All Karastan carpets made from SmartStrand Forever Clean®.

The manufacturer warrants that the surface pile of these carpets will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and household bleach is not used as a cleaning agent, which will void the warranty; benzoyl peroxide (a common ingredient in acne medications); and other water-soluble, non-wax- or non-oil-based stains for the life of the carpet from the original date of installation. The manufacturer further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional recleaning for the life of the carpet from the original date of installation (wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding). If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, the manufacturer will handle such claims as stated in the “Karastan Limited Liability” section of this brochure.

### *What Is Not Covered*

In addition to the warranty exclusions listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure, also specifically excluded from this warranty is damage or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara. This warranty applies to carpet manufactured from specific above-mentioned carpet fibers only and does not apply to any other fibers.

## LIMITED LIFETIME NYLON STAIN RESISTANCE WARRANTY

All Karastan carpets made from Karastan Kashmir® nylon.

The manufacturer warrants that the surface pile of this carpet will resist stains by most household foods and beverages for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Karastan will handle the claims as stated in the “Karastan Limited Liability” section of this brochure.

### *What Is Not Covered*

In addition to the warranty exclusions listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure, also specifically excluded from this warranty is damage or stains caused by non-food and non-beverage substances, in addition to foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine and hot beverages, as well as substances which destroy or change the color of carpet such as bleaches, acne medications, drain cleaners, plant food, vomit, urine other than pet (domestic dog or cat) urine and feces. This warranty applies to carpet manufactured from specific above-mentioned carpet fibers only and does not apply to any other fibers.

## LIMITED LIFETIME ALL PET STAIN WARRANTY

All Karastan carpets made from SmartStrand Forever Clean® and Karastan Kashmir® XTRA.

The manufacturer warrants that the surface pile of this carpet will resist stains from all domestic pets, including vomit, urine or feces for the life of the carpet from the original date of installation. If above-mentioned stains are saturated and result in wicking, these stains will release with additional recleaning for the life of the carpet from the original date of installation (wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding). If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, the manufacturer will handle such claims as stated in the “Karastan Limited Liability” section of the Karastan Full Warranty Guide.

### *What Is Not Covered*

Specifically excluded from this warranty is damage or stains caused by any vomit, urine or feces other than all domestic pets. Pet urine can erode and destroy carpet backing, resulting in delamination which is not covered under this warranty. This warranty applies to the above-mentioned urine and feces stains only and does not cover odors. This warranty applies only to carpet manufactured from specific above-mentioned fibers and not to any other product.

## LIMITED LIFETIME PET URINE STAIN RESISTANCE WARRANTY

All Karastan carpets made from Karastan Kashmir nylon.

The manufacturer warrants that the surface pile of these carpets will resist stains from pet (domestic dog or cat) urine for the life of the carpet from the original date of installation. If the above-mentioned stains are saturated and result in wicking, these stains will release with additional recleaning (wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding). If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, the manufacturer will handle such claims as stated in the “Karastan Limited Liability” section of this brochure.

### *What Is Not Covered*

In addition to the warranty exclusions listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure, also specifically excluded from this warranty is damage or stains caused by any vomit or feces or any urine other than pet (domestic dog and cat) urine. Pet urine can erode and destroy carpet backing, resulting in delamination which is not covered under this warranty. This warranty applies to above-mentioned urine and feces stains only and does not cover odors. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## LIMITED LIFETIME SOIL RESISTANCE WARRANTY

All Karastan carpets made from SmartStrand Forever Clean® and Karastan Kashmere® nylon.

The manufacturer warrants that these carpets will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. "Noticeable color change" is defined as a rating of less than 3 using standardized rating scales (Gray Scale AATCC Evaluation Procedure 1 or equivalent in the U.S. or via Test Method 121 in Canada). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure, also specifically excluded from this warranty is damage or color changes caused by grease, mud, asphalt, tar, paint, ink, rust, blood, cement, urine, feces, vomit, or from materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), or changes in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## LIMITED LIFETIME ABRASIVE WEAR WARRANTY

All Karastan carpets made from SmartStrand® Forever Clean™ and Karastan Kashmere® nylon.

The manufacturer warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for the lifetime of the carpet. "Abrasive wear" means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. Also, specifically excluded from this warranty is damage caused by tears, pulls, burns, furniture, wheel traffic or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## 25-YEAR LIMITED ABRASIVE WEAR WARRANTY

All Karastan carpets made from Karastan Kashmere® nylon.

The manufacturer warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of twenty-five (25) years from the original date of installation. "Abrasive wear" means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. Also, specifically excluded from this warranty is damage caused by tears, pulls, burns, furniture, wheel traffic or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## 10-YEAR LIMITED ABRASIVE WEAR WARRANTY

All Karastan carpets made from tufted wool.

The manufacturer warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of ten (10) years from the original date of installation. "Abrasive wear" means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. Also, specifically excluded from this warranty is damage caused by tears, pulls, burns, furniture, wheel traffic or athletic equipment. This warranty applies only to carpet manufactured from EverStrand® PET carpet fibers and not to any other product.

## 2-YEAR LIMITED ABRASIVE WEAR WARRANTY

All Karastan wool carpets that are Hand-Woven, Hand-Knotted, or Flat-Woven.

The manufacturer warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of (2) years from the original date of installation. "Abrasive Wear" means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, the manufacturer will handle such claims as claims as stated in the "Karastan Limited Liability" section.

### *What Is Not Covered*

The warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty.

## LIMITED LIFETIME TEXTURE RETENTION WARRANTY

All Karastan carpets made from SmartStrand Forever Clean®.

The manufacturer warrants that this carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for the lifetime of the carpet. "Texture retention" is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product

## 25-YEAR LIMITED TEXTURE RETENTION WARRANTY

All Karastan carpets made from Karastan Kashmir® nylon.

The manufacturer warrants that this carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of twenty-five (25) years from the original date of installation. "Texture retention" is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## 10-YEAR LIMITED TEXTURE RETENTION WARRANTY

All Karastan carpets made from tufted wool.

The manufacturer warrants that this carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of ten (10) years from the original date of installation. "Texture retention" is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from wool carpet fibers and not to any other product.

## LIMITED LIFETIME ANTI-STATIC WARRANTY

All Karastan carpets made from SmartStrand Forever Clean® and Karastan Kashmir® nylon.

The manufacturer warrants that this carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79) for the life of the carpet from the original date of installation. If static greater than 5.0 kilovolts is generated, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## 25-YEAR LIMITED FADE RESISTANCE WARRANTY

All Karastan carpets made from SmartStrand Forever Clean® and Karastan Kashmir® nylon.

The manufacturer warrants that this carpet will not show a permanent color change, due to exposure to sunlight, greater than one unit (as measured by the American AATCC Gray Scale for standard comparison of the extent of color differences) for a period of twenty-five (25) years from the original date of installation. If, within the warranty period, a color change due to sunlight should exceed the AATCC Gray Scale criterion, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

## LIMITED LIFETIME MANUFACTURING DEFECTS WARRANTY

Karastan residential broadloom carpets excluding flat-woven, hand-woven & hand-knotted wool styles.

The manufacturer warrants this carpet against manufacturing defects for the life of the carpet from the original date of installation. If, within the warranted period, this carpet is determined to be defective, the manufacturer will handle such claims as stated in the "Karastan Limited Liability" section of this warranty brochure.

### *What Is Not Covered*

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this brochure are excluded from this warranty. This warranty applies only to Karastan broadloom carpets and not to any other product.