



*Karastan*

**CONSUMER ASSURANCE**

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**WARRANTY BROCHURE**



Every Karastan broadloom carpet and area rug is truly a work of art—designed and crafted to satisfy both the aesthetic and practical preferences of the most discriminating individuals. We believe Karastan products are, quite simply, the finest made.

Because of the extraordinary quality, we are confident you will be totally satisfied with your investment not only today, but for many years to come. In fact, we guarantee your satisfaction with our Karastan Consumer Assurance Warranty program.

This exclusive program, as outlined in the following pages, warrants all Karastan broadloom carpets and area rugs for durability and integrity of design. Please keep this brochure with these other important papers regarding your Karastan carpet or rug:

- Original invoice/receipt
- Copy of sample label (from retailer)
- Cleaning receipts

Retaining these documents ensures that, in the unlikely event of a claim, all of the necessary paperwork will be easily accessible. The manufacturer also recommends keeping a 2'x3' piece of carpet from your installation for your warranty or in case you ever need to make a repair.

Refer to this document for the specifics of each warranty, and then enjoy the beauty of your Karastan carpet or area rug, secure in the knowledge that your investment is protected.

Effective March 1, 2025.



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# KARASTAN WARRANTY CHART

								
<b>CARE</b>	<b>General Stain</b>	Lifetime	Lifetime	Lifetime	Superior Resistance	Superior Resistance	-	Enhance your warranty when you purchase KaraStep with Karastan carpet
	<b>Household Pet</b>	Lifetime All Pet	Lifetime All Pet	Lifetime Pet Urine	-	-	-	Enhance your warranty when you purchase KaraStep with Karastan carpet
	<b>Soil</b>	Lifetime	Lifetime	Lifetime	Superior Resistance	Superior Resistance	-	Enhance your warranty when you purchase KaraStep with Karastan carpet
<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	-	-	+20 Years Abrasive Wear Including Stairs
	<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 Kashmere® 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® Kashmere 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 Kashmere® 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.



## **CARPET 1-YEAR LIMITED MANUFACTURING DEFECTS WARRANTY**

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

A one-year limited repair or replacement warranty. Warrants to the initial purchaser and original seller that the carpet will be free from manufacturing defects for a period of one (1) year from the date of delivery to the original seller. This is a limited warranty. This contains specific exclusions and limitations. Liability and exclusive remedy under this warranty is limited to actual repair or replacement. The total liability shall not exceed the invoice amount to the original seller. All handmade carpets are unique in nature. Slight variances in color and design are common as they each are unique works of art.

## **CUSTOM RUG WARRANTY**

The manufacturer warrants that custom rugs will have a one (1) year Limited Manufacturing Defects Warranty. Custom bound rugs may only be returned for freight damage, defective workmanship or failure to meet ordered specifications.

## **RUG 1-YEAR LIMITED MANUFACTURING DEFECTS WARRANTY**

The manufacturer warrants rugs against manufacturing defects for a period of one (1) year from the original date of purchase. If, within the warranty period, the rug is determined to be defective, the manufacturer will handle such claims as stated in the “Karastan Limited Liability” section of this warranty brochure. The Karastan Rug warranty only applies to rugs purchased from an authorized Karastan Rug Dealer.

### *What Is Not Covered*

In addition to the warranty exclusions listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure, this warranty also excludes the serging and fringe on the rug. Excessive force (e.g., vacuum with beater bar catching and pulling the fringe, clips used to hang rugs, etc.) applied to the fringe can cause separation behind the fringe which is not a warranted manufacturing defect.

## KARASTAN CUSHION WARRANTY ENHANCEMENTS

When the original purchaser of any new Karastan KaraStep™ cushion purchases any new Karastan carpet\* at the same time, the manufacturer will (1) enhance the Abrasive Wear warranties for the purchased carpet products as shown on the following chart; (2) make all the applicable carpet warranties transferable to new owners. All other terms and limitations of the applicable warranties will apply.

<b>ABRASIVE WEAR</b>
KaraStep™ Perfection Life of carpet plus transferability to current warranty
KaraStep™ Reserve 1.0 and 2.0 Add 20 years plus transferability to current warranty
KaraStep™ Relax Add 5 years plus transferability to current warranty
<b>TRANSFERABLE</b>
KaraStep™ Reserve 1.0 and 2.0
KaraStep™ Relax and KaraStep™ Perfection

\*To ensure you're using the proper cushion for your carpet, please refer to the Karastan General Warranty Conditions and Homeowner Obligations, #4, on pages 1 and 2 in the front of this brochure.

## PRORATION OF WARRANTIES

The following prorated schedule applies to all Karastan products with the exception of those with proration warranties:

### LIFETIME WARRANTY

1st Year	100%	12th Year	70%
2nd Year	100%	13th Year	60%
3rd Year	100%	14th Year	50%
4th Year	100%	15th Year	40%
5th Year	100%	16th Year	30%
6th Year	100%	17th Year	25%
7th Year	100%	18th Year	20%
8th Year	90%	19th Year	15%
9th Year	90%	20+ Year	10%
10th Year	90%		
11th Year	80%		

### 25-YEAR WARRANTY

1st Year	100%	12th Year	70%
2nd Year	100%	13th Year	60%
3rd Year	100%	14th Year	50%
4th Year	100%	15th Year	40%
5th Year	100%	16th Year	30%
6th Year	100%	17th Year	25%
7th Year	100%	18th Year	20%
8th Year	90%	19th Year	15%
9th Year	90%	20+ Year	10%
10th Year	90%		
11th Year	80%		

### 10-YEAR WARRANTY

1st Year	100%
2nd Year	100%
3rd Year	100%
4th Year	100%
5th Year	100%
6th Year	90%
7th Year	80%
8th Year	70%
9th Year	60%
10th Year	50%

## EXCLUSIONS

### **CARPET WARRANTY AND CARPET CHARACTERISTIC EXCLUSIONS**

Unless the warranty for your Karastan product listed in this warranty brochure specifically and expressly covers any item listed below, all Karastan warranties expressly exclude all of the following (please note that all references to carpet shall include rugs, unless specifically excluded).

#### *Accidents, Abuse or Abnormal Wear*

These Karastan warranties do not cover water damage from plumbing or appliance failure, storms or flooding; damage incurred by or resulting from accidents or abuse such as staining, soiling, burning or cutting; spills excluded from the applicable stain protection warranties; or damage (other than specific domestic dog or cat stain coverage) caused by pets.

#### *Area Rugs*

No coverage for area rugs is provided under the Karastan broadloom carpet warranties.

#### *Carpet on Stairs, in High-Traffic Areas, Bathrooms and Kitchens*

These Karastan warranties do not cover damage to or appearance changes on carpet installed on stairs; in bathrooms and kitchens; or in high-traffic areas or areas subject to other than ordinary shoe traffic.

#### *Carpet Stains Resulting From Commercial Use*

These Karastan residential warranties do not cover any carpet stains incurred by or resulting from commercial use (i.e., contracted services, in-home businesses, etc.) on residential carpet.

#### *Carpet Wear or Routine Maintenance*

These Karastan warranties do not cover normal carpet wear, routine cleaning and/or regular maintenance.

#### *Changes in Appearance*

All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good-quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to bloom. This is a normal characteristic of carpet and is not considered a manufacturing defect.

#### *Crushing*

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high-traffic areas may help reduce changes in carpet's appearance. Please see page 24 under C) Regular Vacuuming in the Carpet Care and Guidelines section of this brochure for additional information and vacuuming recommendations.

#### *Defects, Visible Upon Installation*

Once the carpet is installed, no warranty coverage will be provided for defects in the carpet which were clearly visible and should have been discovered prior to or during installation.

#### *Differences in Samples*

These Karastan warranties do not cover minor and normal differences between the color and texture of the retail store sample and true color and texture of the actual carpet.

#### *Fading, Color Changes or Color Loss*

These Karastan warranties do not cover sudden changes in carpet color resulting from external causes (other than those specifically mentioned in this warranty brochure) such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances or gradual fading over time from emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide and other household items. Care should be taken when using these items.

#### *Filtration Soiling*

Dust, dirt, pollen, cooking vapors and other airborne pollutants may appear as dark lines along walls, vents and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

#### *Footprints*

Cut-pile carpets will show footprints and vacuum cleaner marks. This is characteristic of carpet and is not considered a manufacturing defect. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

#### *Geographic Locale*

These Karastan warranties apply only within the United States, Canada, Australia, and New Zealand.

#### *Improper Cleaning and Maintenance*

These Karastan warranties do not cover damage to your carpet caused by improper cleaning, improper maintenance or cleaning materials or inadequate care. Your Karastan carpet requires routine cleaning and maintenance. Requirements and recommendations are listed in this brochure under "Carpet Care and Guidelines" and should be followed. All cleaning receipts should be retained.

### *Improper Installation*

These Karastan warranties do not cover damage to your carpet caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts due to improper seam sealing and seam peaking. Your carpet should be installed by a qualified carpet installer.

### *Inadequate Cushion*

These Karastan warranties do not cover damage to your carpet caused by inadequate cushion. Cushion of insufficient density will cause your carpet to wear out prematurely. Cushion recommendations, including minimum cushion requirements, are stated in this brochure.

### *Indentations*

Furniture or other heavy objects can cause indentations in your carpet. Furniture coasters will help distribute the weight of heavy objects over a larger area. Brushing the affected carpet area with your fingertips will usually restore the crushed tufts to their original position. This is not considered a manufacturing defect.

### *Matting*

Entanglement of fibers and tufts of yarn tips may be caused by a cushion failure; usually it is due to improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that was not rinsed completely will lead to matting.

### *Odors*

These Karastan warranties do not cover carpet odors.

### *Outdoor Installation*

These Karastan warranties do not cover carpet installed outdoors. All carpets manufactured by the manufacturer are intended solely for use as indoor floor coverings and are not recommended for any other purpose.

### *Pad Failure*

These Karastan warranties do not cover defects or damages caused by failure of the carpet pad. Deterioration of the padding can cause problems with your carpet. Please see the pad manufacturer's warranty statement for more information.

### *Problems with Moisture*

These Karastan warranties do not cover problems caused by wetting or persistence of excessive moisture. For immediate assistance, contact a certified water damage restorations specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) (1-844-464-4272) maintains a registry of trained certified specialists.

### *Products Other Than First Quality*

These Karastan warranties apply to first quality products only and are not applicable to carpet or rugs sold as second quality, irregular, used or mill end.

### *Residences Other Than Owner-Occupied, Single-Family*

These Karastan warranties apply only to carpet for owner-occupied, single-family, indoor residential installations and do not cover carpet installed in any recreational vehicles (RV's), commercial or business places, and/or rental properties.

### *Shading*

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.

### *Shedding*

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple products than continuous filament products. Regular vacuuming using a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year. See C) Regular Vacuuming in the CARPET CARE AND GUIDELINES section of this brochure for additional information and vacuuming recommendations.

### *Stain Reappearance (Wicking)*

These Karastan warranties do not cover reappearance of previously cleaned stains. If warranty conditions set forth in this brochure are met, stains that are saturated and result in wicking will release with additional recleaning.

### *Transferability*

Some warranties will be transferable depending on fiber type. Please reference the warranty grid for details.

### *Wrinkling or Buckling*

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion or failure to use a professional installer that does not follow our installation guidelines, especially relative to power stretching. A competent installer can usually correct this problem.

### *Yellowing*

Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebond pad, yarn lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is characteristic of carpet and not considered a manufacturing defect.

## EXCLUSIONS FOR ALL KARASTAN WOOL CARPETS THAT ARE HAND-WOVEN, HAND-KNOTTED, OR FLAT-WOVEN

### CARPET WARRANTY AND CARPET CHARACTERISTIC EXCLUSIONS

Unless the warranty for your Karastan product listed in this warranty brochure specifically and expressly covers any item listed below, all Karastan warranties expressly exclude all of the following (please note that all references to carpet shall include rugs, unless specifically excluded).

#### *Variations*

Due to the use of natural fibers and dyes, color and texture may vary slightly from one rug to another.

#### *Roll Marks*

Roll marks caused by rolling the rug for shipment are normal and will disappear with routine vacuuming.

#### *High Rows*

High rows can occur during shipping as well. This will disappear after a few weeks.

#### *Shedding & Pilling*

Shedding and pilling is normal for new rugs, especially those with cut piles. This will decrease significantly with routine vacuuming.

#### *Matting & Crushing*

Matting and crushing can occur in all rugs, especially in high traffic paths. Regular and proper maintenance help to minimize these characteristics.

#### *Highlighting, Shading, & Watermarking*

Highlighting, shading, and watermarking are caused by the reversal or bending of carpet fibers so that light is either absorbed or reflected from the surface.

#### *Loss of Single Tufts*

Occasional sprouting pulls or loss of single tufts of fiber is normal. Simply trim the tuft with sharp shears and vacuum.

#### *Ridges & Rows*

Ridges or rows may develop in high-traffic areas.

#### *Prolonged Exposure to Sunlight*

Excluding our Indoor/Outdoor products, prolonged exposure to sunlight, humidity, heat, or certain atmospheric gases may cause color changes.

#### *Exposure to Wetness, Humidity, & Chemicals*

Wet areas, like bathrooms, may cause texture and color changes due to humidity and exposure to chemicals such as chlorine.

#### *Odors*

Rugs recently removed from a bag may have a slight odor. This will dissipate in a few days. Placing the rug in direct sunlight for 24 hours will aid in the dissipation.

#### *Yellowing*

Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebound pad, yarn lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing.

Yellowing is characteristic of carpet and not considered a manufacturing defect. The reason is that it acts as a filter. This often happens when the material is left in the warehouse especially if it is left unwrapped.

## LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS

This Carpet Warranty applies only to the original owner and the first installation of the product and is non-transferable, unless otherwise stated in the Carpet Warranty. The “original owner” is either the party stated on the face of the proof of purchase document(s) or, if purchased by a contractor, then the original end-consumer.

It is your responsibility to retain proof of purchase. Presentation of such proof of purchase is required for any warranty claim. The manufacturer may reject any claim without proper proof of purchase that includes the date of purchase and amounts paid. If professional cleaning is required as a part of a particular warranty, proof of professional cleaning may be required for any warranty claim as well. Determination of warranty coverage to a particular claim is in the manufacturer's sole discretion.

Only hidden defects (those not reasonably visible before or during the installation of the product) are subject to this Carpet Warranty. No warranty is offered nor is any obligation owed for defects or issues visible before or during installation. Please be sure to read this entire Carpet Warranty, including the limitations contained herein and any care instructions referenced.

If a defect is found and confirmed to be within the scope of the Carpet Warranty, the manufacturer will, at its option and as its sole liability, repair or replace the impacted portion of the product at issue. If that particular product is unavailable or discontinued, the manufacturer reserves the right to provide similar Karastan material that is currently being made. It may be necessary to engage a certified inspector to determine the cause of a particular defect. Karastan determines if such engagement is necessary. The conclusion of such an inspector shall be considered determinative and final.

To fulfill this Carpet Warranty, the manufacturer may arrange a credit to your retailer, dealer, or distributor equal to the replacement amount owed pursuant to this Carpet Warranty. The credit applies only toward the purchase of new Karastan product. The manufacturer has no obligation to offer cash or other compensation.

Remedies may be subject to proration based on any proration schedule(s) included in this Carpet Warranty. Please note that different applications may have different proration schedules and / or warranty durations.

Except expressly stated in this Carpet Warranty, no other form of compensation, beyond replacement of product subject to the terms of this Carpet Warranty, is owed and is thereby disclaimed. The remedy contained herein is the sole and exclusive remedy for any and all product claims.

EXCEPT THOSE STATED IN THIS WARRANTY, THE MANUFACTURER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES — INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY DISCLAIMED AND THEREBY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. CONSEQUENTIAL, SPECIAL, AND INDIRECT DAMAGES ARE EXPRESSLY EXCLUDED AND ARE HEREBY DISCLAIMED.

To the extent allowed by law, the manufacturer's entire liability and the exclusive remedy is contained in this Carpet Warranty. The manufacturer's total and complete liability under this Carpet Warranty is limited to the actual cost of repair or replacement of only the affected area of the product measured to the nearest wall, doorway, or entrance. The manufacturer reserves the right to correct any defect prior to the carpet being removed, replaced or any settlement being offered.

## CARE & MAINTENANCE

### 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 and rugs will show more soil and require more maintenance than dark-colored ones. Darker colors of carpeting are more effective in high-traffic areas. Multicolored and patterned carpets and rugs are especially effective in hiding soil.

The performance and quality of a carpet or rug are 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 performance. A thin, less-dense carpet or rug will lose its surface appearance faster. The manufacturer recommends buying the highest quality you can afford.

### B) STAIN REMOVAL (ALL FIBERS EXCEPT WOOL/WOOL BLEND)

**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 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.

#### *Procedure A*

**(For water-based, special water-based and greasy, oil-based stains)**

Mix a solution of 1/4 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 1/2 cup of white vinegar with 1 cup of lukewarm water.

Apply vinegar solution, rinse and blot as outlined in Procedure A.

## COMMON STAINS CHART

### Most Common Water-Based Stains

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

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

### SPECIAL WATER-BASED STAINS

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

Coffee	Tea	Urine
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## GREASY, OIL-BASED STAINS

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

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

\*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.

## STAIN REMOVAL FOR WOOL/WOOL-BLEND CARPET

Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time. Most household spills can be easily removed using the steps below.

First, use a spoon, dull knife or a 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 clean white towel or paper towel, absorbent cloth or Absorb-It™. Do not rub.

Apply spot removal agent only to clean towel or cloth, never directly to the spot. Use small quantities at a time so as not to overwet carpet. Wipe gently and turn cloth frequently.

Never rub, scrub or use a brush. This can cause the spot to spread, distort the carpet pile and/or 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. Afterwards, blot as dry as possible with clean absorbent white towel, then cover with Absorb-It or paper towels and let dry.

## CLEANING AGENTS FOR WOOL/WOOL-BLEND SPOT/STAIN REMOVAL

Always pre-test any cleaning agent in an inconspicuous place (e.g., in a closet, corner of the room or under a piece of furniture) to ensure that it does not remove color.

### Detergent Solution

Mix one teaspoon of clear hand dishwashing liquid or detergent powder (should NOT contain any bleaches or strong alkalies) with one cup warm (not hot) water. Apply as described in above steps. Rinse well.

## *WoolClean Spot Remover #1*

WoolClean Spot Remover #1, part of the WoolClean Carpet Spot Removal Kit, cleans water-based spills and spots. Use according to directions on package.

## *Absorbent Cleaners*

Host®, Capture® and Dri-Matic® absorbent powders can be used on wool carpet. They are available from local home centers, independent distributors, carpet retailers, online websites and/or vacuum dealers.

## *Warnings*

All chemicals should be used with great care and strictly in accordance with use/safety instructions on package as some are hazardous (corrosive, flammable, toxic, etc.). Only use Dry Spot Remover #2 (for greasy spots on carpet) or other solvent-containing products in well-ventilated work areas. Do NOT apply these products to bonded carpets (carpets that are not tufted or woven but instead have the pile bonded to the backing). Do not use any stain-repellent treatments that contain silicone. These can accelerate carpet soiling. Some carpet manufacturers will not accept responsibility for problems in situations where such treatments have been used.

## **C) REGULAR VACUUMING**

Most dirt, and even dust, takes the form of hard, dry particles which can be removed with a vacuum cleaner. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming extends your carpet's life as well as enhancing its appearance, so the type of vacuum cleaner you use is important.

A vacuum's performance will vary based on the carpet's fiber type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed. Vacuums with large wheels, self-propelled vacuums and/or specialty tools can also help ensure easy and effective carpet maintenance.

### *Features*

Adjustable height is the most important feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuum's beater bar or brushes can "fuzz" the carpet's surface, causing it to look worn and frayed.

When vacuuming high pile, wool, wool-blend and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

### *Adjustable Height*

Use the highest setting where appropriate.

### *Efficient Airflow*

Avoid vacuums with very concentrated or sealed suction.

### *Large Wheels*

Vacuum should glide easily across the carpet.

When vacuuming thick loop, casual frieze or long pile carpets such as "shag," you may need to completely disengage the beater bar and vacuum with suction only.

For all other carpet constructions not mentioned above, 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.

## **D) CLEANING RECOMMENDATIONS**

**Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once per week.**

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. The manufacturer requires professional hot water extraction every 18 months. Periodic cleaning by a certified carpet-care professional using the hot water extraction method will refresh carpet appearance. Wool/wool blend carpets should be professionally cleaned by a wool-care specialist certified by the Restoration Industry Association, or RIA (formerly the Association of Specialists in Cleaning and Restoration, or ASCR).

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. Clean high-use areas on wool/wool blend carpets periodically with absorbent powders such as Host®, Capture® and Dri-Matic®.

## **FILING A CLAIM**

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

## **FILING A CLAIM**

You should first determine your carpet's fiber type.

Carpet retailers can provide you with 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 include a copy of your invoice. Your retailer will take appropriate action, including notifying the manufacturer, if necessary to file the claim.

If your retailer is no longer available, please send the information regarding the claim to:

Karastan  
Attn: Consumer Affairs  
P.O. Box 12069  
Calhoun, GA 30701



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[www.karastan.com/cleaning-care/warranty](http://www.karastan.com/cleaning-care/warranty)