

Carpet Care and Guidelines

(For all fibers except triexta, for triexta see below)

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

Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. For best results, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit. Call 1-877-757-0996 for a FloorCare Essentials™ retailer near you.

- First, scrape food spill gently with a spoon, dull knife or a Mohawk Carpet Cleaning Key, removing as much solid material as possible.
- For all other carpet products, immediately apply Mohawk FloorCare Essentials™ Carpet Spot Remover or other low-residue carpet spot remover with the Carpet and Rug Institute Seal of Approval to the stain, working from outer edge toward the center to avoid spreading. Blot with a clean cloth, paper towel or a Mohawk Microfiber cloth. Do not rub or scrub, as the carpet may fuzz. Continue to spray and blot until the stain is gone. Do not over-saturate carpet; use small amounts of solution and blot frequently.
- 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.

Mohawk recommends using the Mohawk FloorCare Essentials™ line of cleaning products and tools for best overall results and product safety. These products are non-toxic, leave no soapy residue, and feature proprietary technology developed for the entire family of Mohawk flooring products. Call 1-877-757-0996 for a FloorCare Essentials™ retailer near you.

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, frieze and shag/cabled 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) Preventive Maintenance

- Use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. Clean mats and any other rugs placed over carpet regularly.
- Mohawk recommends using furniture coasters to distribute the weight of heavy items, especially on furniture with wheels. Use a protective barrier between the wheels and the carpet.
- To extend the beauty of your carpeting, close drapes or blinds during hours of direct sunlight.
- Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers and plant food. These are strong chemicals that can permanently discolor or dissolve carpet fibers.

E) 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 recommends professional hot water extraction every 12 to 18 months using cleaning products, equipment or systems that carry the Carpet and Rug Institute Seal of Approval. (Visit 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.

Carpet Care and Guidelines for Triexta Fiber

Preventive Maintenance

- Use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. Clean mats and any other rugs placed over carpet regularly.
- Mohawk recommends using furniture coasters to distribute the weight of heavy items, especially on furniture with wheels. Use a protective barrier between the wheels and the carpet.

2) 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, frieze and shag/cabled 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.

3) 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 recommends professional hot water extraction every 12 to 18 months using cleaning products, equipment or systems that carry the Carpet and Rug Institute Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.) Periodic cleaning by a certified carpet care professional using the standard hot water extraction method (140 degrees) will refresh carpet appearance. Mohawk recommends the use of a certified carpet care professional that adheres to the IICRC S100 Standard Reference Guide for Professional Cleaning. For a list of professionals in your area visit www.certifiedcleaners.org.

- 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.

4) Stain Removal

Treatment of the affected area should begin immediately upon discovery.

- First, scrape food spill gently with a spoon, dull knife or a Mohawk Carpet Cleaning Key, removing as much solid material as possible.

- Try to remove stains with warm water only. If stain cannot be removed with a warm wet cloth, or warm water extraction, apply Mohawk FloorCare Essentials™ Spot Remover (or other low-residue carpet spot remover with the Carpet and Rug Institute Seal of Approval) to the stain.

- Working from outer edge toward the center to avoid spreading. Blot with a clean cloth, paper towel or a Mohawk Microfiber cloth. Do not rub or scrub. Continue to spray and blot until the stain is gone. Do not over-saturate carpet; use small amounts of solution and blot frequently.

- 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. Mohawk recommends using the Mohawk FloorCare Essentials™ line of cleaning products and tools for best overall results and product safety. These products are non-toxic, leave no soapy residue, and feature proprietary technology developed for the entire family of Mohawk flooring products. Call 1-877-757-0996 for a FloorCare Essentials™ retailer near you.

Carpet Cushion

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 is sold by its thickness and density. A pad that is too soft will adversely affect the performance of the carpet. A pad that is too thick interferes with the anchoring of the carpet. A cushion meeting the recommended specifications must be used for your carpet to qualify for Mohawk warranties.

For residential installation, Mohawk recommends a cushion thickness no less than 1/4 inch and not exceeding 1/2 inch with 6 pounds per cubic foot of density or equivalent. For berber-style carpets, Mohawk recommends a cushion thickness no less than 1/4 inch and not exceeding 3/8 inch with 8 pounds per cubic foot of density or equivalent.

Carpet Installation

Carpet should always be installed by a professional installer trained in installation methods outlined by the Carpet and Rug Institute. The Carpet and Rug Institute Residential Installation Standard CRI-105 must be followed in order to qualify for Mohawk carpet warranties. Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will neither look as good nor last as long and can cause delamination, buckling, wrinkling, and loss of tufts in the seam areas.

Before a new carpet is installed, Mohawk recommends that it sit overnight, preferably unrolled, in an area with a temperature not less than 65°F. This allows the backing to become more pliable and easier to install. It also allows the “new carpet smell” to dissipate. Testing within the carpet industry, and independently, has not found any harmful emissions from carpets. The latex used to lock the tufts in place does produce a smell sometimes referred to “new carpet smell.” Studies show 90-95% of the “new carpet smell” dissipates within 24 hours.

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.

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