

P O R T I C O<sup>®</sup>  
by  MOHAWK

C A R P E T  
WARRANTY BROCHURE



Congratulations on your selection of Portico by Mohawk carpet. The Portico brand is part of the Mohawk family of brands, which includes some of the most prestigious names in the industry: Aladdin, Galaxy, Harbinger, Helios, Horizon, World, WundaWeve, Karastan and Mohawk. The Portico collection consists of the best styles from several of these brands creating this premium collection of fine carpets, designed to satisfy the cultivated tastes of the new homebuyer. Each Portico by Mohawk carpet represents the best combination of style, color, performance, and value.

The Mohawk tradition of making fine carpets began over 125 years ago. Today, Mohawk Industries is one of the largest floor covering manufacturers in the world, handling multiple products including ceramic tile, hardwood, laminate, and resilient flooring.

At Mohawk, our brand is our reputation. Thank you again for selecting Portico by Mohawk carpet, and we hope you enjoy the beauty and comfort of your new carpet for many years to come.

## **PORTICO BY MOHAWK CARPET PERFORMANCE WARRANTIES**

All of the Mohawk warranties detailed in this brochure may not apply to each Portico by Mohawk carpet selection. The specific warranty coverage for each Portico by Mohawk carpet style is identified on the label located on the back of the sample that was used when making the selection. Any questions regarding warranty coverage should be directed to the installing flooring subcontractor.

### **Abrasive Wear Limited Warranty**

Mohawk Industries warrants that the surface pile of Portico by Mohawk carpet will not be worn by abrasion more than 10% as the result of normal foot traffic, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

### **Stain Resistance Limited Warranty**

Mohawk Industries warrants that the surface pile of Portico by Mohawk carpet will resist stains from most household foods and beverages better than a comparable untreated carpet, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). Since no carpet is fully stain proof, this warranty excludes certain types of stains. These exclusions are part of the limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.









## **Carpet Cushion Recommendations**

The Cushion under your carpet is one of its 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 cushion that is too soft will adversely affect the performance of the carpet. A cushion that is too thick interferes with the anchoring of the carpet. You must use a cushion within the recommended specifications in order to qualify for Mohawk Industries warranties (includes any cushion meeting FHA minimum requirements).

For residential installation, we recommend a cushion of no more than 7/16 inch thick, and no less than ¼ inch thick, with 6 pounds per cubic foot of density, or equivalent.

For berber style carpets, we recommend a cushion of 3/8 inch thickness with 8 pounds per cubic foot of density, or equivalent.

## **Homeowner Obligations Under the Portico by Mohawk Carpet Warranties**

In order to maintain and protect the homeowners coverage under the terms of these warranties, the homeowner must do the following:

1. Keep a record of the carpet style(s) purchased, the date of the purchase, any applicable invoice(s), and the warranties that apply to the particular carpet(s).
2. Install the carpet according to the guidelines of the Carpet and Rug Installation Standard CRI-105.
3. Maintain the carpet according to the recommendations found in the "Carpet Care" section of this brochure.
4. Be able to show proof of periodic cleaning by a certified professional cleaning service. A minimum of one professional cleaning every 18 months is required.

## **How To Make A Claim**

If it is believed there may be a defect with the homeowners Portico by Mohawk carpet and the homeowner wants to file a claim under these warranties, the homeowner must notify the installing flooring subcontractor in writing. Describe the problem being experienced with the Portico by Mohawk carpet, and the flooring subcontractor will take the appropriate action, which may include arranging for a visual inspection. If the homeowner is unable to contact the flooring subcontractor (the builder may be able to provide assistance), write to Mohawk Industries to arrange for an inspection and analysis by our authorized representative. Contact us at: Mohawk Industries, Inc., Attn: Customer Relations, P.O. Box 12069, Calhoun, GA, 30703.

## **Carpet Care and Maintenance Recommendations**

Portico by Mohawk carpet requires routine care and regular maintenance in order to maintain the beauty of its appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of the carpet.

