



WARRANTY CLAIM CARD

In an order to make a claim under this warranty, please submit the following:

1. Copy of sales receipt
2. Copy of cleaning receipt(s) - if applicable
(See page 6 for complete details)
3. Completed warranty claim card

Name _____

Address _____

City/State/Zip _____

Telephone # day _____ evening _____

Email _____

Carpet Store Name _____

Carpet Purchase Date _____

Telephone # _____

Carpet Manufacturer _____

Style Name or Number _____

Color Name or Number _____

Total Carpet Cost (not including installation, pad or labor) \$ _____

Square Yards Purchased _____

Problem: staining soiling

Location of stain or area of soiling _____

Type of stain _____

What has been done to remove stain or area of soiling _____

Present appearance of stain or area of soiling _____

Signature _____ Date _____

The requested information should be sent to:

Scotchgard Service Center
P.O. Box 130610
Roseville, MN 55113-0006



**Need advice on stain removal?
Our experts at the Scotchgard Service
Center are available to help you
M-F 8am-6pm CT.**

**For stains that happen after hours,
stain removal tips are available 24-7
by calling our toll-free number.**

Phone: 1.800.433.3296



3M
Protective Materials
3M Center
Building 223-4N-17
St. Paul, MN 55144-1000
www.scotchgard.com

3M, Scotchgard, the Plaid Design and the
Advanced Repel Technology graphics
are trademarks of 3M. All other trademarks
are property of their respective owners.

**TOUGH PROTECTION
AGAINST YOUR TOUGH STAINS**

A WHOLE NEW LEVEL OF PROTECTION...



The best way to be certain your carpet will be protected is to look for the Scotchgard Brand label. This label lets you know that you will be receiving all the benefits that Scotchgard Protector has to offer.



EASY 1-2-3 CLEANING METHOD:

▶ **Stains will clean up easier – less hassle for you.**

▶ **Dirt will vacuum up easier.**

▶ **Your carpet will look good longer because it is protected against tough stains.**

▶ **You will be happier with the personalized stain-removal assistance you receive from the experts at the Scotchgard Service Center.**



Step 1

- ▶ Use a spoon or dull knife to remove solid materials.
- ▶ For large stains, work from the outside of the stain to the center to prevent spreading.
- ▶ Blot up liquid spills with a colorfast or white paper towel.
- ▶ Mix a solution of ¼ teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- ▶ Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with a cloth. Avoid saturating the carpet.
- ▶ Wipe gently. Turn cloth frequently.
- ▶ **Never rub, scrub or use a brush because it may damage carpet fibers.** If necessary, use your fingertips to work the solution to the base of the stain.
- ▶ 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 towel or white 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, proceed to step 2 (for coffee, tea or urine, skip step 2 and proceed to step 3).

Step 2

- ▶ **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 Step 1.
- ▶ Do not dry with paper towels. Proceed to step 3 to neutralize the ammonia solution.

Step 3

- ▶ Mix 1/2 cup of white vinegar with 1 cup of lukewarm water.
- ▶ Apply vinegar solution, rinse and blot as outline in step 1.

If this process does not remove the stain, contact the Scotchgard Service Center at **1.800.433.3296** for further assistance.

Here's how your carpet will be protected:

Your carpet will be covered for the term of your warranty from the original date of purchase. This warranty is offered only to the original carpet purchaser and is not transferrable. In the event that you are unable to remove a covered stain or area of soiling using 3M-recommended procedures, the 3M-trained service specialists at the Scotchgard Service Center will provide telephone support to help you remove the stains or soiling. Live operators are available M-F from 8am-6pm CT.

If the covered stain or area of soiling remains, 3M will dispatch a qualified service technician to your home to remove the stain or demonstrate the cleanability of the carpet in the area of soiling, at no charge to you.

If the covered stain or area of soiling cannot be removed, 3M will repair or replace the affected area (the stained and adjacent areas extending to the nearest wall, doorway, or entrance) with identical carpet. If the identical carpet is no longer available, 3M will only allow reselection of Scotchgard Protector or Scotchgard Protector Advanced Repel Technology treated carpet of comparable cost. This limited warranty includes the reasonable (not to exceed \$7/square yard) labor costs for repair or installation of replacement carpet, but does not include labor costs to replace custom carpets (i.e. borders, inserts), or the cost related to moving or replacing equipment, furnishings, partitions, other fixtures or structural items. The replacement carpet is not covered by this warranty. Carpet replacement must be performed within 180 days after 3M's authorization or the replacement will be waived.

What to do to make sure your carpet is protected:

- » Keep a legible copy of your original carpet purchase receipt showing date of purchase. No claims will be accepted without original proof of carpet purchase.
- » Notify the Scotchgard Service Center as soon as possible — within five (5) days of the occurrence of any covered stains or problems with soiling. If the stain or area of soiling is not removed with the assistance that 3M provides, you may file a claim under this warranty by returning the attached claim card with a copy of your dated original carpet purchase receipt to the Scotchgard Service Center, P.O. Box 130610, Roseville, MN 55113.
- » Provide proof that your carpet has been cleaned either by a qualified professional cleaner using hot-water extraction at least once every two years, or by using a BISSELL ProHeat or ProHeat ProTech deep cleaning machine and a full size BISSELL deep cleaning formula with Scotchgard Protector at least once every 12 months from date of carpet purchase. To help protect your carpet, 3M strongly recommends that Scotchgard Protector be re-applied at least every 24 months. Proof of care and cleaning require a dated receipt for a professional hot-water extraction cleaning or dated receipt showing purchase of a BISSELL ProHeat or ProHeat Pro-Tech deep cleaning machine with proof of purchase of at least one full-size BISSELL deep cleaning formula with Scotchgard Protector every 12 months.

Note: Coverage for soiling does not apply to the Scotchgard 7-Year Limited Stain Warranty for Olefin, Olefin/Nylon blend & Polyester Carpet.

This warranty does not cover:

- » Carpet wear or routine cleaning and maintenance.
- » Carpet installed in high traffic areas or stairs. Area rugs are not covered.
- » Filtration soiling.
- » Carpets installed in places other than owner-occupied residential properties, including commercial or business places, daycare facilities and rental properties.
- » Carpet stains resulting from commercial use (i.e. contracted services, in-home businesses, etc.).
- » Stains from substances other than food or beverages (i.e. vomit, urine and feces).
- » Food and beverages that contain strongly colored natural dyes (i.e. mustard, coffee or herbal tea).
- » Substances that destroy or change the color of carpets (i.e. bleaches, acne medications, drain cleaners and plant food).
- » Stains or damage from abnormal use, including water damage from plumbing or appliance failure, storms or flooding, or due to improper installation, maintenance or cleaning of the carpet.
- » Reappearance of previously cleaned stains. (If stain reappears, 3M will provide up to two professional cleaner visits).
- » Defects or conditions covered by other warranties.

Note: the Scotchgard™ 7-Year Limited Stain Warranty for Olefin, Olefin/Nylon blend & Polyester Carpet does not cover general soiling.

To obtain service:

For carpet care and stain removal assistance, contact the Scotchgard Service Center toll free at 1.800.433.3296, or visit www.scotchgard.com.

Claims for carpet replacement and supporting documentation must be sent to the Scotchgard Service Center, P.O. Box 130610, Roseville, MN 55113.

This warranty applies to carpet purchased after June 1, 2006.

These are your exclusive warranties and remedies and they replace all other express or implied warranties or remedies, including any implied warranty of merchantability. This warranty provides specific legal rights, and your rights may vary under state law.

EASY 1-2-3 CLEANING METHOD

Most household spills can be removed using the Easy 1-2-3 Cleaning Method. To start, locate your stain on the chart below and follow the cleaning steps until the stain is removed.



Water-based stains:

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

For these stains, start with step 1. If the stain remains, proceed with steps 2 and 3.

Special water-based stains: Coffee, Tea and Urine

For these stains, start with step 1. If the stain remains, proceed with step 3. Omit step 2.

Greasy, oil-based stains:

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

For these stains, use Goo Gone®. Follow directions on package, and then proceed with steps 1, 2 and 3.

* Freeze and remove solid materials before using Goo Gone®.

WARRANTY COVERAGE DETAILS:

Please contact the Scotchgard Service Center for assistance in determining the warranty coverage that applies to your carpet.

Scotchgard™ 7-Year Limited Stain Warranty —
for Olefin, Olefin/Nylon blend & Polyester Carpet:

» Limited 7-year coverage for most food and beverage stains

Scotchgard™ 7-Year Limited Stain & Soil Warranty —
for Nylon Carpet:

» Limited 7-year coverage for most food and beverage stains

» Limited 7-year coverage for soil resistance

Scotchgard™ Advanced Repel Technology 10-Year Limited Stain & Soil Warranty —
for Nylon, Olefin & Polyester Carpet:

» Limited 10-year coverage for most food and beverage stains

» Limited 10-year coverage for soil resistance

Note: Make certain to get your carpet cleaned by a professional cleaner using hot-water extraction or by using a BISSELL® ProHeat™ or ProHeat Pro-Tech™ deep cleaning machine to keep your warranty in effect. (See page 6 for complete details).

pg. 4	Scotchgard™ Protector
pg. 5	Warranty Coverage Details
pg. 6-7	Warranty Terms and Conditions for Service
pg. 8-9	Spot & Stain Removal
pg. 10	Carpet Care and Maintenance
pg. 11	Reappearing Stains

TABLE OF CONTENTS

KEEP YOUR CARPET LOOKING BEAUTIFUL:

▶ **Use entrance mats.**

Place walk-off mats inside and outside entrances to trap soil before it can be tracked into your home. Soil is the greatest threat to your carpet's appearance.

▶ **Vacuum regularly.**

The most important thing you can do for your carpet is to vacuum regularly. Removing dirt particles will reduce abrasion that can dull carpet fibers. Use a vacuum with a beater-bar, which will raise the pile when it removes soil.

▶ **Blot up spills immediately.**

Immediate attention to spills and spots will make removal easier. Always blot the area being cleaned. Never rub, scrub or use a brush. Follow the stain removal instructions beginning on page 8.

▶ **Clean periodically.**

Clean your carpet using hot-water extraction before it shows traffic patterns. Professional cleaning using hot-water extraction, or the BISSELL ProHeat or ProHeat Pro-Tech deep cleaning machines are the preferred methods.





Welcome to a whole new level of protection. In this brochure you will find tips to help keep your carpet looking beautiful longer, including how to handle mishaps on your carpet.

No product can protect your carpet against all stains, but Scotchgard™ Protector and proper care and cleaning can make a big difference in retaining your carpet's beauty. How long your carpet will look good depends on a number of factors including: carpet construction, household traffic patterns and exposure to soiling and stains.



▶ **Scotchgard™ Protector** is applied at the mill and bonded onto individual carpet fibers to help protect against staining and soiling which will keep your carpet looking good longer.



▶ **Scotchgard™ Protector Advanced Repel Technology** is applied to nylon using a unique patented process that imparts each individual carpet fiber with advanced deep-down protection. 3M's new generation of fluorochemical for polyester uses the same process to give carpet added liquid repellency protection in addition to its inherent stain resistance. And, 3M's new foam applied chemistry delivers unsurpassed stain and soil protection on olefin carpet.

REAPPEARING STAINS:

- ▶ It is not unusual for stains to sometimes reappear after spot-cleaning.
- ▶ Wicking occurs when a liquid has been spilled on the carpet (usually a large quantity) and cleaning attempts remove only the stain and liquid from the carpet fibers. Liquid still remains in the carpet backing or padding. Through capillary action, the stain can “wick” back up into the carpet fibers.
- ▶ Residual re-soiling occurs if staining substances or cleaning products are left in the carpet and attract soil.
- ▶ These stains are not permanent and typically can be removed by simply repeating the appropriate step-by-step directions listed on page 9.
- ▶ If you are still unable to resolve the problem, our stain removal experts at the Scotchgard Service Center will work with you over the phone to help you remove these stains. If necessary, the Scotchgard Service Center will send a professional cleaner to remove covered stains, up to a maximum of two (2) cleaner visits.

Other helpful hints:

Avoid over wetting the carpet backing during spot cleaning and rinsing. Blotting to remove excess moisture reduces the occurrence of wicking stains.

Use a “wet-vac” to extract liquid from the area if possible. Paper toweling placed over the cleaned area and weighted with a colorfast object will help absorb resurfacing stains. Use of fans to decrease the drying time also will help.

To submit a claim, the Scotchgard™ Protector and Scotchgard™ Protector Advanced Repel Technology warranties require proof of carpet purchase and periodic maintenance, so **keep your sales and cleaning receipts.**

There are certain conditions and exclusions that many carpet warranties have in common. **Please read your carpet warranty carefully to know exactly what is covered.**