

## Warranties & Maintenance

CATEGORY	STAIN & SOIL TREATMENTS AND YARNS	STAIN	PET	SOIL	ABRASIVE WEAR	TEXTURE RETENTION	MANUFACTURING DEFECTS
Adorn by Lexmark	3M Scotchgard	Lifetime	Lifetime	Lifetime	25 Years	25 Years	25 Years
Tailored by Lexmark	3M Scotchgard	Lifetime	Lifetime	Lifetime	25 Years	25 Years	25 Years
Lexmark Premium	LexShield 3M Scotchgard	Lifetime	Lifetime	Lifetime	20 Years	20 Years	20 Years
Lexmark Mid-Range	LexShield 3M Scotchgard	Lifetime	Lifetime	7 Years	15 Years	10 Years	20 Years
Lexmark Basics	LexShield	Lifetime	Lifetime	7 Years	10 Years	5 Years	10 Years

### LEXMARK LIMITED WARRANTY

#### General Conditions and Homeowner Obligations

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

1. **KNOW WHICH WARRANTIES APPLY TO YOUR SPECIFIC 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 Lexmark retailer that shows the price you paid for the carpet (excluding labor).
3. **HAVE YOUR CARPET INSTALLED BY A PROFESSIONAL INSTALLER** trained in installation methods outlined by the Carpet and Rug Institute. The Carpet and Rug Institute Carpet Installation Standards must be followed in order to qualify for Lexmark carpet warranties. 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.

Before a new carpet is installed, Lexmark 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 as “new carpet smell.” Studies show 90-95% of the “new carpet smell” dissipates within 24-72 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.**

4. **Install your carpet with cushion meeting specifications for the warranted Lexmark 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, following the Carpet and Rug Institute (CRI) Installation Standard effective 2011. Minimum density is five (5) pounds per cubic foot; thickness should be a minimum of  $\frac{1}{4}$  inch and maximum of  $\frac{1}{2}$  inch.

For berber-style carpets, CRI recommends a minimum density of eight (8) pounds per cubic foot; thickness should be no less than  $\frac{1}{4}$  inch and no more than  $\frac{1}{2}$  inch.

5. **MAINTAIN YOUR CARPET ACCORDING TO THE LEXMARK REQUIREMENTS** in the section of this document labeled “Carpet Care and Guidelines”, including having a minimum of one (1) professional cleaning every 18 months using cleaning products, equipment, systems and services specified/certified with the Carpet and Rug Institute Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) You must show proof of cleanings in the form of a bill, invoice, or statement for cleaning services. Along with these documents, Lexmark recommends keeping a 2’ x 3’ piece of carpet from your installation for your warranty or in case you ever need to make a repair.

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6. ONLY CLEAN YOUR CARPET WITH CLEANERS SPECIFIED WITH A CARPET AND RUG INSTITUTE (CRI) SEAL OF APPROVAL. Do not clean your carpet with household bleach.

Failure to comply with these Limited Warranty General Conditions and Homeowner Obligations will void your warranty.

### LEXMARK LIMITED WARRANTY DETAILS

All Lexmark limited warranties are subject to the General Conditions and Homeowner Obligations, the Carpet Warranty and Carpet Characteristics Exclusions, and the disclaimer and limited liability set forth in this document, Lexmark provides the following specific warranties:

TAILORED by LEXMARK

#### Limited Lifetime Stain Resistance Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and 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. Lexmark further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This stain resistance warranty does not cover food and beverage stains on carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover food and beverage stains on those carpets after that period. In the first ten years, only 3M's stain resistance warranty applies to food and beverage stains on those carpets, and any such claims are subject to the conditions and limitations of 3M's warranty. For food and beverage stain warranty claims in the first ten years, Purchasers should make claims to 3M, as described later.

#### What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) urine or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

#### Limited Lifetime Pet Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine or feces for the life of the carpet from the original date of installation (excludes vomit.) If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This warranty applies to above-mentioned urine or feces stains only and does not cover odors.

#### Limited Lifetime Soil Warranty

Lexmark warrants that this carpet 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.). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This soil warranty does not cover carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover those carpets after that period. In the first ten years, only 3M's soil resistance warranty applies for the coverage described above in this paragraph and any such claims are subject to the conditions and limitations of 3M's warranty. For claims in the first ten years, Purchasers should make claims to 3M, as described later.

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### 25 Year Limited Abrasive Wear Warranty

Lexmark warrants that the surface pile of this carpet, excluding on stairs and in high-traffic areas, will not sustain more than 10% abrasive wear for 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

### What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

### 25 Year Limited Texture Retention Warranty

Lexmark warrants that this carpet, excluding on stairs and in high-traffic areas, will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for 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 un-twisting 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 9405-2001. 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

### What Is Not Covered

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

### 25 Year Limited Manufacturing Defect Warranty

Lexmark warrants that this residential carpeting is warranted against manufacturing defects for 25 years from the original date of installation. If, within the warranted period, this carpet is determined to be defective, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

### What Is Not Covered

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

## LEXMARK Premium

### Limited Lifetime Stain Resistance Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and 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. Lexmark further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This stain resistance warranty does not cover food and beverage stains on carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover food and beverage stains on those carpets after that period. In the first ten years, only 3M's stain resistance warranty applies to food and beverage stains on those carpets, and any such claims are subject to the conditions and limitations of 3M's warranty. For food and beverage stain warranty claims in the first ten years, Purchasers should make claims to 3M, as described later.

### What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) urine or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

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### Limited Lifetime Pet Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine or feces for the life of the carpet from the original date of installation (excludes vomit.) If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This warranty applies to above-mentioned urine or feces stains only and does not cover odors.

### Limited Lifetime Soil Warranty

Lexmark warrants that this carpet 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.). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This soil warranty does not cover carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover those carpets after that period. In the first ten years, only 3M's soil resistance warranty applies for the coverage described above in this paragraph and any such claims are subject to the conditions and limitations of 3M's warranty. For claims in the first ten years, Purchasers should make claims to 3M, as described later.

### 20 Year Limited Abrasive Wear Warranty

Lexmark warrants that the surface pile of this carpet, excluding on stairs and in high-traffic areas, will not sustain more than 10% abrasive wear for 20 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

### What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

### 20 Year Limited Texture Retention Warranty

Lexmark warrants that this carpet, excluding on stairs and in high-traffic areas, will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for 20 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 9405-2001. 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

### What Is Not Covered

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

### 20 Year Limited Manufacturing Defects Warranty

Lexmark warrants that this residential carpeting is warranted against manufacturing defects for 20 years from the original date of installation. If, within the warranted period, this carpet is determined to be defective, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

### What Is Not Covered

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

### LEXMARK Mid-Range

### Limited Lifetime Stain Resistance Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and bleach is not used as a cleaning agent, which will void the warranty;

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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. Lexmark further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This stain resistance warranty does not cover food and beverage stains on carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover food and beverage stains on those carpets after that period. In the first ten years, only 3M's stain resistance warranty applies to food and beverage stains on those carpets and any such claims are subject to the conditions and limitations of 3M's warranty. For food and beverage stain warranty claims in the first ten years, Purchasers should make claims to 3M, as described later.

### What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) urine or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

### Limited Lifetime Pet Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine or feces for the life of the carpet from the original date of installation (excludes vomit.) If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This warranty applies to above-mentioned urine or feces stains only and does not cover odors.

### 7 Year Limited Soil Warranty

Lexmark warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for 7 years 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.). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document. This soil warranty does not cover carpets carrying 3M Scotchgard™ Protection. Only 3M's soil resistance warranty applies for the coverage described above in this paragraph and any such claims are subject to the conditions and limitations of 3M's warranty. Purchasers should make claims to 3M, as described later.

### 15 Year Limited Abrasive Wear Warranty

Lexmark warrants that the surface pile of this carpet, excluding on stairs and in high-traffic areas, will not sustain more than 10% abrasive wear for 15 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty document.

### What Is Not Covered

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" section of this document, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

### 10 Year Limited Texture Retention Warranty

Lexmark warrants that this carpet, excluding on stairs and in high-traffic areas, will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for 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 un-twisting 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 9405-2001. 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, Lexmark will handle such claims as stated in the "Lexmark Exclusive Warranty Obligations and Limitation of Liability" section of this warranty booklet.

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### What Is Not Covered

The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

### 20 Year Limited Manufacturing Defects Warranty

Lexmark warrants that this residential carpeting is warranted against manufacturing defects for 20 years from the original date of installation. If, within the warranted period, this carpet is determined to be defective, Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty booklet.

### What Is Not Covered

The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

### LEXMARK Basics

#### Limited Lifetime Stain Resistance Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and 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. Lexmark further warrants that if above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty document. This stain resistance warranty does not cover food and beverage stains on carpets carrying 3M Scotchgard™ Protection for the first ten years, but does cover food and beverage stains on those carpets after that period. In the first ten years, only 3M’s stain resistance warranty applies to food and beverage stains on those carpets, and any such claims are subject to the conditions and limitations of 3M’s warranty. For food and beverage stain warranty claims in the first ten years, Purchasers should make claims to 3M, as described later.

### What Is Not Covered

In addition to the warranty exclusions listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this document, also specifically excluded from this warranty is damage or stains caused by vomit, feces, urine other than pet (domestic dog or cat) urine or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara.

#### Limited Lifetime Pet Warranty

Lexmark warrants that the surface pile of this carpet will resist stains from pet (domestic dog or cat) urine or feces for the life of the carpet from the original date of installation (excludes vomit.) If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet from the original date of installation. (Wicking is defined as a re-appearance 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, Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty document. This warranty applies to above-mentioned urine or feces stains only and does not cover odors.

#### 7 Year Limited Soil Warranty

Lexmark warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for 7 years 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.). If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty document. This soil warranty does not cover carpets carrying 3M Scotchgard™ Protection. Only 3M’s soil resistance warranty applies for the coverage described above in this paragraph and any such claims are subject to the conditions and limitations of 3M’s warranty. Purchasers should make claims to 3M, as described later.

#### 10 Year Limited Abrasive Wear Warranty

Lexmark warrants that the surface pile of this carpet, excluding on stairs and in high-traffic areas, will not sustain more than 10% abrasive wear for 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,

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Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty document.

### What Is Not Covered

In addition to the warranty exclusions listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this document, also specifically excluded from this warranty is damage caused by tears, pulls, pilling, burns, furniture, wheel traffic, or athletic equipment.

### 5 Year Limited Texture Retention Warranty

Lexmark warrants that this carpet, excluding on stairs and in high-traffic areas, will maintain its texture retention not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for 5 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 un-twisting 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 9405-2001. 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, Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty booklet.

### What Is Not Covered

The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

### 10 Year Limited Manufacturing Defects Warranty

Lexmark warrants that this residential carpeting is warranted against manufacturing defects for 10 years from the original date of installation. If, within the warranted period, this carpet is determined to be defective, Lexmark will handle such claims as stated in the “Lexmark Exclusive Warranty Obligations and Limitation of Liability” section of this warranty booklet.

### What Is Not Covered

The items listed in the “Carpet Warranty and Carpet Characteristic Exclusions” section of this brochure are excluded from this warranty.

## LEXMARK PRORATION OF WARRANTIES

The following prorated schedule applies for all Lexmark warranties. All percentages are of original purchase price of the affected area. (INSTALLATION COSTS, SHIPPING AND TAXES ARE NOT COVERED):

Lifetime Warranty		20 Year Warranty		15 Year Warranty	
1st Year 100%	11th Year 80%	1st Year 100%	11th Year 80%	1st Year 100%	9th Year 60%
2nd Year 100%	12th Year 70%	2nd Year 100%	12th Year 70%	2nd Year 100%	10th Year 50%
3rd Year 100%	13th Year 60%	3rd Year 100%	13th Year 60%	3rd Year 100%	11th Year 30%
4th Year 100%	14th Year 50%	4th Year 100%	14th Year 50%	4th Year 100%	12th Year 25%
5th Year 100%	15th Year 40%	5th Year 100%	15th Year 40%	5th Year 100%	13th Year 20%
6th Year 100%	16th Year 30%	6th Year 90%	16th Year 30%	6th Year 90%	14th Year 15%
7th Year 90%	17th Year 25%	7th Year 90%	17th Year 25%	7th Year 890%	15th Year 10%
8th Year 90%	18th Year 20%	8th Year 90%	18th Year 20%	8th Year 70%	
9th Year 90%	19th Year 15%	9th Year 90%	19th Year 15%		
10th Year 80%	20+ Years 10%	10th Year 80%	20 Years 10%		

10 Year Warranty		7 Year Warranty		5 Year Warranty	
1st Year 100%	6th Year 50%	1st Year 100%	5th Year 50%	1st Year 100%	
2nd Year 100%	7th Year 40%	2nd Year 100%	6th Year 25%	2nd Year 100%	
3rd Year 100%	8th Year 30%	3rd Year 100%	7th Year 10%	3rd Year 50%	
4th Year 100%	9th Year 20%	4th Year 75%		4th Year 25%	
5th Year 75%	10th Year 10%			5th Year 10%	

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### CARPETS CARRYING 3M Scotchgard™ PROTECTION

Lexmark warrants its products that carry 3M Scotchgard™ Protection against defects for the period of time specified in the warranty chart section of this document from the date of installation. However, Lexmark does not cover Food and Beverage Stain Warranty claims or Soil Warranty claims on product treated with 3M Scotchgard™ (per the chart) that are within 10 years of the installation date. In those cases, only 3M's food and beverage stain resistance and soil resistance apply and are subject to the conditions and limitations of 3M's warranty. To make claims under 3M's warranty or to obtain a copy of 3M's warranty, contact 3M via the Scotchgard™ Service Center at 800-433-3296.

### CARPET WARRANTY AND CARPET CHARACTERISTIC EXCLUSIONS

UNLESS THE WARRANTY FOR YOUR SPECIFIC LEXMARK PRODUCT LISTED IN THIS WARRANTY DOCUMENT SPECIFICALLY AND EXPRESSLY COVERS ANY ITEM LISTED BELOW, ALL LEXMARK WARRANTIES EXPRESSLY EXCLUDE ALL OF THE FOLLOWING:

#### Accidents, Abuse, or Abnormal Wear

Lexmark warranties do not cover water damage from plumbing or appliance failure, storms or flooding, or damage incurred by or resulting from accidents or abuse such as staining, soiling, burning, cutting, or damage (other than specific domestic dog or cat urine stain coverage) caused by pets.

#### Area Rugs

No coverage is provided under these Lexmark warranties for area rugs.

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

Lexmark warranties do not cover damage to or appearance changes on carpet installed on stairs, in bath-rooms, kitchens, outdoors, or in high-traffic areas or areas subject to other than ordinary shoe traffic.

#### Carpet Stains Resulting From Commercial Use

Lexmark warranties do not cover any carpet stains incurred from commercial use (i.e. contracted services, in-home businesses, etc.).

#### Routine Maintenance

Lexmark warranties do not cover the cost of 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. However, 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, as they may become fuzzy or worn with use of a beater bar vacuum. Additionally, 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

##### Adjustable Motor Speed

Use a medium or low setting where appropriate

##### Large Wheels

Vacuum should glide easily across the carpet

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 pre-vent damage to the surface of the carpet.

#### Other Warranties

Lexmark warranties do not cover defects or conditions covered by 3M's warranty.



## Warranties & Maintenance

### 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. If Lexmark is notified of those defects before or during installation, the carpet may be exchanged.

### Differences in Samples

Lexmark 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

Lexmark 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 spills of household chemicals and other non-food and non-beverage substances or gradual fading over time from, sunlight, 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

Lexmark warranties apply only within the United States and Canada.

### Improper Cleaning and Maintenance or Inadequate Care

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

### Improper Installation

Lexmark 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. The Carpet and Rug Institute Carpet Installation Standards conform to proper installation procedures and must be followed. The International Floor Covering Installers Association (1-816-231-4646) maintains a directory of qualified carpet installers.

### Inadequate Cushion

Lexmark warranties do not cover damage to your carpet caused by inadequate cushion.

### 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. This is not considered a manufacturing defect.

### Odors

Lexmark warranties do not cover carpet odors.

### Outdoor Installation

Lexmark warranties do not cover carpet installed out-doors. All carpets manufactured by Lexmark are intended solely for use as indoor floor coverings and are not recommended for any other purpose.

## Warranties & Maintenance

### Pad Failure

Lexmark 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

Lexmark warranties do not cover problems caused by wetting or persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) (1-800-835-4624) maintains a registry of trained, certified specialists.

### Products Other Than First Quality

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

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

Lexmark warranties apply only to carpet for owner-occupied, single-family, indoor residential installations and do not cover carpet installed in any commercial or business places, daycare facilities, apartments, 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. However, 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, as they may become fuzzy or worn with use of a beater bar vacuum. Additionally, 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

#### Adjustable Motor Speed

Use a medium or low setting where appropriate

#### Large Wheels

Vacuum should glide easily across the carpet

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.

### Stain Reappearance (Wicking)

Lexmark 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 re-cleaning.

### Transferability

Lexmark warranties are extended only to the original purchaser and are not transferable.

### Wrinkling or Buckling

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion, or failure to use the recommended installation procedures found in the Carpet and Rug Institute Carpet Installation Standards, 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.

## Warranties & Maintenance

### LEXMARK'S EXCLUSIVE WARRANTY OBLIGATIONS AND LIMITATION OF LIABILITY

Provided that you have complied with the Lexmark General Conditions and Homeowner Obligations included in this warranty document, Lexmark shall have as its entire liability and exclusive remedy the warranty liability described in this section. Lexmark's liability under this limited warranty shall be limited to the actual reasonable cost of repair or specified percentage of cost of replacement of only the affected area of the carpet extending to the nearest wall, doorway, or entrance. Lexmark reserves the right to correct any defect prior to the carpet being removed, replaced, or any settlement being offered. Upon determination of a valid claim and that the carpet cannot be restored by repair, Lexmark will arrange a credit to your retailer equal to a percentage of the cost of the carpet replacement only of only the affected area of the carpet extending to the nearest wall, doorway, or entrance (All Lexmark warranties exclude the cost of labor for both original install and any replacement). Credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule set out in this warranty document for identical (or, if identical carpet is not available, comparable) carpet of equal value. The credit will be good only toward the purchase of new Lexmark carpet. There will be no cash payment.

LEXMARK SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Lexmark responsibilities.

### HOW TO OBTAIN WARRANTY SERVICE

For warranty service under any Lexmark Limited Warranty, Purchasers must contact the retailer that sold the carpet.

### CARPETS CARRYING 3M Scotchgard™ PROTECTION

Lexmark warrants its products that carry 3M Scotchgard™ Protection against defects for the period of time specified in the warranty chart section of this document from the date of installation. However, Lexmark does not cover Food and Beverage Stain Warranty claims or Soil Warranty claims on product treated with 3M Scotchgard™ (per the chart) that are within 10 years of the installation date. In those cases, only 3M's food and beverage stain resistance and soil resistance apply and are subject to the conditions and limitations of 3M's warranty. To make claims under 3M's warranty or to obtain a copy of 3M's warranty, contact 3M via the Scotchgard™ Service Center at 800-433-3296.

### LEXMARK CLEANING AND CARE

A comprehensive carpet maintenance program should always be followed which will also improve texture retention, appearance, wear life and reduce soiling of carpet.

A thorough vacuuming program is essential to the maintenance of carpet. Frequent vacuuming is the most effective way to dispose of dry soil particles, sand, etc., that can damage carpet fibers.

#### Spot Cleaning Information

Cleaning equipment such as wet/dry vacuum or portable extraction unit that is used for general carpet maintenance-or is designed specifically for spot cleaning-often is the most effective and efficient way of removing spills.

Note: Wicking, which is the recurrence of stains after spot cleaning, is not uncommon for a concentrated spill. If wicking occurs after a carpet has been cleaned, simply re clean the area using the previously used procedure(s).

#### Dry Stains

Gently remove as much of the substance as possible using a small, soft hand brush or spatula to break up any crusted material. Vacuum thoroughly to remove loosened particles.

#### Wet Stains

Blot with absorbent white cloth or paper towel, or use spatula to remove excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum is most effective for removing spilled liquids.

## Warranties & Maintenance

### Suggested Cleaning Agents

Detergent solution - Commercially available general carpet cleaning or spot-removal detergent.

Ammonia solution - Mix 1 tablespoon non-bleaching household ammonia with one cup of warm water. (Note: Do not mix ammonia with chlorine bleach. Follow manufacturer's warnings on mixing ammonia with other chemicals.)

Vinegar solution - White vinegar

Clear alcohol - Rubbing or Denatured. Use as is.

Dry cleaning fluid - Any non-flammable brand, used according to manufacturer's directions.

### Helpful Spotting Tips

Quick action.

Always pretest in an inconspicuous area of the carpet or on an uninstalled piece of carpet.

Use drip-spout bottles; do not pour spotters onto the carpet.

Use clean, white, absorbent towels.

Work from the outside toward the center to avoid spreading the stain.

Blot; do not rub. Or use an extractor to flush out the contamination.

Expedite drying.