



Shaw
FLOORS

CARPET CARE + WARRANTY



CARPET DESIGNED TO BE LIVED ON.

We've made it easy to keep your Shaw Floors carpet looking beautiful for years to come. Just follow this simple guide.

HOW TO ❤️ YOUR CARPET

1. Register your product

Registering your newly installed carpet will give you access to faster warranty service and support.

2. Know your cleaning products

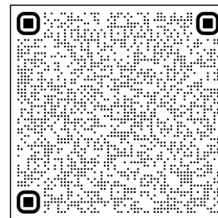
We've compiled the best cleaning products to keep your carpet looking like new for years to come.

3. Follow our simple clean-up steps

Visit our online Floor Care Center or ask Alexa, we'll take you through the cleanup process step by step.

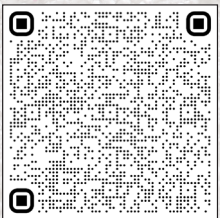
4. Reach out to the Shaw Floors carpet experts

When you have questions, we're here to help! Call us, chat us or email us anytime.



REGISTER YOUR PRODUCT

Visit shawfloors.com/warranty
or scan this QR code.



SHAW CARPET CLEANER

Visit shawfloors.com/cleaner
or scan this QR code to
purchase cleaner today.

3 THINGS TO KNOW ABOUT CARPET CARE

1. Vacuum, Vacuum, Vacuum!

This is the most important step to carpet care. For your most common carpets, we recommend a vacuum cleaner with a rotating brush or beater bar. For Caress carpets, we recommend a suction only vacuum. A full list of Caress-approved vacuums can be found at shawfloors.com/caressvacuum.

2. Recommended Cleaning Products

While many carpets are stain resistant, no carpet is completely stain proof! As the #1 carpet manufacturing you can trust our proven carpet cleaner. Visit shawfloors.com or scan the QR code to order today.

Will your current carpet cleaner do the job? Visit the CRIs website for an approved list of carpet cleaners at carpet-rug.org.

3. What to avoid?

Certain products found in most homes can cause damage to your carpet. The following can have strong chemicals which discolor or dissolve carpet fibers.

**BLEACHES | TILE CLEANERS | MILDEW REMOVERS | OVEN CLEANERS
DRAIN OPENERS | PESTICIDES | SOME PLANT FOODS | HYGIENIC
PRODUCTS CONTAINING BENZOYL PEROXIDE**

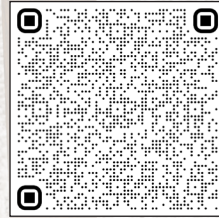
WHEN LIFE'S MESSSES HIT, WE'RE HERE TO HELP!

Visit our online Floor Care Center or ask Alexa and we'll walk you through the simple cleanup steps.

As a general rule of thumb, it's important to always do the following when you have a carpet stain:

- 1. Scrape:** Remove as much of the solid mess as possible.
- 2. Absorb:** Blot repeatedly to absorb the stain quickly.
- 3. Blot:** Never rub or scrub your carpet abrasively, always blot! Work from the outer edge in.
- 4. Rinse:** Always follow up with water to remove cleaning product residue.
- 5. Pressure:** Place several layers of paper towels or cloth over the spot and add pressure to pull the stain up.

DEEP CLEAN Schedule hot water extraction every 18-24 months or more depending on the traffic in your home.



FLOOR CARE CENTER

Visit shawfloors.com/care
or scan this QR code to
enter your stain.

“ **ALEXA** —
open Shaw Floor Care Center. ”

WARRANTIES



FULL WARRANTY DETAILS

Visit shawfloors.com/carpet/warranty or scan this QR code for full warranty details and exclusions.

| WARRANTY ELEMENTS |
|-----------------------|
| Quality Assurance |
| Food & Beverage |
| Pet Stains - Urine |
| Pet Stains - All |
| Soil Resistance |
| Texture Retention |
| Stairs |
| Softbac® Backing |
| LifeGuard® Backing |
| Customer Satisfaction |
| Labor |

| 20 YEAR | NO SURPRISES™ WORRY FREE | 15 YEAR | 10 YEAR |
|------------------------------------|--------------------------|---------------------------|--------------------|
| CARESS COLORWALL FOUNDATIONS | BELLERA | SIMPLY THE BEST VALUES | COMMODITY OTHER |
| ✓ | ✓ | ✓ | ✓ |
| LIMITED LIFETIME | ✓ | LIMITED LIFETIME | ✓ |
| LIMITED LIFETIME | ✓ | LIMITED LIFETIME | ✓ |
| LIMITED LIFETIME | ✓ | LIMITED LIFETIME | --- |
| LIMITED LIFETIME | ✓ | LIMITED LIFETIME | ✓ |
| ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | --- | --- |
| ✓ | ✓ | ✓ | --- |
| LIMITED LIFETIME | ✓ | --- | --- |
| ✓ | ✓ | --- | --- |
| 20 YEARS | 1 YEAR | 1 YEAR | 1 YEAR |



REACH OUT TO THE SHAW FLOORS EXPERTS

Call - 844.742.7429

Chat - shawfloors.com/contact-us

Email - askshaw@shawinc.com

M-F | 8AM - 6PM est.



YOUR TRUSTED LOCAL FLOORING RETAILER

STORE NAME + PURCHASE DATE

STYLE NAME + NUMBER

COLOR NAME + NUMBER