

## **Lifetime Commercial Limited Warranty - UltraLoc<sup>®</sup> MPC Backing System**

Our **UltraLoc<sup>®</sup> MPC** is a high performance polyurethane pre-coat with an 18 lb. density high performance polyurethane foam cushion laminated to a woven secondary backing.

The following is the Lifetime Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our High Performance Polyurethane Broadloom backing system.

This Lifetime Commercial Limited Warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw Contract Group installation guidelines and specifications. The carpet must be maintained in accordance with Shaw Contract Group maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw Contract Group invoice or authorized Shaw Contract Group dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Shaw Contract Group Inforum at 1.877.502.7429 or on-line at [www.shawcontractgroup.com](http://www.shawcontractgroup.com).

### **What the UltraLoc<sup>®</sup> MPC lifetime commercial limited warranty covers:**

#### **Fiber - Abrasive Wear**

Shaw Contract Group warrants that carpet using our approved face fiber and coated with our high performance polyurethane broadloom backing system will lose no more than 10% of the pile face fiber, by weight, during the lifetime warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

#### **Fiber - Static Protection**

Shaw Contract Group warrants that Carpet using our approved face fiber and coated with our high performance polyurethane broadloom backing system will not generate static build-up in excess of 3.5 kV, during the lifetime warranty period as tested by AATCC Test Method 134.

#### **Backing - Tuft Bind**

Shaw Contract Group warrants, under normal use, that carpet coated with our high performance polyurethane backing system will provide superior tuft bind properties in high traffic environments for the lifetime warranty period.

#### **Backing - Edge Ravel**

Shaw Contract Group warrants, under normal use, that carpet coated with our high performance polyurethane backing system will not edge ravel, for the lifetime warranty period.

#### **Backing - Integrity / Delamination**

Shaw Contract group warrants, under normal use, that the secondary backing on carpet coated with our high performance polyurethane backing system will not delaminate from the face carpet for the lifetime warranty period.

### **Backing - Pattern Matching of Seams**

Shaw Contract Group warrants, under normal use, that carpet coated with our high performance polyurethane backing system will pattern match within acceptable industry standards, regardless of pattern repeat size, when installed in strict accordance with Shaw Industries Installation guidelines.

### **Backing - Moisture Management**

Shaw Contract Group warrants, under normal use, that carpet coated with our high performance polyurethane backing system will keep liquid spills above the pre-coat layer for a minimum of 24 hours as tested under the British Spill Test Method E; part 2.

### **Backing - Cushion Resilience**

Shaw Contract Group warrants, under normal use, carpet coated with our high performance polyurethane backing system will maintain cushion resilience for the lifetime warranty period.

### **What you should do if any of the above problems occur and you need warranty service:**

You (the original purchaser) should notify the authorized Shaw Contract Group Dealer and/or your Shaw Contract Group representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.

Shaw Industries will designate a representative to inspect the carpet coated with our high performance polyurethane backing system and evaluate the warranty claim.

### **What Shaw will do should you need warranty service:**

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw Commercial Backing product will be at the consumer's expense.

### **What conditions apply to Shaw Industries UltraLoc<sup>®</sup> MPC Cushion lifetime commercial limited warranty:**

Shaw Contract Group requires seam sealer, properly applied per Shaw Contract Group installation guidelines, to minimize or prevent yarn from raveling and fraying at the seams and in order to maintain Moisture Management at the seams.

This warranty does not cover burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded.

Chair pads are recommended under roller caster chairs. Replacement carpet will come only from current running-line standard products comparable to the warranted product.

**Please note - The warranty is not transferable. It extends only to the original retail purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.**

Rev. 09/08

**PROJECT REGISTRATION**

**Lifetime Commercial Limited Warranty for UltraLoc® MPC Backing System**

Individual UltraLoc® MPC product sales may be conditionally registered with Shaw Contract Group listed below; however, the standard warranty described above does not require registration to be in full effect.

**END USER:**

Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State: \_\_\_\_\_  
Country: \_\_\_\_\_  
Postal Code: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_

**SOLD BY:**

Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State: \_\_\_\_\_  
Country: \_\_\_\_\_  
Postal code: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_

Standard Performance Product Installed: \_\_\_\_\_

Yardage Installed: \_\_\_\_\_

Installation Area: \_\_\_\_\_

Installed By: \_\_\_\_\_

Date Installed: \_\_\_\_\_

Installation Method: \_\_\_\_\_

Conditional Exceptions/Additions to Warranty: \_\_\_\_\_

Shaw Representative's Confirmation Signature: \_\_\_\_\_

Purchaser's Confirmation Signature: \_\_\_\_\_

Warranty Activation Date: \_\_\_\_\_

Within ten working days of completion of the product installation, return a completed copy of this warranty to Shaw Contract Group Inforum, 131 Old Mill Road, Cartersville, GA 30120 or via fax at 770-607-2359. If there are any questions regarding the information requested, please contact Shaw Contract Group Inforum at 877.502.7429.