

## Ten Year Commercial Limited Warranty for TR 18 Backing System

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**TR 18** is a broadloom backing system made using a latex pre-coat with a latex secondary coat laminated to a woven secondary and then laminated to an 18 lb. density polyurethane foam cushion.

The following is the Ten Year Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our **TR 18** backing system when used in Commercial installations.

This 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 Ten Year Warranty 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 invoice or authorized Shaw 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 the Shaw Contract Group web site at [www.shawcontractgroup.com](http://www.shawcontractgroup.com).

### What the TR 18 ten year commercial limited warranty covers:

**Fiber - Abrasive Wear** - Shaw warrants that, under normal use, carpet using our approved face fiber will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

**Fiber - Static Protection** - Shaw warrants that, under normal use, carpet using our approved face fiber will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134.

**Backing - Tuftbind** - Shaw warrants that, under normal use, carpet coated with this backing system will provide tuft bind strengths consistent with accepted industry standards for this type backing system.

**Backing - Edge Ravel** - Shaw warrants that, under normal use, carpet coated with this backing system will not edge ravel when seams are properly sealed per commercial installation guidelines.

**Backing - Integrity/Delamination** - Shaw warrants that, under normal use, the secondary backing on carpet coated with this backing system will not delaminate from the face carpet.

**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 Dealer and/or your sales 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 will designate a representative to inspect the carpet coated with our high performance broadloom 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 product will be at the consumer's expense.

**What conditions apply to TR 18 ten year commercial limited warranty:**

Shaw requires seam sealer, properly applied per Shaw's commercial installation guidelines, to minimize or prevent yarn from raveling and fraying 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 to inhibit premature wear of the surface of the carpet. Replacement carpet will come only from current running-line 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.**

Revised - 02/10ga - 09/08ga - 08/06

