

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.



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).
- » 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.

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, 2014.

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.

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 listed inside this brochure.

Clean periodically.

Clean your carpet using hot-water extraction before it shows traffic patterns. Professional cleaning using hot-water extraction, or an upright BISSELL DeepClean cleaning machine are the preferred methods.



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

Phone: 1.800.433.3296

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Scotchgard™ 10-Year
Limited Stain Soil Warranty
for Nylon, Polyester, Olefin and Olefin-Nylon
Blend Carpet Treated with Scotchgard™ Protector

TOUGH PROTECTION AGAINST YOUR TOUGH STAINS

LIMITED 10-YEAR COVERAGE

for most food and beverage stains

LIMITED 10-YEAR COVERAGE

for soil resistance

For Nylon, Polyester, Olefin and Olefin-Nylon Blend Carpet Treated with Scotchgard™ Protector

Your Warranty Coverage

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 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.
- » 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 an upright BISSELL DeepClean 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 an upright BISSELL DeepClean cleaning machine with proof of purchase of at least one full-size BISSELL deep cleaning formula with Scotchgard Protector every 12 months.

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.

EASY 1-2-3 CLEANING METHOD



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®.

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).

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.

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.