



## STALOK®

# LIFETIME COMMERCIAL LIMITED WARRANTY

StaLok is a broadloom backing system made with a high performance SBR latex pre-coat and a high performance SBR secondary coat laminated to a woven secondary backing. The following is the Lifetime Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our StaLok broadloom backing system, when used in commercial applications.

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

The Lifetime Limited Warranty is further limited to the useful life of the product and 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:

- Philadelphia Commercial Technical Support at 1.800.241.4692 or on-line at the Philadelphia Commercial web site at [www.philadelphia-commercial.com](http://www.philadelphia-commercial.com).

## WHAT THE 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/Zippering - Shaw warrants that, under normal use, carpet coated with our high performance backing system will provide superior tuft bind properties in high traffic environments.
- Backing Edge Ravel - Shaw warrants that, under normal use, carpet coated with our high performance 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 our high performance backing system will not delaminate from the face carpet.

- Backing Pattern Matching of Seams - Shaw warrants that, under normal use, carpet coated with our high performance backing system will pattern match within acceptable industry standards, regardless of pattern repeat size, when installed in strict accordance with Shaw Industries Commercial Installation guidelines.

## WHAT IF 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.

Send to [www.shawNOW.com](http://www.shawNOW.com) or Shaw Industries Financial Services, P.O. Box 2128, Dalton, GA 30722. Shaw will designate a representative to inspect the carpet in question and evaluate the warranty claim.

## WHAT SHAW WILL DO

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 Philadelphia Commercial product will be at the consumer's expense.

## WHAT CONDITIONS APPLY?

Shaw requires seam sealer, properly applied per Philadelphia Commercial's installation guidelines, to minimize or prevent yarn from raveling and fraying at the seams.

This warranty does not cover the following:

- 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).
- Damage from flooding or excessive moisture from existing moisture issues or alkalinity related issues.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods.
- Any moisture related testing (i.e. calcium chloride, relative humidity and pH), is not the responsibility of Shaw Industries and all issues related to moisture, including any carpet related issues, are excluded from this warranty.

**NOTE:** Relative Humidity results per ASTM F-2170 of 85 % or less and Calcium Chloride results per ASTM F-1869 of 5 lbs. or less with a pH of 9 is acceptable.

**NOTE:** 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.

**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.