



*Need expert advice  
on stain removal?*

Call the Scotchgard Service Center  
at 1-800-433-3296 at any time.

Service specialists available  
Monday – Friday  
8 a.m. – 6 p.m. CT

**3M**

Protective Materials Division

3M Center, Building 223-4N-17  
St. Paul, MN 55144-1000  
1-800-433-3296  
www.scotchgard.com



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98-0212-0952-7(1310)ii

*7-Year Limited Stain & Soil Warranty*

for Nylon Carpet



**The carpet covers  
your floor.**

**We cover your carpet.**

**3M**

## Scotchgard™ Protector and Stain Release

7-YEAR LIMITED WARRANTY

AGAINST PERMANENT STAINING

7-YEAR LIMITED SOIL RESISTANCE WARRANTY

For Carpets purchased after March 1, 2002.

**What is Covered:** 3M warrants 100% nylon carpets that are mill-treated with Scotchgard protector and stain release to resist permanent staining from most common food and beverage stains, and provide enhanced soil resistance for a period of seven years from the date of original purchase. This warranty is offered only to the original carpet purchaser and is not transferable. Specific terms and limitations of this warranty are described below.

**What 3M Will Do:** In the event that you are unable to remove a covered stain or area of soiling using 3M-recommended procedures, the Scotchgard Service Center will provide telephone support through a 3M-trained service specialist to help you remove the stains or soiling. Live operators are available M-F from 8 a.m. to 6 p.m. central time. 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 area of soiling or covered stains 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 and stain release treated carpet of comparable cost. This Limited Warranty includes the reasonable (not to exceed \$5/square yard) labor costs for repair or installation of replacement carpet, but does not include labor costs to replace custom carpets (e.g., 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.

**What You Must Do:** To take advantage of this warranty, you must:

- Provide 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- not later than 5 days – of any covered stains or problems with soiling. If the stain or area of soiling is not removed with the assistance that we provide, you may file a claim under this warranty by returning the attached claim card with a copy of your dated original carpet purchase receipt to the address below.
- Provide proof that your carpet has been hot-water extraction cleaned either by a qualified professional cleaner at least once every two years or by using a BISSELL® ProHeat™ or ProHeat ProTech™ deep 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 requires a dated receipt for professional hot water extraction cleaning or a dated receipt showing purchase of a BISSELL ProHeat or ProHeat Pro-Tech deep cleaning machine and proof of purchase of at least one full-size BISSELL deep cleaning formula with Scotchgard protector every twelve months.

- Carpet replacements must be performed within 180 days after 3M's authorization or be waived.

**Warranty Limitations and Exclusions:** Scotchgard protector and stain release guards your carpet against most common food and beverage stains and soiling as the result of normal foot traffic. No product can protect carpet against all stains. Soiling and stains will be more apparent on light-colored carpet. Regular vacuuming will help reduce soiling and keep your carpet looking good longer. This warranty does NOT cover:

- Carpet wear or routine cleaning and maintenance.
- Carpet installed in high traffic areas or stairs.
- 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 (e.g., contracted services, in-home businesses, etc.).
- Stains from substances other than food or beverage (e.g., vomit, urine, and feces).
- Foods or beverages that contain strongly colored natural dyes (e.g., mustard, coffee, or herbal tea).
- Substances that destroy or change the color of carpets (e.g., bleaches, acne medications, drain cleaners, plant food).
- Stains or damage from abnormal use, including water damage from plumbing, storms or flooding, or due to improper installation, maintenance or cleaning of the carpet.
- Reappearance (wicking) of previously cleaned stains. (If stain wicking occurs, 3M will provide a maximum of two professional cleaner visits).
- Defects of conditions covered by other warranties.

To Obtain Service or Submit Warranty Claims: For carpet care and stain removal assistance, contact the Scotchgard Service Center toll free at 1-800-433-3296, or visit [www.scotchgard.com](http://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.

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.