

Why does our Mohawk carpet stretch? Shortly after our install we had to call Lowes, after a lot of discussion we finally got someone to come out and re-stretch the carpet. We really did not want to have to go through the ordeal with Lowes again, but now two and a half years later the carpet has stretched so bad there is a hill at every piece of furniture and every edge. Something has to be done. Once again we have called Lowes and this time found someone to work with us, but it's our understanding that Mohawk is reluctant to do anything about it. We have owed five homes and had new carpet installed in all of them, varying in grades and never have had a problem with the carpet staying flat. What's up? Also there is a pattern in the carpet that makes the weave look as if it is going two different directions when you try and vacuum in one direction. What is that.

Subject: Mohawk Carpet

From: Alan Howard <Alan_Howard@mohawkind.com>

Date: Wed, 01 Feb 2006 14:57:21 -0500

Thank you for contacting Mohawk and I do apologize for the problems you are experiencing with your carpet. It is not unusual for carpet to wrinkle after installation. This can be due to temperature and humidity changes, over saturating the carpet during cleaning, walking on while still wet, to soft of a pad under the carpet, or not following CRI guidelines for installation and/or restretching the carpet. When the carpet is being stretched the carpet installer needs to use a power stretcher and not a knee-kicker. All furniture must be removed during a restretch, doorway seams opened up and all carpet that touches must be restretched using the power stretcher toward all four walls in every room. The other problem that you spoke of, may be pooling or pile reversal but you would need to ask the inspector for a clear clarification when he inspects the concerns. There are causes were the installer performed these methods right, and it is a manufacturing defect. I did look at your claim in the system and an inspector should be getting with you very soon to investigate the problem. Thank you for your business and have a great day.

Alan Howard

Consumer Affairs

Mohawk Carpet

Subject: Mohawk Carpet

From: Alan Howard <Alan_Howard@mohawkind.com>

Thanks for you reply and I am very sorry about the problems you have had to contend with. Hopefully, after the investigation of the carpet is through, this long process will come to an end and you will be satisfied. Thank you very much for your business and have a great day.

Alan Howard

Consumer Affairs

Subject: Re: Mohawk Carpet

Date: Wed, 22 Feb 2006 21:27:07 -0500

To: Alan Howard <Alan_Howard@mohawkind.com>

Alan, the inspector did indeed show up on Saturday February 4th. He attempted to cancel but fortunately we have caller ID and I immediately called him back on his cell phone and insisted that he make it that day. I had assumed that a representative from Mohawk was coming, If I am correct this gentleman was an independent contractor. The first words out of his mouth were "why am I here". He answered no questions from us or the representative from Lowes and was very unfriendly. I would have loved to ask him about the pooling and pile reversal that you mentioned in your e-mail, but that was not on his agenda. Today February 22nd we heard from Lowes that Mohawk feels there is no problem whatsoever with the carpet. The general manager and the carpet manager from Lowes feels that we do have a problem with the carpet and like us were disappointed with the decision. Lowes has agreed to re-stretch the carpet at their expense. That solves the immediate problem of the carpet being wrinkled, but once it's stretched and flat the spots where the pattern goes two different directions is much more defined. The other problem that seems to get worse as time goes by is the carpet lint's terribly. When the carpet was first laid you could literally fill a vacuum cleaner with lint. Now it's not so much lint as it is the fiber pulling out of the backing. I can honestly say I have never been so disappointed with a product. If shipping was not so expensive I would pack it up ship it back to the Mohawk Company. If Mohawk feels that this is a quality product and that this is normal appearance and normal performance. Then it is clear to me we need not do business with you again. Part of the problem should indeed fall on Lowes because our initial complaints went unheard and too much time transpired, but the bulk of the problem is indeed Mohawk. I can tell you from personal experience that this is a sub standard product. This is the highest price we have ever paid per yard for carpeting and it has performed the worst. We have owned five homes and have purchased carpet for all of them. Two of them were new homes with construction grade carpet. Even though we did upgrade it is still not the best money can buy, but we never have had to re-stretch nor were we unhappy with the ware and the appearance, at a time in our life when we had three children two dogs and two cats living in the Ohio River valley with humidity much higher than Florida and drastic temperature changes. We are typically not people who complain and are easy going about things. We though we were doing business with two reputable companies Lowes and Mohawk and are disappointed with both. If Mohawk's decision is final and you choose to do nothing then so be it. Live and learn. I guess it doesn't take a rocket scientist to figure out what I'll be saying about my carpeting.

Subject: Re: Mohawk Carpet

From: Alan Howard <Alan_Howard@mohawkind.com>

Date: Thu, 23 Feb 2006 14:18:12 -0500

Good afternoon, Mr. Page. I am very sorry that the claim was not resolved in the way you were hoping for. You do have an option of calling 1-800-462-2151 and requesting another independent inspector in your area to come and look at your carpet. Mohawk will stand behind the inspector that was sent out by our claims analyst, but if you hire another inspector and he/she believes it is a manufacturing defect, we will reopen the claim for review. You would need when the report is submitted. If it is determined by Mohawk that we made a mistake, then we will reimburse you for the second inspector. Thank you very much and have a great day.

Alan Howard

Consumer Affairs