

Mohawk warrants its Luxury Vinyl Flooring for defects in material and/or workmanship that relate to the performance of the flooring in accordance with the terms of these warranties and during the stated period of the warranty.

## Warranties

The following limited warranties apply to all Mohawk Luxury Vinyl Flooring products:

### Joint Integrity

Mohawk warrants that the locking system contained in your Luxury Vinyl Flooring will not fail.

### Manufacturing Defects Warranty

Mohawk warrants that your Luxury Vinyl Flooring will be free of manufacturing defects.

### Waterproof Warranty

Mohawk warrants that your Luxury Vinyl Flooring will be 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water\*.

### Household Stain Resistance Warranty

Mohawk warrants your Luxury Vinyl Flooring will resist stains from common household products, excluding permanent marker, permanent dyes, and finishing stains.

### Wear Resistance Warranty

Mohawk warrants that your Luxury Vinyl Flooring will resist wearing through the wear layer under normal household conditions†.

These limited warranties are subject to the conditions described in the "Conditions" section below.

\* Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

† A floor discolored due to mold or mildew growth will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

‡ A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

§ Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

## Product Specific Warranties and Warranty Periods

The following chart shows additional limited warranties that are available for specific Mohawk Luxury Vinyl Flooring products. To check which warranties apply to your product, locate the product box on the left side that matches your flooring type. Then, note the claimed warranties from the columns to the right.

This chart also shows the warranty period for each product. The warranty period applies to all standard and product-specific warranties.

KARASTAN LUXECRAFT	LIMITED RESIDENTIAL WARRANTY PERIOD	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	DENT PROOF	ALL PET	PET SAFE	PET PROOF	WETPROTECT
Refined Forest 7.0 mm / 20 mil	Lifetime	10 Year	Y	N/A	N/A	Y	N/A
Treasured Grove 7.0 mm / 20 mil	Lifetime	10 Year	Y	N/A	N/A	Y	N/A
Curated Grain 7.0 mm / 20 mil	Lifetime	10 Year	Y	N/A	N/A	Y	N/A
Unearthed Beauty 7.0 mm / 20 mil	Lifetime	10 Year	Y	N/A	N/A	Y	N/A

Product specific warranties include the following, when applicable:

### Dent Proof

Mohawk warrants that the vinyl layer of the floor plank or tile will not indent from normal uses of the product. Vinyl layer indentation is defined as a visual impression that can be measured greater than 0.080" (2mm) from everyday household drops of no more than 72" (1.8m) from the floor.

### All Pet/Pet Safe

Mohawk warrants that your Luxury Vinyl Flooring will resist stains from all domestic pets, including stains from vomit, urine, or feces.

### Pet Proof

Mohawk warrants that your Luxury Vinyl Flooring will resist scratching and stains from all domestic pets, including stains from vomit, urine or feces.



### **WetProtect Waterproof Flooring System**

Mohawk warrants that your Luxury Vinyl Flooring will be 100% waterproof and the structural integrity of your floor will not be significantly diminished by exposure to water.

Mohawk warrants that your Luxury Vinyl Flooring will not be damaged due to wet mopping or everyday household spills.

Mohawk warrants that the subfloor layer immediately below your Luxury Vinyl Flooring will not be damaged due to wet mopping or everyday household spills penetrating properly installed joints<sup>‡</sup>.

#### **Installation Instructions** (*WetProtect*)

The entire perimeter of the installation must be sealed with the WetProtect compatible molding system or 100% silicone sealant in accordance with the installation instructions. For sections where the WetProtect compatible molding system cannot be used, seal the perimeter with 100% silicone sealant. All expansion spaces must be filled with 3/8" compressible PE foam backer rod and covered with 100% silicone sealant. Apply 100% silicone sealant to all moldings at the point of contact with the flooring surface. Apply silicone sealant at all connections to doorframes or any other fixed objects.

#### **Limitations** (*WetProtect*)

Subfloor damage is defined as visible mold or mildew growth on the surface of a concrete or wood subfloor due to topical moisture penetrating a properly installed joint, as well as any rot or decay of a wood subfloor caused by topical moisture leaking through the joint system. In all cases, subfloor damage must be the result of topical moisture leaking through a properly installed joint. Subfloor damage originating from moisture underneath the installed floor, or penetrating around the perimeter of the installation, is excluded.

#### **Remedy** (*WetProtect*)

For claims involving subfloor damage, Mohawk will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods. For wood subfloor damage, Mohawk will cover reasonable labor and materials costs to repair or replace only the damaged sections of subfloor. Replacement or cleaning of insulation, floor joists or other structural, mechanical, or electrical components is excluded. Consequential damages, including any medical issues related to mold or mildew growth, are also excluded.

## **OBLIGATIONS OF OWNER**

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Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

These warranties apply to Mohawk Vinyl Flooring to the extent product is installed and maintained in accordance with our most recent installation and maintenance procedures. For the most up-to-date procedures, please visit [www.Mohawkflooring.com](http://www.Mohawkflooring.com). The original owner agrees to provide proof of purchase and compliance with recommended installation and maintenance procedures when a claim is filed.

If you find a defect or other matter covered by any of the limited warranties described previously, notify the retailer who sold you the floor covering material. The retailer will review and if necessary file a claim with Mohawk and help answer any questions you may have.

## **GENERAL TERMS AND CONDITIONS**

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Mohawk Luxury Vinyl Flooring is warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact your retailer or Mohawk sales representative.

1. These warranties apply only to the original owner and the first installation of the product and are non-transferable. The "original owner" is the person stated as the buyer on the purchase document(s).
2. Mohawk will, at its option, repair or replace product not meeting the above listed warranties according to the proration schedule set out below. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. If the product was originally professionally installed, Mohawk will evaluate additional costs associated with any defective product.
3. Mohawk's responsibility under these warranties only applies to hidden defects that were not visible before or during the installation of the Mohawk Luxury Vinyl Flooring. Material installed with visible defects is considered accepted by the owner.
4. These warranties do not apply to Mohawk Luxury Vinyl Flooring that has been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes but is not limited to damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Mohawk vinyl flooring in a residential or light commercial environment. These warranties apply only to indoor installations of flooring in dry and climate controlled conditions. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with casters must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective caster cups<sup>§</sup>.
5. These warranties apply only to first quality Mohawk Vinyl Flooring purchases. Mohawk is not responsible for damages to the extent caused by a failure to install product in accordance with Mohawk VINYL Installation Guide over approved substrates and underlayments or a failure to use the recommended adhesives and seam bonds/sealers. The warranty period begins on the date of the original installation.

<sup>§</sup> Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

6. The Waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements, or anything not related to Mohawk Luxury Vinyl Flooring. Any damage resulting from mold and mildew growth is not covered under the Waterproof warranty.
7. The WetProtect warranty excludes damage to furniture, fixtures, walls, moldings, trims, radiant heating elements, or damage, including mold and mildew growth, from moisture originating underneath the installed floor, or penetrating around the perimeter of the installation.
8. For pet related issues, clean any affected area immediately. Any scratching and/or staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under these warranties.
9. Walk-off mats must be placed at all exterior entrances to protect Mohawk Vinyl Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Mohawk Vinyl Flooring. Suitable walk-off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk-off mats should be available for each entrance so the mats can be replaced and cleaned weekly during routine maintenance, or more often depending upon site and weather conditions.  
This routine will prevent walk-off mats from becoming the source of tracked-on contaminants. Walk-off mats should be large enough to allow adequate soil removal.
10. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (*other than recommended cleaning products*).
11. These warranties exclude damage caused by hydrostatic pressure (*water or moisture under the floor that is transmitted to the surface through exerted pressure*) or other conditions related to water or moisture originating below the floor.
12. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.
13. TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE– INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE– ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. MOHAWK WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.
14. THESE LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF MOHAWK.

## Light Commercial Defined

Mohawk warrants only first quality products for recommended light commercial use such as those outlined in the below Light Commercial Application Chart. Products will perform as warranted for the stated warranty period when installed in accordance with the Mohawk Vinyl Flooring Installation Guide over approved substrates and underlayments, using the recommended adhesives if applicable.

- Light Commercial use is defined as use in environments, that do not experience normal to heavy commercial traffic, such as those outlined in the Light Commercial Application Chart below. PLEASE NOTE, warranty exclusions apply with respect to casters and other rolling loads, due to the unusual characteristics of this type of wheeled traffic.
- The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered "Light Commercial", please contact Mohawk Technical Services prior to purchase and installation.
- Mohawk is not responsible for usage that is not in compliance with any regulation or code.

## Light Commercial Application Chart

COMMERCIAL BUILDING TYPE	EXAMPLES OF COMMERCIAL BUSINESS TYPE	RECOMMENDED APPLICATION AREAS
HEALTHCARE	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas–Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
RETAIL	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms, including Common Areas

COMMERCIAL BUILDING TYPE	EXAMPLES OF COMMERCIAL BUSINESS TYPE	RECOMMENDED APPLICATION AREAS
HOSPITALITY	Hotel, Motel, Restaurants	Hallways (excluding Commercial Kitchens)
EDUCATION	Daycare, Preschool, Elementary, Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Auditoriums, Libraries (excluding Gymnasiums)

## CARE AND CLEANING

Your Mohawk LVT flooring will provide years of enjoyable use. You will find that it is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. It only takes a few simple care and maintenance steps to keep your Mohawk floor looking beautiful for years to come.

### Preventative Maintenance

- Prevent indentations and scratches with the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking in tar or asphalt from driveways.
- Avoid high heeled shoes on your floor, as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

### Cleaning and Maintenance

- Spills should be cleaned up immediately.
- Use a damp mop to remove loose dirt.
- Wash the floor with non-abrasive, neutral pH floor cleaner.
- Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow the floor to dry completely.
- A residential steam mop may be used for WetProtect Luxury Vinyl products only, provided the steam is applied to a microfiber pad and not applied directly to the floor. Make sure to set the temperature of the steam mop to the appropriate setting for vinyl floors, or to the lowest setting. Steam mop in the length direction of the planks only.

### DO NOT use the following on your Mohawk floor:

- Soap based detergents
- Abrasive or mop-and-shine products
- Floor wax
- Ammonia
- Vacuum cleaner with a rotating beater bar

Always read the cautionary information on all cleaners prior to use.

**IMPORTANT:** Never push, pull or drag furniture, appliances or other items across the floor. Always place hardboards over flooring or lift and carry furniture and other heavy items.