



MOHAWK[®]

HARD SURFACE WARRANTY BROCHURE



INTRODUCTION



THANK YOU for letting Mohawk make your room.

We're proud of the many products we create and of the **more than 25,000** American craftsmen, engineers, designers and technicians who make sure your flooring is beautiful, durable, comfortable and sustainable.

Mohawk offers an extensive variety of **today's finest floor coverings**. Ask your retailer about other expertly crafted Mohawk products specially designed to complement your home's interior and your personal decorative style.

At Mohawk, **our brand is our reputation**. We stand behind every product we make. Thank you for your trust in us, and we hope you enjoy your new Mohawk flooring.

This brochure contains details of all the warranties featured on Mohawk Hard Surfaces. However, not all warranties apply to all Mohawk Hard Surfaces. The specific warranties applicable to each individual product style are designated on the samples featured by the authorized Mohawk Hard Surface retailer at the time of the flooring purchase.

Please keep this brochure with these other important papers regarding your flooring:

- Original invoice
- Copy of sample label (from retailer)
- Custom label
- Moisture readings at the time of installation (recorded by the installer)

Retaining these documents ensures that, in the unlikely event of a claim, you'll have all the necessary paperwork handy. Mohawk also recommends keeping one or two cartons of extra flooring in case a repair is required in the future.

If you have any questions, please visit our website at mohawkflooring.com/customer-care/warranty. Additionally you may contact Mohawk Technical Services at Mohawk_tech@mohawkind.com or by calling 888-387-9881 option 3.

All warranty information in this brochure is effective March, 2016.



WARRANTIES AT A GLANCE

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HARDWOOD, LAMINATE AND RESILIENT (TERM IN # OF YEARS)

PRODUCT	FINISH (Residential)	FINISH (Light Commercial)	MOISTURE	DELAMINATION
Engineered Wood	15 – 50	3 – 5 years	Limited Lifetime	Limited Lifetime
Solid Wood	15 – 50	3 – 5 years	N/A	N/A
Laminate	20-Limited Lifetime	5 -10 years Light to Medium	Limited Lifetime	
Sheet Vinyl	5 – 25	5 -10 years Light to Medium	5 – 25	Limited Lifetime
LVT	10-Limited Lifetime	6 -10 years Light to Medium	10	Limited Lifetime

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MOHAWK'S LIMITED WARRANTY For Prefinished Solid and Engineered Floors

Manufacturing Defects

Mohawk ("Mohawk") hereby warrants to the original buyer ("Buyer"), the goods ("Mohawk Hardwood Floor product") to be free from manufacturing defects for as long as the Buyer owns the home. Hardwood is a natural product and may have naturally occurring blemishes. The Buyer/installer of the Mohawk Hardwood Floor product must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

Finish Warranty

The Mohawk Hardwood Floor product finish is warranted against wear through or lack of finish adhesion. See product sample or your retailer for duration of warranty on specific Mohawk Hardwood Floor products.

ADDITIONAL WARRANTIES

Structure Warranty

Mohawk hereby warrants to the Buyer of Mohawk engineered wood flooring products that, under normal use, the plies will not separate for as long as the Buyer owns the home.

Moisture Warranty

Mohawk hereby warrants to the Buyer of Mohawk engineered and longstrip wood flooring products against moisture damage due to topical spills or subfloor moisture under certain conditions for as long as the Buyer owns the home. Buyer must use Mohawk Wood Flooring Adhesive to be covered by this warranty. Warranties may vary by Mohawk Hardwood Floor product. Check the warranty that applies to the Mohawk Hardwood Floor product you wish to purchase. All Mohawk warranties are subject to conditions and exclusions. For complete warranty and preventative maintenance information, visit www.MohawkFlooring.com.



In the event Mohawk determines that one or more of the above warranties apply to a claim by Buyer, Buyer's exclusive remedy and Mohawk's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defective Mohawk Wood Floor for the affected area only, or (2) the refund of the applicable purchase price. **MOHAWK HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL MOHAWK HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF THE MOHAWK WOOD FLOOR. MOHAWK EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.** If Mohawk shall elect to repair or replace the Mohawk Wood Floor which has proven defective, then Mohawk will supply a new Mohawk Wood Floor of the same color and grade, if available. If such Mohawk Wood Floor is unavailable or discontinued, Mohawk reserves the right to supply a Mohawk Wood Floor of similar value and appearance.

These limited warranties do not apply to Cabin grade or other downgraded or discontinued Mohawk Wood Floors and any such product(s) are sold "as is." Any and all representations, promises, warranties or statements by Mohawk or its agents that differ in any manner from the terms of these limited warranties shall be of no force or effect unless in writing, signed by a duly authorized officer of Mohawk.

ANY OF THE FOLLOWING SHALL VOID AND INVALIDATE THE ABOVE LIMITED WARRANTIES:

Visible Defects-- Boards with visible defects must not be installed. Visible defects are those defects which are apparent on the face of the flooring. Boards with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation.

Building Settling or Uneven Subfloor — Building settling or uneven subfloors are considered to be part of the pre-installation inspection process. Do not install the Mohawk Wood Floor if these situations exist. Mohawk's limited warranties do not cover damage or defects caused by settling or uneven subfloors.

Improper Installation — Mohawk Wood Floors must be installed in strict accordance with Mohawk's written installation instructions. Improper installation done in a way that is contrary to Mohawk's written installation instructions can cause problems with a Mohawk Wood Floor. Mohawk's limited warranties do not cover damage or defects caused by improper installation.

Improper Maintenance or Inadequate Care — Your Mohawk floor requires maintenance. Mohawk Wood Floors must be maintained in accordance with Mohawk's written maintenance instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care.

Refinishing — While the factory finish of the Mohawk Wood Floor may be refinished, doing so will void the Finish warranty.

Accidents, Abuse or Abnormal Wear — Mohawk does not warrant for damage or defects resulting from accidents, abuses or abnormal usage which stain or scratch the finish, diminish gloss or indent the surface of the Mohawk Wood Floor. Mohawk's limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect the Mohawk Wood Floor from sand, gravel or other abrasives by use of walk-off mats.

Indentations from High Heels on Shoes — A high heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with high heels is considered an abusive situation. Mohawk's limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, or golf cleats.

Problems with Moisture or Dryness — Mohawk's limited warranties do not cover damage or defects caused by wetting or the presence of excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents and leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not covered by this warranty. See Mohawk's written installation instructions for more details.

Excessive Lighting — Mohawk's limited warranties do not cover damage or defects, including, but not limited to, color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Window treatments will usually provide adequate protection against excessive sunlight or intense lighting. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement Mohawk Wood Floors may not match display samples and/or existing flooring.

Difference from Samples — Mohawk's limited warranties do not cover the differences that can be seen between color samples and the color of installed floors. Please approve the color of the actual Mohawk Wood Floor prior to installation.

Radiant Heating — Solid hardwood is not warranted for use with radiant heating systems. Engineered hardwoods may be used with radiant heating systems provided they are installed in compliance with Mohawk's written installation instructions.

Transferability — These warranties apply only to the original Buyer and to the Mohawk Wood Floor in its original installation. These warranties are not transferable.

CARE AND MAINTENANCE

For Prefinished Solid and Engineered Floors

Your Obligation to Mohawk — As the Buyer of our Mohawk Wood Floor, you agree to follow all installation, care and maintenance directions as related to the Mohawk Wood Floor. You also agree to allow Mohawk an opportunity to repair any claimed defects. Mohawk must be given the opportunity to inspect the flooring installation prior to any removal or repair that will be submitted for warranty coverage. The original proof of purchase must be supplied along with a warranty claim submission.

CARE/MAINTENANCE

Mohawk hardwoods are specially designed to be easy-care, low-maintenance floors. Following these general guidelines will help maintain their strength and prolong their beautiful appearance.

A CLEAN ROUTINE

Vacuum or sweep with a soft-bristle broom regularly, especially before using floor cleaners, to prevent gritty dirt and particle buildup that can scratch the floor's surface. Don't use vacuums with a beater bar or power rotary brush head.

Wipe up spills and spots immediately with Mohawk FloorCare Essentials Hardwood & Laminate Flooring Cleaner applied directly to a clean white cloth. Carefully remove stubborn stains such as paint, oil, markers, lipstick and tar with an acetone-based fingernail polish remover. Use ice to harden tough substances such as candle wax or chewing gum and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe area clean with a soft, slightly damp cloth.

PROTECTIVE PADS AND PROPER PRECAUTIONS

Attach felt or similar protective pads to all furniture legs, particularly heavy pieces. When you're moving furniture, appliances or other heavy objects, use floor protectors and wide-load-bearing leg bases or rollers; never slide or roll anything across the floor. Use wider floor protectors for heavier loads. If furniture has hard plastic or metal castors/wheels, replace them with soft rubber castors or use protective mats underneath.



TEN HARDWOOD DO'S & DON'TS

For Prefinished Solid and Engineered Floors

DO vacuum and sweep your floor frequently, especially in high-traffic areas.

DO NOT wet-mop, damp-mop, or clean your floor with water or other liquid.

DO NOT use hardwood floor-cleaning or buffing machines or steam cleaners.

DO NOT use oil soaps, liquid or paste wax or other household products containing oil (such as citrus, lemon or tung oil), silicon or ammonia to clean floor.

DO NOT use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss.

DO NOT use harsh cleaning aids such as steel wool pads, any scouring pads containing metal or scouring powders.

DO keep pets' nails trimmed and their paws free of dirt, gravel, grease, oil and stains.

DO remove shoes with spiked or damaged heels before walking on floor.

DO use a humidifier during heating seasons to help reduce wood shrinkage and maintain proper relative humidity (between 35% — 55%).

DO use protective window coverings to block fade-causing UV rays and excessive heat from direct sunlight, and rearrange rugs and furniture periodically to help your floor age evenly.

For installation, maintenance and technical questions, contact Mohawk Technical Services at mohawk_tech@mohawkind.com or by calling 888-387-9881 option 3.



MOHAWK'S LIMITED WARRANTY For Laminate Floors

LIMITED LIFETIME WARRANTY AND MAINTENANCE FOR RESIDENTIAL USE

Mohawk Industries is so confident in the design and durability of our Mohawk laminate flooring products and accessories, that we back them with a Lifetime Warranty. This Lifetime Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, wear and moisture resistance during normal residential use.

Joint Integrity

The Mohawk Uniclic system will not fail.

Stain Resistance

Mohawk flooring will resist staining.

Fade Resistance

Mohawk flooring will resist fading from exposure to sunlight or artificial light.

Wear Resistance

Mohawk flooring wear layer will not wear through the design layer.

Water Resistance

Mohawk flooring will resist water damage.



GENERAL TERMS AND CONDITIONS For Laminate Floors

Mohawk flooring and accessories carry the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply.

1. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to the first quality Mohawk brand product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
2. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects acknowledged by the manufacturer. It includes the delamination or reduced resistance of the wear layer, but does not include, in beveled-edge products, wear along the edges of the panels less than 3/16" (5mm) from the edge. Mohawk Industries will repair or replace the product, at its option. When replacement of the flooring is made, only new panels from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. If the product was originally professionally installed, Mohawk Flooring will cover reasonable labor cost. Mohawk Industries can never be held liable and is not responsible for any secondary damage.
3. The lifetime locking warranty on the Uniclic joint only applies to open joints greater than 0.01 inches (0.2mm).
4. This warranty applies only to first quality Mohawk brand product installed according to the manufacturers' recommended installation instructions in indoor residential spaces. We recommend using the approved Mohawk Uniclic accessories as they have been specifically designed and tested for use with Mohawk flooring panels. The use of accessories other than Mohawk accessories might cause damage to the Mohawk floor. In such cases, the warranty provided by Mohawk will be void. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. These instructions are located inside one out of every three flooring cartons or in each individual accessory package. If the instructions are not there, they should be requested from the manufacturer, distributor or retailer. The instructions may also be viewed at www.mohawkflooring.com. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this residential warranty must be provided to the end user by the installer.
5. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. Abnormal use or conditions includes, but is not limited to, water damage from plumbing, storm or flood; damage from smoke, fire or other

casualty events; damage caused by negligence and improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least 1.40 square centimeter or 0.5 square inch, and must not be the result of abusive, abnormal conditions or accidents such as, but not limited to, damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels. An adequate protective mat or protective castor cups must be put under this furniture.

6. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring.

7. This warranty does not apply to damage from exposure to extreme heat, dryness, water saturation or stains as a result of chemical or industrial products (other than recommended cleaning products). The floor may not be installed in damp and/or humid areas, in extremely dry areas or in areas where there are extremely high temperatures (such as saunas or swimming pool areas).

8. This warranty excludes damage caused by water, including but not limited to natural disasters (i.e., floods), naturally occurring conditions/accidents (i.e., Appliance and plumbing failures), urine or standing water (water that remains on the floor longer than 30 minutes). The water resistance warranty does not apply to products that are less than 8mm thick and does not apply to beveled-edge products when used in bathrooms.

9. This warranty excludes damage caused by water or moisture trapped beneath the floor due to improper subflooring or underlayment including but not limited to damage from hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.

10. This warranty excludes damage caused by moisture left on the floor (or on or around the skirting boards, wall base or profiles), cleaning that is too wet and/or the use of inappropriate cleaning products. Prolonged water exposure could damage your laminate flooring.

11. Flooring panels or accessories must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The distributor or retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty repairs are excluded from coverage.

12. Under no circumstances will Mohawk Industries be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

13. Mohawk Flooring OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

14. The general warranty and Uniclic warranty periods are both pro rata 33 years for flooring and 25 years for accessories. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Mohawk original warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 33 years for the general warranty for flooring, 25 years for accessories and/or 33 years on the integrity of the Uniclic joint. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a claim is made is no longer available, the customer will be able to choose a Mohawk product of equal value from the current product range.

15. If there is a conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

For service under this warranty, please contact your local Mohawk® retailer. Describe the problem and in many cases, the retailer can provide you with a solution.

For installation, maintenance and technical questions, contact Mohawk Technical Services at mohawk_tech@mohawkind.com or by calling 888-387-9881 option 3.



CARE AND MAINTENANCE For Laminate Floors

Mohawk laminates are specially designed to be easy-care, low-maintenance floors. Following these general guidelines will help maintain their strength and prolong their beautiful appearance.

A CLEAN ROUTINE

Vacuum or sweep with a soft-bristle broom regularly, especially before using floor cleaners, to prevent gritty dirt and particle buildup that can scratch the floor's surface. Don't use vacuums with a beater bar or power rotary brush head.

Wipe up spills and spots immediately with Mohawk FloorCare Essentials Hardwood & Laminate Flooring Cleaner applied directly to a clean white cloth. Carefully remove stubborn stains such as paint, oil, markers, lipstick and tar with an acetone-based fingernail polish remover. Use ice to harden tough substances such as candle wax or chewing gum and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe area clean with a soft, slightly damp cloth.

PROTECTIVE PADS AND PROPER PRECAUTIONS

Attach felt or similar protective pads to all furniture legs, particularly heavy pieces. When you're moving furniture, appliances or other heavy objects, use floor protectors and wide-load-bearing leg bases or rollers; never slide or roll anything across the floor. Use wider floor protectors for heavier loads. If furniture has hard plastic or metal castor/wheels, replace them with soft rubber castor or use protective mats underneath.



TEN LAMINATE DO'S & DON'TS For Laminate Floors

DO dust-mop and vacuum your floor frequently, especially in high-traffic areas; only use a vacuum with a soft-bristle brush.

DO NOT wet-mop or clean your floor with water or other liquid; for slightly damp maintenance, lightly spray laminate cleaner on a duster and wipe dry immediately.

DO NOT use wax, polish, oils, soaps, detergents, shine enhancers, varnish, silicon or ammonia to clean your floor.

DO NOT use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss.

DO NOT use harsh cleaning aids such as steel wool pads, any scouring pads containing metal or scouring powders.

DO keep pets' nails trimmed and their paws free of dirt, gravel, grease, oil and stains.

DO remove shoes with spiked or damaged heels before walking on floor.

DO use humidifiers during cool weather and an air conditioner or dehumidifier in warm weather to help reduce plank shrinkage and maintain proper relative humidity (between 50-60%)

DO avoid exposure to water as much as possible during inclement weather.

For additional cleaning instructions, visit: www.mohawkflooring.com



PREMIUM LUXURY VINYL FLOORING WARRANTY

Premium Luxury Vinyl Flooring comes with a 15 year Residential Warranty (2MM/6mil urethane), a 25 year Residential/6 year Light Commercial Warranty (2MM/12 mil urethane), or a Limited Lifetime Residential/10 year Commercial Warranty (3MM/20 mil urethane with Aluminum Oxide) — depending on the construction purchased. This warranty covers defects in material and/or workmanship which relate to staining and wear during intended use.

Stain Resistance

Premium Luxury Vinyl Flooring will resist staining.

Wear Resistance

Premium Luxury Vinyl Flooring wear layer will not wear through the design layer.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.



Premium Luxury Vinyl Flooring carries the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply. If you have questions regarding the warranty information, please contact the manufacturer or retailer.

1. This warranty is for properly installed Premium Luxury Vinyl Flooring, according to the installation insert in the cartons of material. For the most up-to-date installation recommendations, please send an email to Mohawk_Tech@Mohawkind.com. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. The installation instructions are included in the cartons of product or may be obtained by contacting your retailer. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this residential warranty must be provided to the end user by the installer.

2. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Premium Luxury Vinyl Flooring purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence or light commercial application.

3. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects acknowledged by Mohawk. Mohawk will repair or replace the product, at its option. When replacement of the flooring is made, only new material from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. Mohawk® can never be held liable and is not responsible for any secondary damage.

4. This warranty does not apply to Premium Luxury Vinyl Flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, damage from plumbing/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 Luxury Vinyl Flooring in a residential or light commercial environment. The damage to the product must be evident, measuring per product unit (panel, accessory, etc.) at least 1.40 square centimeter or 0.5 square inch, and must not be the result of abusive, abnormal conditions or accidents such as, but not limited to, damage of a mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels. An adequate protective mat or protective castor cups must be put under this furniture.

GENERAL TERMS AND CONDITIONS

For Premium Luxury Vinyl

5. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring.

6. This warranty does 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).

7. This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.

8. 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 complaints 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.

9. Under no circumstances will Mohawk be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

10. **Mohawk OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN.** Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

11. The general warranty period is pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon 10 years residentially for the general warranty. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a valid claim is made is no longer available, the customer will be able to choose a Premium Luxury Vinyl Flooring product of equal value from the current product range.

12. If there is a conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

GENERAL TERMS AND CONDITIONS

For Premium Luxury Vinyl

For service under this warranty, please contact retail location where you purchased your Premium Luxury Vinyl Flooring. Describe the problem and, in many cases, the retailer can provide you with a solution.

For installation, maintenance and technical questions, please call Mohawk Technical Services at 888-387-9881 option 3.

Premium Luxury Vinyl Flooring is distributed by Mohawk Industries. Warranty date: September 2015

Endnotes

¹ See General Terms and Conditions point 12.

² See General Terms and Conditions point 12.

³ See General Terms and Conditions point 12.



CARE AND MAINTENANCE For Premium Luxury Vinyl

Thanks to its high durability and water resistance, luxury vinyl is easy to keep clean and looking like new.

Basic Maintenance

Sweep or vacuum floors regularly to remove any dust or debris. Avoid using a vacuum with a beater bar. Damp-mop as needed with clean water or Mohawk Floorcare Essentials Hardwood, Laminate and Vinyl Flooring Cleaner. Harsh cleaning chemicals shouldn't be used on luxury vinyl flooring.

Tips for Preventing Damage

- Use blinds or drapes to block sunlight during peak hours.
- Use felt pads for frequently moved furniture to prevent scratching. Opt for nonstaining large surface floor protectors for heavy furniture and appliances.
- Clean up spills immediately.

Extra Protection

Invest in high-quality floor mats for an extra layer of protection. Place the mats at entrances and exits to collect and trap corrosive substances that can be tracked in such as dirt, sand, oil, grit, asphalt and even driveway sealer.



MOHAWK'S LIMITED WARRANTY For Premium Glueless/Clic Luxury Vinyl

PREMIUM GLUELESS LUXURY VINYL FLOORING WARRANTY

Premium Glueless Luxury Vinyl Flooring comes with a 25-year Residential Warranty and a 6-year Light Commercial Warranty. This warranty covers defects in material and/or workmanship which relate to joint integrity, staining and wear during intended use.

Joint Integrity

The Uniclic brand locking system will not fail.

Stain Resistance

Premium Glueless Luxury Vinyl Flooring will resist staining.

Wear Resistance

Premium Glueless Luxury Vinyl Flooring wear layer will not wear through the design layer.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.



GENERAL TERMS AND CONDITIONS For Premium Glueless/Clic Luxury Vinyl

Premium Glueless Luxury Vinyl Flooring carries the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply. If you have questions regarding the warranty information, please contact the manufacturer or retailer.

1. This warranty is for properly installed Premium Glueless Luxury Vinyl Flooring, according to the installation insert in the cartons of material. For the most up-to-date installation recommendations, please send an email to Mohawk_Tech@Mohawkind.com. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. The installation instructions are included in the cartons of product or may be obtained by contacting your retailer. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this residential warranty must be provided to the end user by the installer.

2. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Premium Glueless Luxury Vinyl Flooring purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence or light commercial application.

3. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects acknowledged by Mohawk. Mohawk will repair or replace the product, at its option. When replacement of the flooring is made, only new material from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. Mohawk can never be held liable and is not responsible for any secondary damage.

4. Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the lifetime locking warranty.

5. This warranty does not apply to Premium Glueless Luxury Vinyl Flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, damage from plumbing/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 Premium Glueless Luxury Vinyl Flooring in a residential or light commercial environment. The damage to the product must be evident, measuring per product unit (panel, accessory, etc.) at least 1.40 square centimeters or 0.5 square inch, and must not be the result of abusive, abnormal conditions or accidents such as, but not limited to, damage of a mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting.

GENERAL TERMS AND CONDITIONS For Premium Glueless/Clic Luxury Vinyl

The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels. An adequate protective mat or protective castor cups must be put under this furniture.

6. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring.

7. This warranty does 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).

8. This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.

9. 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 complaints 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.

10. Under no circumstances will Mohawk be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

11. Mohawk OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

12. The general warranty and the Uniclic brand locking mechanism warranty periods are both pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon 25 years residentially and 6 years for light commercially for the general warranty and on the integrity of the interlocking joint. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a valid claim is made is no longer available, the customer will be able to choose a Uniclic brand Luxury Vinyl Flooring product of equal value from the current product range.

GENERAL TERMS AND CONDITIONS For Premium Glueless/Clic Luxury Vinyl

13. If there is a conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

For service under this warranty, please contact the retail location where you purchased your Premium Glueless Luxury Vinyl Flooring. Describe the problem and, in many cases, the retailer can provide you with a solution.

For installation, maintenance and technical questions, please call Mohawk Technical Services at: 888-387-9881 option 3.

Premium Glueless Luxury Vinyl Flooring is distributed by Mohawk Industries. Warranty date: January 2015

Endnotes

¹ See General Terms and Conditions point 12.

² See General Terms and Conditions points 3-4.



CARE AND MAINTENANCE

For Premium Glueless/Clic Luxury Vinyl

Thanks to its high durability and water resistance, luxury vinyl is easy to keep clean and looking like new.

Basic Maintenance

Sweep or vacuum floors regularly to remove any dust or debris. Avoid using a vacuum with a beater bar. Damp-mop as needed with Mohawk Floorcare Essentials Hardwood, Laminate and Vinyl Flooring Cleaner. Harsh cleaning chemicals shouldn't be used on luxury vinyl flooring.

Tips for Preventing Damage

- Use blinds or drapes to block sunlight during peak hours.
- Use felt pads for frequently moved furniture to prevent scratching. Opt for nonstaining large surface floor protectors for heavy furniture and appliances.
- Clean up spills immediately.

Extra Protection

Invest in high-quality floor mats for an extra layer of protection. Place the mats at entrances and exits to collect and trap corrosive substances that can be tracked in such as dirt, sand, oil, grit, asphalt and even driveway sealer.



WHAT IS COVERED?

The Mohawk Limited Residential Warranty means that during the stated warranty period your Mohawk fiberglass flooring:

- Will not rip, tear or gouge from normal use
- Will not wear through to lose the design from normal residential use
- Will not permanently indent when the correct floor protectors are used
- Will not contain any manufacturing defects
- Will not discolor from moisture or underlayment panels (see job preparation)

Mohawk will assist in the repair or replacement of the defective material. New material will be of the same grade, design and color, if available. If unavailable, or discontinued, Mohawk has the right to select and supply a similar material. Mohawk will reimburse reasonable labor costs based on a detailed statement if professional installation was paid for when the original floor was installed. For years 1 and 2, a full reimbursement will be paid. For years 3-5, 50% of reasonable labor costs will be paid; after year 5, there will be no reimbursement for installation.

ABOUT YOUR MOHAWK FLOORING WARRANTY:

A dated proof of purchase (consumer receipt) is necessary to verify all warranty claims.

Correct installation practices are critical to appearance and performance. Your floor must be installed following all standard installation practices. Installation problems (i.e., improper subfloor, poor subfloor preparation or the use of improper adhesives and seam sealers, other than those specifically recommended by are the responsibility of the flooring retailer/installer and are not covered by this warranty. This warranty does not cover labor cost on non professionally installed floors or on floors installed with obvious visible defects. Be sure to discuss installation matters with your installer.

Following correct care and maintenance procedures for your new floor is crucial.

The following conditions are not included in the warranty coverage:

- Loss of gloss or buildup/dulling due to improper or lack of maintenance. Dulling over time can be restored using floor polishes.
- Damage resulting from failure to follow care instructions (i.e., scuffs, scratches, cuts).
- Staining (i.e., tracked-in dyes from carpet, fertilizers).
- Severe accidents (i.e., burns, flooding, fires).
- Abuse (i.e., dragging heavy objects across the floor without proper protection).
- Fading or discoloration from heat or sunlight.
- Damage caused by vacuum beater bar, castor wheels and cutting from sharp objects.
- Damage caused by pets/animals.
- Any damage caused to floors that were not graded as "Regular goods."
- Any damage caused by the floor being installed in a non residential or commercial environment.
- Construction and installation-related damage.



CARE AND MAINTENANCE For Fiberglass Sheet Vinyl

General Maintenance

Your new Mohawk fiberglass flooring is an easy care product designed to give you many years of use. Mohawk fiberglass flooring with urethane finishes normally do not require floor polish to maintain their like-new appearance. Mohawk fiberglass flooring with PVC finishes may over time require polish to protect the surface from staining agents and renew the shine.

New Floor Maintenance – 24 hours after installation

- Maintain room temperature at least 65°F for 48 hours to ensure adhesive bonding.
- Keep all traffic off the new floor, if possible, to allow the adhesive to set.
- Avoid all contact with the seam area for the first 12 hours.
- Avoid scrubbing or heavy washing the floor for 3 days.
- Use plywood or other boards when moving heavy objects across the new floor.
- Remove adhesive residue with a clean white cloth dampened with mineral spirits.

Easy Care Maintenance

- Wipe up spills as soon as they occur. Once a spill dries, use a neutral pH cleaner.
- Sweep the floor thoroughly with a soft broom to remove all dirt and grit.
- Damp-mop the floor using a clean mop or cloth. Frequently rinse in clean water.
- Do not use a beater bar vacuum cleaner on the floor. It can visibly damage the floor surface.
- When necessary, mop the floor with a solution of clean water and mild detergent or domestic floor cleaning emulsion.*
- Rinse thoroughly with clean water.

*Do not use:

- Wire or nylon scouring pads
- Furniture polish
- Spirit-based polish
- Powder or liquid abrasive cleaners
- Bleach or strong detergents

CARE AND MAINTENANCE For Fiberglass Sheet Vinyl

Protecting your floor from Physical Damage

Avoid the following:

- Indentation marks from high pressure points, for example, cookers, washing machines, and other appliances; these can be placed on hardboard sheets, castor cups, or an off-cut of the flooring.
- Stiletto heels will damage the flooring.
- Tear or scuff damage can result from dragging heavy appliances across the floor. This can be avoided by placing a sheet of hard board or an off-cut of carpet beneath such units before repositioning them.
- Sharp objects can puncture the surface of the floor.
- Hot or burning objects may scorch or blister the surface of the floor.
- Prevent ground-in dirt & grit by placing a non-staining doormat at all external doorways.

Protecting your floor from Stain Damage

Avoid the following:

- Rubber backings on doormats may result in yellow discoloration of the floor directly beneath the mat. Choose a natural fiber mat or a mat with a non-staining backing.
- Rubber feet on furniture may cause staining. Remove them altogether or place coasters or felt pads between them and the floor.
- Spirit-based products such as shoe polish, solvents, hair dye, and permanent marker pens may stain. Wipe up spots and marks as quickly as possible. Also applies to turmeric, mustard, and strongly colored food items.
- Corrosive substances such as acid and alkaline solutions can damage the surface of the floor. Clean up any spills quickly and carefully avoid direct contact with the substance. (Wear protective clothing, gloves, etc.)
- Bitumen/tar from freshly resurfaced or melted roads and pathways will stain; inexpensive black driveway sealers, some inexpensive rubber shoe (and slipper) soles also can cause stain.

MOHAWK'S LIMITED WARRANTY

For Tile

MOHAWK INDUSTRIES 1-YEAR LIMITED WARRANTY

Mohawk Industries warrants that manufactured products will be free from defect for a period of one-year from date of purchase. Defect is defined as a shortfall in the product to perform to Mohawk specifications as disclosed in product literature, within industry allowable tolerances as set forth in standard, national industry protocols. Mohawk provides detailed information in its product literature regarding appropriate tile and stone applications. Failure to comply with recommended applications voids this warranty. **THIS ONE-YEAR EXPRESS WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.**

IMPLIED WARRANTIES LIMITED IN DURATION AND SCOPE

The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections. There are no warranties extended beyond the description on the face hereof.

IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE

Mohawk provides detailed information in its product literature regarding appropriate tile and stone applications. Failure to comply with recommended applications voids this warranty. There are no warranties extended beyond the description on the face hereof.

ADDITIONAL EXCLUSIONS

All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. All products must be inspected prior to installation. Installation of products with visual defects or nonconformities apparent prior to installation voids this warranty.

Customer misuse including negligence, physical, or chemical abuse is not covered by this warranty. Installation defects are not covered by this warranty.

Tile is subject to variation in technical specifications, including DCOF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface, creating cleaning challenges because dirt and other contaminants lodge in the surface. Extra attention is necessary to assure contaminants are removed promptly. Unless specifically stated otherwise, tile recommended for floor or wall applications refers to interior applications only. Mohawk does not recommend its products for use on ceilings or roofs, unless specifically disclosed as being suitable for ceilings or roofs in product literature. Local building codes may dictate minimum tile performance specifications. Mohawk does not warrant product installations that violate building codes.

Natural stone products are mined and cut from natural formations. Because these products are not subject to a manufacturing

REMEDY LIMITATION & DISCLAIMER

For Tile

process, quality warranties are limited to the specified representations in product literature and guidelines established by the Marble Institute of America. Mohawk does not warrant natural stone products for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural variances on stone products.

Photographic color images may not be an exact product match. Product samples are representative only and may not be an exact match to supplied materials due to variations in batch manufacturing or naturally occurring stone. Supplied materials may have slight differences in color, shade, and/or surface appearance.

REMEDY LIMITATION & DISCLAIMER

If a defect in materials or workmanship is discovered within the one-year period, Mohawk will either refund the price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. Buyer's remedy is limited to replacement or repair of the defective product. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. Mohawk disclaims all express warranties not contained in this limited express warranty.

No person has authority to make representations other than those in this writing. Any representations made in connection with the sale of this product that differs from the terms of this warranty are not valid and should be brought to the attention of Mohawk immediately (1-800-933-TILE).

LEGAL NOTICE: WARNING – Tile and installation products contain chemicals known to the state of California to cause cancer, birth defects, reproductive harm, respiratory harm or other health problems. For more product-specific information on chemical content, obtain an MSDS at Mohawk.com or contact Mohawk at 800.933.TILE.

TO MAKE A CLAIM:

1. The original purchaser must notify a Mohawk Sales Service Center or an authorized representative in writing within 30 days of the discovery of any defect.
2. After notification, Mohawk or an authorized representative will inspect and/or test the product for defect and complete a Product Claim Action form. No claim will be honored without product inspection by Mohawk or an authorized representative.
3. Upon determination that the product defect claim is valid, Mohawk will notify the purchaser in writing. Mohawk reserves the right to repair, replace or refund the originally-purchased product, at its sole discretion.

CARE AND MAINTENANCE For Tile

Tile is known for its water resistance and easy cleaning. With the right maintenance routine, your tile floors, walls, and countertops will look great and last for years.

Basic Maintenance

Sweep or vacuum floors to remove any dust or debris before using any cleaning products. Damp-mop your tile floor at least once each week (more frequently for heavy traffic areas) to decrease wear and abrasion from grit and soil.

Glazed Tile

Clean regularly with an all-purpose, non-oil-based household cleaner that's compatible with cleaning grout joints. Use an everyday multipurpose spray cleaner to remove soap scum, hard water deposits and mildew on wall tiles in your bath or shower.

Unglazed Tile

Use concentrated tile cleaners that have a neutral pH for regular cleaning. These will safely remove grease, oils and normal spills—just check to be sure the cleaner is intended for the application, use and traffic level. Clean glass tile with any nonabrasive cleaner recommended for either glass or tile.



Tips for Preventing Damage

- Test scouring powders and sealants on a small area before cleaning the full area.
- Use a sealer on grout joints shortly after installation and use products compatible with cleaning grout joints.
- After cleaning, rinse the entire area with clear water to remove any cleaning solution residue.
- Have any damaged or broken tile removed and replaced only by a qualified tile contractor.

Extra Protection

Invest in high-quality floor mats and protective pads under heavy furniture for an extra layer of protection to your tile floors. Place floor mats at entrances and exits—they collect and trap corrosive substances that can be tracked in such as dirt, sand, oil, grit, asphalt or even driveway sealer. Placing mats in high-traffic areas—in front of vanities, kitchen sinks and stoves—is an effective way to reduce tile wear.

What to Avoid

- Any cleaners containing acid or bleach shouldn't be used for routine maintenance.
- Avoid wax-based cleaners and oil-based detergents, and use sealants on grout joints only.
- Harsh cleaning aids like steel wool pads or any scouring pads containing metal shouldn't be used on tile.
- Unglazed tile should not be cleaned with an agent that contains color.



