

Mohawk UltraWood Limited 6-Month Manufacturing Warranty

Mohawk Industries ("Mohawk") provides a limited warranty to the original purchaser for six (6) months from the date of purchase covering any manufacturing defects in the flooring.

UltraWood WetProtect Limited Lifetime Residential Warranty

Mohawk Industries provides the following limited lifetime residential warranty to the original purchaser for as long as he or she owns the flooring: (1) the wood veneer layer will not wear through; (2) the floor will not stain; (3) the floor will not be damaged due to wet mopping or everyday household spills; (4) the joint will remain secure under normal use conditions and (5) the subfloor layer immediately below the wood floor will not be damaged due to wet mopping or everyday household spills penetrating properly installed joints using the WetProtect method. 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.

UltraWood All Pet: Mohawk warrants that during the period of the warranty, UltraWood flooring will resist stains from all domestic pets, including vomit, urine or feces. "Stain resistance" is the ability of your UltraWood floor to resist permanent stains.

UltraWood Clean Protect: The antimicrobial product protection on the top surface will not wash off from proper care and cleaning.

These limited warranties are subject to the conditions described in the "Conditions" section below and do not apply if used in any commercial setting.

Mohawk UltraWood + WetProtect Limited 5 YR Light to Medium Commercial Warranty

Mohawk provides the following 5 YR Light to Medium Commercial warranty to the original purchaser for 5 years from the date of purchase that: 1) the wood veneer layer will not wear through; and 2) the floor will not stain. This limited warranty is subject to the conditions described in the "Conditions" section below and only applies if used in one of the following commercial areas:

Retail: Entryways*, Sales Floor/Showroom, Checkout, Break rooms, Dressing Rooms, Offices, Storage Rooms

Doctors' Offices: Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses' Stations, Offices, Break rooms, Storage Rooms

Hotels: Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices

Offices: Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Break rooms

Restaurants: Entryways*, Lobbies, Hallways, Offices

Educational: Entryways*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas

Multi-family Housing: Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units

***Walk-off mats are required at all entryways.**

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to, requirements for static control, state health and building codes, slip resistance, high-impact traffic and moisture/ water exposure. Other than the specific warranty identified above, Mohawk provides no additional warranties and Mohawk does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulations or codes. Mohawk is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Mohawk representative for questions on performance in specific locations.

The manufacturing defect warranty is also subject to the following conditions:

1. The floor must be installed properly in accordance with Mohawk installation instructions. The instructions should be obtained through a retailer or at 1-888-387-9881 or www.mohawkflooring.com. Proper installation includes, but is not limited to, the following:
 - A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - When using a calcium chloride moisture test for concrete subfloors (ASTM F1869), values must be ≤ 5 lbs./1000ft²/24hr or $<80\%$ RH with an in-situ probe (ASTM F2170).
 - A polyethylene film vapor barrier must be used over concrete subfloors.
 - A polyethylene film vapor barrier is not required over wood subfloors. Moisture readings of wood subfloors must be $\leq 12\%$ throughout the entire installation.
 - Install over a single layer of underlayment appropriate for wood floors.
 - Make sure to follow the underlayment installation instructions, taking special care to seal all foam edges with sealing tape and repair all rips and perforations in the underlayment vapor barrier prior to flooring installation. A separate vapor barrier should not be used in conjunction with Mohawk Platinum Underlayment.



- The entire perimeter of the installation must be sealed with the waterproof quarter round for WetProtect or 100% silicone sealant in accordance with the installation instructions. For sections where the WetProtect 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 door frames or any other fixed objects.
 - When installing Mohawk in special situation areas such as terrazzo, pier and beam or radiant heating, and to also learn how to properly acclimate your floor, please contact our consumer help line at 1-888-387-9881 or log on to www.mohawkflooring.com to obtain important additional information.
 - Failure to fully engage the locking system around all sides of each plank during installation could result in gaps that will void this limited warranty.
2. The flooring must be used only indoors in a dry, climate-controlled area.
 3. The flooring must be maintained in accordance with Mohawk care and maintenance instructions. Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered by this limited warranty.
 4. Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, buffers or similar products is not covered by this limited warranty.
 5. Veneer wear through must be readily visible (i.e. approximately 1 square inch). Gloss or sheen changes, loss of color and variations from later product additions or non-warranty repairs are not covered by this limited warranty.
 6. These limited warranties do not apply to moisture damage caused by events beyond everyday household spills, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
 7. These limited warranties do not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor 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. These limited warranties do not apply to flooring installed on concrete subfloor unless a non-recycled (100% virgin resin) 6-mil polyethylene film vapor barrier with a density of 0.92 lbs/cubic foot and a thickness tolerance of +/- 10% is installed over the concrete subfloor with water vapor emissions no greater than 5 lbs./1000²/24-hr. or ≤ 80% RH with an in-situ probe (ASTM F2170). Mohawk Gold is an acceptable vapor barrier when installed in accordance with provided instructions.
 9. These limited warranties do not apply to moldings.
 10. Installation of flooring that contains any obvious or visible defects is not covered by these limited warranties.
 11. These limited warranties do not apply to any damage that occurs during shipment or installation.
 12. These limited warranties do not apply to product that has been put to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood floor in a residential environment; or damage of mechanical nature.
 13. Proration of Warranty Period: The Limited Lifetime Residential warranty and period are prorated for flooring. The prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows:

Limited Lifetime Warranty Proration

MATERIAL PRORATION

1st year 100%	6th year 100%	11th year 80%	16th year 30%
2nd year 100%	7th year 90%	12th year 70%	17th year 25%
3rd year 100%	8th year 90%	13th year 60%	18th year 20%
4th year 100%	9th year 90%	14th year 50%	19th year 15%
5th year 100%	10th year 90%	15th year 40%	20th year 10%



14. These limited warranties do not apply to natural characteristics that occur in wood products including but not exclusive to wood splits, knots, worm holes, saw and sanding marks, indentations, chatter marks, putty marks, and missing putty. These naturally occurring wood characteristics are not manufacturing defects and should be removed if the owner does not desire the natural wood marks installed.

How to Make Claims:

Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

Mohawk's Responsibility:

If Mohawk accepts a claim under any of the limited warranties above, Mohawk will repair or replace, at its option, the affected Mohawk flooring material only. If Mohawk in its sole discretion determines that such repair or replacement is not reasonably achievable, Mohawk may choose to refund the purchase price of the affected Mohawk flooring material. If the design for which a claim is made is no longer available, Mohawk will replace the affected floor materials with another Mohawk design of equal or greater value at Mohawk's discretion. If the product was professionally installed, Mohawk will cover reasonable labor costs. For residential warranty claims involving subfloor damage, Mohawk will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods. For residential 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. Upon approval of the warranty claim, Mohawk will provide you with instructions on the manner in which to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved, or your rights under the limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These limited warranties give you specific legal rights, and you may also have other rights which vary from state to state.

DISCLAIMERS:

TO THE EXTENT PERMITTED BY LAW, MOHAWK DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.

Mohawk disclaims liability for incidental and consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These limited warranties are not transferable. They extend only to the original end consumer.

Samples, descriptions, and other information concerning the product contained in Mohawk catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Mohawk. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Mohawk's warranties.

The provisions of these limited warranties are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision.

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.

Care and Cleaning

Place felt floor protectors under the legs of movable furniture. Chair casters should be rubber — not plastic or metal. Place walk-off mats at entrances. Dust mop as primary cleaning method. Occasionally wet mop with water only, using a well wrung out mop; **DO NOT** pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor. If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water. **DO NOT** use detergents, abrasive cleaners, soaps, waxes or polishes. A residential steam mop may be used 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 wood floors, or to the lowest setting. Steam mop in the length direction of the planks only. Use correct hard surface vacuum tools. **DO NOT** use rotating beater bars, floor scrubbers, jet mops, buffers or similar products. Wipe up spills immediately. **DO NOT** allow topical moisture to remain on the floor longer than necessary.