



# KARASTAN LUXECRAFT® LIMITED WARRANTIES

## Introduction

Mohawk provides the following limited warranties, applicable to its luxury vinyl flooring. 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 for the prorated time period and during the stated period of the warranties herein. These warranties are the sole warranties applicable to the named product.

## Warranties

The following limited warranties apply to all Karastan LuxeCraft® 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.<sup>1</sup>

### 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.<sup>2</sup>

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

<sup>1</sup>The Waterproof Warranty applies to the Karastan LuxeCraft product itself and does not extend to damage of the subfloor or adhesives. The warranty refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product and does not cover flooding or intentional damage or misuse.

<sup>2</sup>“Wearing through” is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss change is not considered wear and is not covered by this warranty. “Normal household use” is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

## Product-Specific Warranties and Warranty Periods

The following chart shows additional limited warranties that are available for specific Karastan LuxeCraft 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 GOLD™	WETPROTECT®
Refined Forest 7 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Treasured Grove 7 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Curated Grain 7 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Artisan Reserve 7 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Opulent Charm 6 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Cultivated Wood 6 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Willow Estates 6 mm / 20 mil	Lifetime	10 Years	Y	Y	Y
Summerhill Chase 12 mm / 20 mil	Lifetime	10 Years	N	Y	Y
Summerhill Chase 3" / 20 mil	Lifetime	10 Years	N	Y	Y



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KARASTAN LUXECRAFT	LIMITED RESIDENTIAL WARRANTY PERIOD	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	DENT PROOF	ALL PET GOLD™	WETPROTECT®
Summerhill Chase 5" / 20 mil	Lifetime	10 Years	N	Y	Y
Windham Shores 12 mm / 20 mil	Lifetime	10 Years	N	Y	Y

Product-specific warranties include the following, when applicable:

### Dent Proof

Mohawk warrants that the surface of the floor will not indent from normal use of the product. "Surface indentation" is defined as a visual impression that can be measured greater than 0.08 inch (2 mm) deep from everyday household drops of no more than 72 inches (1.8 m) from the floor.

### All Pet Gold™

Mohawk warrants that your luxury vinyl flooring will resist scratching and stains from all domestic pets, including stains from vomit, urine, or feces.

If your domestic pet leaves a scratch on your protected flooring, we will replace the affected planks without hesitation. A "pet scratch" is simply defined as any loss of the design layer, visible from standing height under typical household lighting, which was caused by your pet's nails.

### 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>3</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-inch 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.

<sup>3</sup>The WetProtect Waterproof Flooring System Warranty applies to the Karastan LuxeCraft product and the subfloor. The warranty does not cover damage resulting from a failure to fully engage the locking system around all sides of each plank during installation.

## OBLIGATIONS OF OWNER

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 Karastan LuxeCraft luxury 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.



# KARASTAN LUXECRAFT® LIMITED WARRANTIES

## GENERAL TERMS AND CONDITIONS

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Karastan LuxeCraft 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 Karastan LuxeCraft sales representative.

1. These warranties apply only to the original owner and the first installation of the product and are nontransferable. 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 and, at its option, may choose to provide assistance. It may be necessary to engage a certified inspector to assess the reported issue(s). Mohawk will determine if such engagement is necessary.
3. Mohawk’s responsibility under these warranties only applies to hidden defects that were not visible before or during the installation of the Karastan LuxeCraft luxury vinyl flooring. Material installed with visible defects is considered accepted by the owner.
4. These warranties do not apply to Karastan LuxeCraft 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, storms, or floods; damage from smoke, fire, or other casualty events; and 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 Karastan LuxeCraft luxury 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 casters must be placed in protective caster cups.<sup>4</sup>
5. These warranties apply only to first quality Karastan LuxeCraft luxury vinyl flooring purchases. Mohawk is not responsible for damages to the extent caused by a failure to install product in accordance with Karastan LuxeCraft 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.
6. The Waterproof Warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements, or anything not related to Karastan LuxeCraft 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, or radiant heating elements and excludes 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 Karastan LuxeCraft luxury vinyl flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging the 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. These warranties do not apply to gaps that are 1/16 inch (1.57 mm) or larger or gaps around the perimeter/fixed objects. Baseboard and/or quarter round should be used to cover all such gaps.
14. This warranty document is a legal document and sets out the sole obligations of Mohawk, so please be sure to read this warranty brochure in full. No person, party, or entity is authorized to modify or extend these warranties without express permission of Mohawk. These limited warranties give you specific legal rights and contain the entire scope of Mohawk’s



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responsibilities, and you may also have other rights, which vary from state to state.

- 15. EXCEPT THOSE STATED IN THIS WARRANTY BROCHURE, MOHAWK MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES — INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES<sup>5</sup> OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE — ARE EXPRESSLY DISCLAIMED AND THEREBY EXCLUDED. NO WARRANTIES — EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE — EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. CONSEQUENTIAL, SPECIAL, AND INDIRECT DAMAGES ARE EXPRESSLY EXCLUDED AND DISCLAIMED.

Please note that some states do not allow for the exclusion of consequential damages, in which case the foregoing may not apply to you.

TO THE EXTENT ALLOWED BY LAW, MOHAWK’S ENTIRE LIABILITY AND THE EXCLUSIVE REMEDY IS CONTAINED IN THIS WARRANTY BROCHURE. MOHAWK’S TOTAL AND COMPLETE LIABILITY UNDER THESE LIMITED WARRANTIES IS LIMITED TO THE ACTUAL COST OF REPAIR OR REPLACEMENT OF ONLY THE AFFECTED AREA OF THE PRODUCT MEASURED TO THE NEAREST WALL, DOORWAY, OR ENTRANCE. MOHAWK RESERVES THE RIGHT TO CORRECT ANY DEFECT PRIOR TO THE CARPET BEING REMOVED OR REPLACED OR ANY SETTLEMENT BEING OFFERED.

- 16. 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.

<sup>4</sup>Mohawk does not recommend the use of casters on any flooring without appropriate chair pads.

<sup>5</sup>By “implied warranties” Mohawk means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

## 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 Karastan LuxeCraft 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’s and dentist’s offices, barber shops, and beauty salons. 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	Medical Clinics, Retirement Centers, Doctor’s Offices, Hospice Care Centers, Assisted Living Facilities	All Non-Required “Clean Room” Areas — Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices	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
MULTIFAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms (includes Common Areas)
HOSPITALITY	Hotels, Motels, Restaurants	Hallways (excludes Commercial Kitchens)
EDUCATION	Daycares, Preschools, Elementary Schools, Secondary Learning Facilities, Universities, Libraries	Dorms, Common Areas, Cafeterias, Auditoriums, Libraries (excludes Gymnasiums)



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## CARE AND CLEANING

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### Preventative Maintenance

- Prevent indentations and scratches with the use of nonstaining 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 nonrubberized backing and be marked as nonstaining.
- 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 nonabrasive, neutral pH floor cleaner.
- Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow the floor to dry completely.

### DO NOT use the following on your Karastan LuxeCraft 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.

## Residential Limited Lifetime Warranty Proration

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Material and reasonable labor if professionally installed

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



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## Residential Limited 30-Year Warranty Proration

Material and reasonable labor if professionally installed

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

## Residential Limited 25-Year Warranty Proration

Material and reasonable labor if professionally installed

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

## Residential Limited 15-Year Warranty Proration

Material and reasonable labor if professionally installed

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



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## Light Commercial Limited Warranty Proration

Material and reasonable labor if professionally installed

15-Year Limited Warranty	10-Year Limited Warranty	6-Year Limited Warranty
1-3 Years 100% Material, 100% Labor	1st Year 100% Material, 100% Labor	1st Year 100% Material, 100% Labor
4-6 Years 100% Material, 50% Labor	2nd Year 100% Material, 50% Labor	2+ Years 100% Material
7+ Years 100% Material	3+ Years 100% Material	