LUXURY VINYL FLOORING LIMITED WARRANTIES

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 Mohawk luxury vinyl flooring products:

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.[1]

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.[2]

Mohawk warrants that the LVT products shown above will not wear through to the print decorative layer from normal commercial foot traffic.[2]

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

1 The Waterproof Warranty applies to the Mohawk 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.

2 "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 conditions" is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

"Normal commercial foot traffic" is defined as areas within commercial buildings that are normally exposed to heavy foot traffic.

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.

ULTIMATEFLEX ESSENTIALS	LIMITED RESIDENTIAL WARRANTY PERIOD	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	LIMITED COMMERCIAL WEAR WARRANTY PERIOD	PET SAFE
King Post 2.0 mm / 6 mil	15 Years	N/A	N/A	N/A
Sovereignty 2.0 mm / 6 mil	15 Years	N/A	N/A	N/A
Brooksbury 2.0 mm / 10 mil	15 Years	6 Years	N/A	Y
Caldwell 2.0 mm / 10 mil	15 Years	6 Years	N/A	Y
Pro Solutions – Glue Down 2.0 mm / 6 mil	15 Years	N/A	N/A	Y
Whitmore Terrace 2/6 2.0 mm / 6 mil	15 Years	N/A	N/A	Y

ULTIMATEFLEX SELECT	LIMITED RESIDENTIAL WARRANTY PERIOD	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	LIMITED COMMERCIAL WEAR WARRANTY PERIOD	PET SAFE
Bowman II 2.0 mm / 12 mil	25 Years	6 Years	N/A	N/A
Leighton II 2.0 mm / 12 mil	25 Years	6 Years	N/A	N/A

ULTIMATEFLEX SELECT	LIMITED RESIDENTIAL WARRANTY PERIOD	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	LIMITED COMMERCIAL WEAR WARRANTY PERIOD	PET SAFE
Timberbrook I - Glue Down 2.0 mm / 12 mi	25 Years	6 Years	N/A	Y
Pro Solutions Plus – Glue Down 2.0 mm / 12 mil	25 Years	6 Years	N/A	Y
Whitmore Terrace 2/12 2.0 mm / 12 mil	25 Years	6 Years	N/A	Y

ULTIMATEFLEX PLUS	LIMITED RESIDENTIAL WARRANTY PERIOD	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	LIMITED COMMERCIAL WEAR WARRANTY PERIOD	PET SAFE
Timber Brook II - Glue Down 2.5 mm / 20 mil	30 Years	20 Years	20 Years	Y
Pro Solutions III - Glue Down	30 Years	20 Years	20 Years	Y
Whitmore Terrace 2.5 2.5 mm / 20 mil	30 Years	20 Years	20 Years	Y

ULTIMATEFLEX LOOSE LAY	LIMITED RESIDENTIAL WARRANTY	LIMITED LIGHT COMMERCIAL WARRANTY PERIOD	LIMITED COMMERCIAL WEAR WARRANTY PERIOD	PET SAFE
Pro Solutions IV 5.0 mm / 20 mil	30 Years	20 Years	20 Years	Y
Timber Brook III	30 Years	20 Years	20 Years	Y
Whitmore Terrace LL 5.0 mm / 20 mil	30 Years	20 Years	20 Years	Y

Product-specific warranties include the following, when applicable:

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

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 Mohawk 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. 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

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 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 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, storms, or floods; 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 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.[3]

5. These warranties apply only to first quality Mohawk luxury 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.
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. 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.
8. Walk-off mats must be placed at all exterior entrances to protect Mohawk 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.
9. 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).
10. 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.
11. 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.
12. These warranties do not apply to gaps that are 1/16 inch or less (1.57 mm) or gaps around the perimeter/fixed objects. Baseboard and/or quarter round should be used to cover all such gaps.
13. This warranty document is a legal document and sets out the sole obligations of Mohawk, so please be sure to read this warranty document 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 responsibilities, and you may also have other rights that vary from state to state.
14. EXCEPT THOSE STATED IN THIS WARRANTY DOCUMENT, MOHAWK MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES — INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES[4] 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 DOCUMENT. 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 DOCUMENT. MOHAWK'S TOTAL AND COMPLETE LIABILITY UNDER THESE 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 FLOORING BEING REMOVED, REPLACED, OR ANY SETTLEMENT BEING OFFERED.
15. 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.

3 Manufacturer does not recommend the use of casters on any flooring without appropriate chair pads.

4 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.

Commercial Defined

Mohawk defines "Commercial" as public space areas within commercial buildings, or any property used for business activities that are normally exposed to heavy foot traffic. Mohawk will determine in its sole discretion whether a particular use qualifies as Light Commercial or Commercial. Examples include corridors, lobbies, restaurants, elevator cabs, and areas within commercial businesses, such as retail stores, malls, office/multiuse buildings, schools, hospitals, lodging, airports, etc.

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 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, doctors' and dentists' 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, Doctors' 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 Shops, 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 (including 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)

RESIDENTIAL CARE AND CLEANING

Your Mohawk luxury vinyl 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 nonstaining floor protectors on the legs of chairs, appliances, and all heavy furniture. Floor protectors should be at least 1 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.

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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 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, and try in an inconspicuous area to ensure desired results.

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.

Commercial / Light Commercial Care and Cleaning

I. Preventative Care

A. Floor Traffic — Glue-Down Installations

Allow foot traffic 24 hours after installation when using Mohawk resilient flooring adhesives. Restrict heavy traffic, rolling loads, and furniture placement for 72 hours after installation. Refer to the adhesive label for detailed instructions. Additional time may be required when installing over nonporous substrates. In these conditions, allow a minimum of five days after installation before performing wet cleaning or initial maintenance procedures.

B. Use 1/4-inch-thick or thicker plywood to protect the floor surface when moving heavy objects across the newly installed floor.

C. Use walk-off mats at all entrances. Mats should be as wide as the doorway and long enough to accommodate soil load and weather conditions.

D. Use walk-off mats with nonstaining backings.

E. Install floor protectors on all furniture legs.

F. Floor protectors must provide a minimum surface contact area of 1 inch in diameter.

G. Lightly damp mop the floor as needed using a pH-neutral cleaner.

H. For glue-down installations, wait a minimum of 48 hours before wet cleaning or scrubbing the new floor.

II. Initial Maintenance

A. Sweep, dust mop, or vacuum the floor thoroughly to remove loose dust, dirt, grit, and debris.

Note: Vacuum beater bars must be disengaged.

B. Remove dried adhesive residue using a clean, white cloth lightly dampened with mineral spirits, following all manufacturer safety warnings and instructions.

C. Damp mop the floor using a properly diluted, pH-neutral cleaner.

D. If required, scrub the floor using a rotary machine or auto scrubber equipped with an appropriate scrubbing brush (equivalent to a 3M red pad).

E. Never use brown or black pads, as they are too aggressive and may damage the flooring.

F. Thoroughly rinse the entire floor with clean, fresh water. Remove rinse water and allow the floor to dry completely.

G. Use a wet-dry vacuum or auto scrubber to remove cleaning and rinse water until the floor is dry.

H. Repeat the rinse process as necessary to eliminate any visible haze.

III. Daily/Regular Maintenance

A. Sweep, dust mop, or vacuum the floor thoroughly to remove loose dust, dirt, grit, and debris.

Note: Vacuum beater bars must be disengaged.

B. Damp mop the floor using a pH-neutral cleaner.

C. If necessary, scrub the floor using a rotary machine or auto scrubber equipped with a soft-to-medium brush (equivalent to a 3M red pad).

D. Rinse the floor thoroughly with clean, fresh water. Remove rinse water and allow the floor to dry completely.

IV. Periodic Maintenance — No-Polish Method

A. As needed, machine scrub the floor using a properly diluted, pH-neutral cleaner and an appropriate scrubbing brush (equivalent to a 3M red pad).

B. Thoroughly rinse the entire floor with clean, fresh water. Remove rinse water and allow the floor to dry completely.

Caution:
Resilient flooring, like other smooth-surface floors, may become slippery when wet. Allow adequate drying time after cleaning. Immediately wipe up spills and moisture from wet footwear. Use walk-off mats at exterior entrances to reduce tracked-in water, snow, or ice. Improper use of polishes or finishes may cause slippery conditions.

Residential Limited 30-Year Warranty Proration

Material and reasonable labor if professionally installed

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 80%	15th Year 40%	20+ Years 10%

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Residential Limited 25-Year Warranty Proration

Material and reasonable labor if professionally installed

1st Year 100%	6th Year 90%	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 80%	14th Year 50%	19th Year 15%
5th Year 100%	10th Year 80%	15th Year 40%	20+ Years 10%

Residential Limited 15-Year Warranty Proration

Material and reasonable labor if professionally installed

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

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	

Limited Commercial Wear Warranty Proration

Material and reasonable labor if professionally installed

1st Year	100% Material, 100 % Reasonable Labor
2nd Year	100% Material, 50 % Reasonable Labor
3-10 Years	100% Material only
11-15 Years	50% Material only
16-20 Years	25% Material only