

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

LIMITED WARRANTIES

	RESIDENTIAL WARRANTY	JOINT INTEGRITY WARRANTY	MANUFACTURING DEFECT WARRANTY	STAINING WARRANTY	WATERPROOF WARRANTY	WEAR RESISTANCE WARRANTY	ALL PET WARRANTY	CLEANPROTECT WARRANTY
Mohawk Home Rigid Vinyl Flooring	Lifetime Limited Residential Warranty	•	•	•	•	•	•	•

Warranties

Joint Integrity

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

Manufacturing Defects Warranty

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

Waterproof Warranty

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

Household Stain Resistance Warranty

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

Wear Resistance Warranty

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

All Pet

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

CleanProtect

Antimicrobial product protection is effective against certain common bacteria that cause stains, odors, and product degradation. Antimicrobial protection is not designed to protect users from disease-causing bacteria.

Mohawk disclaims liability for any sickness or death caused by microbes on the flooring surface or any associated medical expenses. Antimicrobial product protection is limited to the top surface of the product itself and does not protect against disease-causing bacteria.

In the event of an antimicrobial warranty claim, Mohawk may examine the product and determine the extent to which the protection has been diminished.

* 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.

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

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

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.Costco.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 non-transferable. The "original owner" is the person stated as the buyer on the purchase document(s).



2. Mohawk will, at its option, repair or replace product not meeting the above listed warranties according to the proration schedule set out below. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. If the product was originally professionally installed, Mohawk will evaluate additional costs associated with any defective product.
3. Mohawk's responsibility under these warranties only applies to hidden defects that were not visible before or during the installation of the Mohawk Luxury Vinyl Flooring. Material installed with visible defects is considered accepted by the owner.
4. These warranties do not apply to Mohawk Luxury Vinyl Flooring that has been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes but is not limited to damage from plumbing or appliance leaks, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Mohawk Luxury Vinyl Flooring in a residential environment. These warranties apply only to indoor installations of flooring in dry and climate controlled conditions. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with casters must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective caster cups[§].
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 Vinyl Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Mohawk Luxury Vinyl Flooring. Suitable walk-off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk-off mats should be available for each entrance so the mats can be replaced and cleaned weekly during routine maintenance, or more often depending upon site and weather conditions.

This routine will prevent walk-off mats from becoming the source of tracked-on contaminants. Walk-off mats should be large enough to allow adequate soil removal.
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 1/16inch or less (1.57mm), which is not a failure of the locking system, or gaps around the perimeter/fixed objects. Baseboard and/or quarter round should be used to cover.
13. TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES^{||} WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE– INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE– ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. MOHAWK WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.
14. THESE LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF MOHAWK.

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

^{||} 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.



CARE AND CLEANING

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

Preventative Maintenance

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

Cleaning and Maintenance

- Spills should be cleaned up immediately.
- Use a damp mop to remove loose dirt.
- Wash the floor with non-abrasive, neutral pH floor cleaner.
- Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow the floor to dry completely.

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.

Residential Limited Lifetime 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 100%	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%	20+ Years 10%

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STAINS, SPILLS AND SCUFFS

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with products recommended for Mohawk LVT flooring. Always rinse the affected area with clean water after treatment.

The Stain or Spill:

Acids, alkalis, blood, ketchup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust.

The Remedy:

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

The Stain or Spill:

Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish.

The Remedy:

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

NOTE: DO NOT USE ACETONE OR NAIL POLISH REMOVER



Substances that Won't Wipe Up:

Adhesives, chewing gum, oil, grease, candle wax and tar.

The Remedy:

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluids.

Scuff and Smudges:

Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish.

The Remedy:

- Rub the scuff with fingertip, rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

CAUTION: Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.