



## Residential Hardwood Warranties

### Limited Warranties for Mohawk Engineered Hardwood Floors

#### Manufacturing Defects

Mohawk\* ("Mohawk") hereby warrants to the original buyer ("Buyer") the Mohawk Engineered Hardwood floors ("Mohawk Wood Floors") to be free from manufacturing defects for as long as Buyer owns the home. Hardwood is a natural product and may have naturally occurring variations in grain and color, mineral streaks and knots. The owner/installer of a Mohawk Wood Floor must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation. Owner/Installer has up to 30 days from the time of installation and a visual defect is spotted to file a claim.

#### Finish Warranty

Mohawk hereby warrants to the Buyer that the factory applied finish of the Mohawk Wood Floor will not wear through or will not lack finish adhesion as a result of normal use. See product sample or your retailer for duration of this warranty on specific products. Diminished gloss is not considered wear through of the finish. In the event the finish wears through or releases from the Mohawk Wood Floor, Mohawk will, at its option, repair or replace the affected planks or area. This Limited Lifetime Residential Warranty is pro rata. A pro rata warranty is one that provides a refund or credit and decreases according to a set formula as the warranty period progresses. The 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 warranty period. The Limited Lifetime Residential Warranty is prorated over 33 years. Any services that are provided as part of this warranty do not extend the warranty period. This limited residential warranty does not apply to Cabin grade or other downgraded or discontinued MOHAWK Wood floors and any such product(s) that are sold "as is". Any and all representations, promises, warranties or statements by MOHAWK or its agents that differs in this manner from the terms of this limited warranty shall be of no force or effect unless in writing and signed by a duly authorized officer of MOHAWK. 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 specified shall control.

This warranty is conditioned upon Mohawk's receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and evidence that the Mohawk Wood Floor is not subject to any of the limitations described below.

#### Structure Warranty

Mohawk hereby warrants to the Buyer of Mohawk Engineered Hardwood products that, under normal use, the plies will not separate for as long as the Buyer owns the home. Mohawk will, at its option, repair or replace any defective planks at no cost to the Buyer.

#### Moisture Warranty

Mohawk hereby warrants to the Buyer of Mohawk Engineered Hardwood products against moisture damage due to topical spills or subfloor moisture for as long as the Buyer owns the home. Topical spills of normal household substances (food and beverage) must be removed promptly. Topical spills allowed to remain on the floor for any considerable time will damage the Mohawk Wood Floor and void this warranty. Flooding, acts of God, plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not topical spills and are not covered by this warranty.

Mohawk Engineered Hardwood products may be installed on, above or below grade on all common subfloors and are warranted against subfloor moisture if the following conditions are met.

- Written verification that the concrete subfloor has moisture of no more than 3 lbs. per 1000 square feet per 24 hours using a calcium chloride test; or
- Written verification that the concrete subfloor has an acceptable reading using an electronic concrete moisture meter; or
- Written verification that the wood subfloors have a moisture reading of less than 13% using an electronic wood moisture meter; and
- Mohawk Wood Flooring Adhesive is used. Buyer must present original sales receipt showing installation of Mohawk Wood Flooring Adhesive.



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#### Moisture Warranty cont'd...

If the floor fails due to the incursion of moisture from the subfloor, Mohawk will replace the damaged material at no cost to the Buyer for one time only, provided that testing approved by Mohawk indicates that moisture penetrated the subfloor. These limited warranties cover material only. Labor is excluded from this warranty and labor costs must be incurred by the Buyer. This Moisture Warranty applies to Mohawk Engineered Hardwood floors.

These limited warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided for others.

#### Jobsite Conditions

Mohawk recommends that all Mohawk Wood Floors be acclimated a minimum of at least 72 hours before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to "normal living conditions" at the site. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied.

The room temperature must be within a range of 60 to 80 F, with relative humidity in a range of 35 to 55%. Concrete subfloor moisture must not exceed 3lb per 1,000 square feet per 24 hours (ASTM 1869 or ASTM F2170-02). These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions consistently outside of these parameters could result in product performance problems not covered under these warranties.

#### Limitations on Liability

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.** This warranty does not cover finish defects unless the square footage of such defective flooring exceeds 10% of the total square footage of your purchased flooring. 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. Warranty coverage is limited to a one-time floor replacement.

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. A product deformity that is not measurable or that is visible only under certain light or from certain angles is not considered a defect and therefore not covered under the warranty. It is the responsibility of the Buyer and Installer to inspect the flooring prior to installation. MOHAWK accepts no responsibility for liabilities, claims, or expenses, including labor cost, where flooring with visible defects have been installed.

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



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**Improper Installation** — Mohawk Wood Floors must be installed in strict accordance with Mohawk's written installation instructions. Improper installation counter to Mohawk's written installation instructions can result in failure of Mohawk Wood Floors. Mohawk's limited warranties do not cover damage or defects caused by improper installation.

**Improper Maintenance or Inadequate Care** — Mohawk Wood Floors require maintenance performed in accordance with Mohawk's written maintenance instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care. **DO NOT** use steam cleaners, spray cleaners or any device that sprays liquids directly on the floor.

**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 use walk-off mats to protect the Mohawk Wood Floor from sand, gravel or other abrasives.

**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 abuse. Mohawk's limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, or 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, 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 visible differences between color samples and color of installed floors. Please approve the color of the actual Mohawk Wood Floor prior to installation.

**Radiant Heating** — Mohawk Wood floors 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 Flooring in its original installation. These warranties are not transferable.

**Buyer's Obligation** — Buyer agrees to follow all installation, care and maintenance directions related to the Mohawk Wood Floor. Buyer also agrees to allow Mohawk the opportunity to repair any claimed defects. If removal or repair of flooring occurs before Mohawk inspects the installed floor, warranty may be void. The original proof of purchase must be supplied along with a warranty claim submission.

\* Mohawk Carpet Distribution, L.P., and successors or assigns



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## Residential Hardwood Flooring Care and Maintenance Recommendations

Mohawk Wood Floors require routine care and regular maintenance in order to maintain the beauty of their appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of the Mohawk Wood Floor.

### Preventative Maintenance

- Use protective mats at all exterior entrances.
- Vacuum or sweep the floor regularly. **Warning: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used.**
- Remove spills promptly using a hardwood cleaner and a clean white cloth.
- Use felt protectors under chairs and heavy pieces of furniture.
- Footwear should be periodically checked for wear. Shoes in need of repair or spiked heels can severely damage hardwood floors.
- To help preserve the original look of your hardwood flooring, close window treatments during hours of direct sunlight and minimize excessive lighting wherever possible.
- Keep pets' nails trimmed to prevent damage to the floor.
- Protect the floor when using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.
- **Never wet or damp mop hardwood floors.**

### Regular Care

Mohawk Wood Floors are easy to care for and require no waxing. When the appearance of the floor becomes dulled by the effects of soil, simply use a hardwood cleaner and a specialty terry cloth or microfiber flooring mop available from most flooring retailers.

**Step One:** Vacuum or sweep the floor to remove any particles that could scratch the floor. **Warning: Vacuums with a beater bar or power rotary brush head can damage a floor and should never be used.**

**Step Two:** Apply hardwood cleaner directly to the flooring mop, not the floor.

**Step Three:** Use a back and forth motion with the mop. When the mop cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are reusable so simply throw the cover in the wash and dry it with any towel

- **DO NOT** use steam cleaners, spray cleaners, or any device that sprays liquids directly on the floor. Water can cause damage to wood flooring
- **NEVER** use oil soaps, wax, liquid detergent or other household products to clean the floor.

**If the floor becomes scratched or dull, repairs can often be made using repair accessories. Contact the flooring installation subcontractor for information.**