

Engineered Hardwood Performance Tier Chart

COLLECTION NAME	WEAR PROTECTION	WET WARRANTY	STEAM MOP	GENERAL STAIN	JOINT INTEGRITY	PET PROTECTION	ANTI-MICROBIAL	FADE RESISTANCE	MFG. DEFECTS	COMMERCIAL	PRORATION
Olde Town	25-Year	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes
Celestial Sky	25-Year	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes
Village Square	Lifetime	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes
Patton Avenue	Lifetime	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes
Jupiter Moon	Lifetime	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes
Island Home	Lifetime	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes
Artist Dream	Lifetime	Lifetime Wet Resistance	N/A	Lifetime	N/A	N/A	N/A	N/A	Lifetime	5-Year Light to Medium	Yes

NOTE: All warranties are prorated in accordance with the standard proration table.

LIMITED WARRANTIES
Manufacturing Defect Warranty

Mohawk warrants to the original buyer that the flooring will be free of defects in material and/or workmanship in accordance with the terms of this warranty for as long as the buyer owns the home.

Terms and Conditions

- This limited warranty only covers the flooring under normal residential use when Mohawk installation and maintenance instructions are followed properly.
- This warranty only applies to inherent defects that were not visible before or during the installation of the flooring.
- Flooring planks or accessories must be checked carefully for material defects before and during installation under sufficient lighting. Installation indicates acceptance of quality.

Exclusions

- These limited warranties do not cover damage to the flooring that occurs during shipment or installation.
- Installation of flooring that contains any obvious or visible manufacturing defect is not covered by these limited warranties.
- Color and gloss differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage.
- These limited warranties do not apply to flooring that has been subjected 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 flooring in a residential environment; or damage of mechanical nature.

Wear Resistance Warranty

As a result of normal use, the protective layer will not wear through to the wood veneer or decorative layer.

Terms and Conditions

- Gloss change is not considered surface wear.
- In beveled-edge products, this wear resistance warranty does not include wear along the edges of the planks less than 3/16" (5 mm) from the edge.
- Refinishing the flooring voids the wear resistance warranty.
- Wear of the hardwood or design layer must be readily visible, covering at least one square inch.
- Chair pads or mats must be used under caster chairs.

General Stain Warranty

Mohawk warrants to the original buyer that the flooring will not stain under normal household use for the specified duration.



Terms and Conditions

- This warranty does not apply to stains as a result of chemical or industrial products other than recommended cleaning products.
- This warranty excludes pet stains.

Hardwood Structure Lifetime Warranty

Mohawk warrants that the flooring will resist ply separation for the specified duration under normal residential use when properly installed and maintained in accordance with Mohawk instructions.

Terms and Conditions

- Mohawk products are not warranted against squeaking, popping, or crackling.
- Hardwood is a natural product and may exhibit naturally occurring variations in grain and color, mineral streaks, and knots. The installer must use reasonable selectivity and hold out or cut off objectionable blemishes prior to installation.

Wet Warranty

Wet Resistance Warranty

Flooring will resist damage from normal topical household spills under normal use for the specified duration.

Terms and Conditions

- Do not allow topical moisture to remain on the floor longer than 30 minutes.
- Topical spills allowed to remain on the floor longer than 30 minutes may damage the flooring and void this warranty.
- Damp mop only. The flooring is not designed for wet or steam mopping.
- Damage from pet urine is not covered by this warranty.
- See General Wet Warranty Terms and Conditions for additional information regarding this Wet Resistance Warranty.

General Wet Warranty Terms and Conditions

Unless otherwise specified, topical spills refer to normal household substances. All spills should be removed promptly using a clean dry or damp cloth. If additional cleaning is necessary, use Mohawk recommended products and a microfiber cloth.

Terms and Conditions

- These warranties are contingent on proper care and maintenance. Please refer to Mohawk's Care and Maintenance section for full instructions.
- These warranties are contingent on proper installation. Please refer to Mohawk's Installation Guide for full instructions.
- Complete waterproof coverage requires the perimeter of the floor to be sealed in accordance with the products installation instructions. Waterproof and WetProtect warranties do not apply to damage at an unsealed perimeter, including but not limited to: leaks, spills, pet urine, wet mopping, or steam mopping.
- If you choose to forego perimeter sealing and damage occurs in areas of the floor unassociated with the unsealed perimeter, the damage will remain fully covered by the Waterproof and WetProtect warranties.
- The flooring is not designed to withstand flooding, acts of God, plumbing accidents or leaking appliances (*icemakers, dishwashers, clothes washers, etc.*). These and other casualty events are not considered topical spills.
- The flooring is not designed to withstand 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 beneath the flooring.
- The flooring is not designed to withstand damage from moisture that originates from outside the room where it was installed.
- Consequential damages, including any medical issues related to mold or mildew growth, is not covered by this warranty.
- 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 claims involving 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 not covered by this warranty.



Limited Commercial Warranty

Commercial Warranties

Limited Light to Medium Commercial Warranty

When installed properly within a light to medium commercial environment, the flooring is warranted against manufacturing defects, wear and staining in accordance with all previously stated terms and conditions.

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 below, 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 regulation 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.

Light to Medium Commercial Application Chart

Retail	Offices	Multi-family Housing	Doctor's Office	Education	Hotels	Restaurants
Entryway*	Entryway*	Entryway*	Entryway*	Entryway*	Entryway*	Entryway*
Sales Floor	Lobby	Lobby	Lobby	Lobby	Lobby	Lobby
Showroom	Hallway	Common Area	Waiting Room	Hallway	Hallway	Hallway
Checkout	Office	Hallway	Hallway	Office	Office	Office
Breakroom	Conference	Office	Nurses' Station	Classroom	Guest Room	Conference Room
Dressing Room	Room	Storage Room	Office	Storage Room	Conference Room	Meeting Room
Office	Meeting Room	Individual Housing Unit	Breakroom	Residence Hall	Kitchenette	Kitchenette
Storage Room	Breakroom		Storage Room	Common Area	Lounge	Lounge
					Office	Office

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

GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions:

- These limited warranties apply only to the person stated as the buyer on the purchase document(s).
- These limited warranties apply only to first-quality product purchases made after the edition date of this document.
- These limited warranties do not apply to moldings.
- The product must be properly installed according to the Mohawk written Installation Instructions available from the retailer.
- Flooring installed with visible defects is not covered by these limited warranties.
- The limited warranties do not apply to flooring that has been re-installed in a second location.
- The product must be installed in an indoor, continuously climate-controlled private residence or light commercial environment as indicated by the Light to Medium Commercial Application Chart.
- Damage that occurs during shipment or installation is not covered.

Care and Maintenance

The flooring must be maintained in accordance with Mohawk written Care and Maintenance instructions. Refer to Mohawk's Care and Maintenance section for full instructions.

- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops, buffers or similar products is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including but not limited to damage caused impact, gouging or cutting.
- Scratching during and after installation is not covered by these limited warranties.

The flooring is designed for normal residential or light to medium commercial use, as specified in the Light to Medium Application Chart.

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.



- 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 product in a residential environment; or damage of mechanical nature.

CARE AND MAINTENANCE

Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring. For full details, refer to Mohawk's Care and Maintenance section.

Preventative Maintenance

Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.
- They should be constructed of an absorbent fiber with a breathable, non-staining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor or trap moisture underneath the mat.

Furniture

- Use non-staining felt or plastic floor protectors at least one inch in diameter under furniture and covering the part resting on the flooring.
- Chair casters should be rubber, not plastic or metal. Chair pads should be used under chair casters.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes or shoes in need of repair.
- Routinely cleaning vacuum parts and periodically inspect for foreign objects.
- Close window treatments during hours of direct sunlight and minimize excessive lighting whenever possible to protect floor.
- Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

Routine Care

The amount of daily usage will determine how often cleaning is required.

Day To Day Cleaning

- Dust mop, sweep and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- **WARNING:** Vacuums with a beater bar or power rotary brush head should never be used on wood products.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.



Occasional Cleaning

- Never damp mop wood products unless covered by Wet Resistance Warranty. If flooring product allows, occasionally damp mop with water only.
- Never wet mop wood products unless covered by Waterproof Warranty. * If flooring product allows occasionally wet mop with water only, using a well wrung-out mop.
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing, ammonia per gallon of water.
- Never steam mop wood products.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.

Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.
- Mist a clean microfiber cloth with a Mohawk recommended cleaner, if needed, and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spot Removal

- Immediately use a microfiber cloth and a Mohawk recommended cleaner, if needed, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, surfactants or other household products to clean the floor.
- Vacuums with beater bar or power rotary brush head should never be used on wood flooring.
- Never use power scrubbers to clean floor.

Proration of Warranties

PRORATION

Unless otherwise specified, these limited warranties for wood products are prorated meaning the original warranty value is reduced relative to the length of ownership.

For the first three years, regardless of warranty length, the flooring is covered at full value. Beginning in the fourth year, the warranty value is decreased by a fraction based on the remaining years. See examples below.



Lifetime Warranty Proration

Based on an industry standard of 33-year lifespan for wood products

1st - 3rd Year 100%	18th Year 50%
4th Year 96%	19th Year 47%
5th Year 93%	20th Year 44%
6th Year 90%	21st Year 40%
7th Year 87%	22nd Year 36%
8th Year 84%	23rd Year 33%
9th Year 80%	24th Year 30%
10th Year 77%	25th Year 27%
11th Year 74%	26th Year 23%
12th Year 70%	27th Year 20%
13th Year 67%	28th Year 17%
14th Year 64%	29th Year 14%
15th Year 60%	30th Year 10%
16th Year 57%	31st Year 7%
17th Year 53%	32nd Year 4%
	*33rd+ Years 0%

*End of 33rd year.

25 Year Warranty Proration

Material and reasonable labor if professionally installed

1st - 3rd Year 100%	14th Year 50%
4th Year 95%	15th Year 45%
5th Year 91%	16th Year 41%
6th Year 86%	17th Year 36%
7th Year 82%	18th Year 32%
8th Year 77%	19th Year 27%
9th Year 73%	20th Year 23%
10th Year 68%	21st Year 18%
11th Year 64%	22nd Year 14%
12th Year 59%	23rd Year 9%
13th Year 55%	24th Year 5%
	**25th Year 0%

**End of 25th year.

5 Year Warranty Proration

Material and reasonable labor if professionally installed

1st - 3rd Year 100%	4th Year 20%	***5th+ Years 0%
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***End of 5th year.



Filing A Claim

FILING A CLAIM

Our wood products is engineered to provide years of durable service. In the unlikely event of a claim, notify the distributor or retailer in writing. To qualify for repair or replacement, the buyer or installer must provide the original dated sales receipt or other documentation to demonstrate proof of purchase. The following terms and conditions will apply.

Visual Defects

- For visible defects on uninstalled planks the owner or retailer has up to 30 days to file a claim.
- The distributor or retailer must be informed in writing of visible defects within 30 days. After this time has elapsed, no further complaints will be accepted.

All Other Defects

For all other defects not visible at the time of installation, claims may be made at any time during the stated duration of the warranty.

Replacement or Repairs

Wood product replacements may slightly vary due to the natural aging and use of original wood product. At its option, Mohawk will repair or replace any defective planks during the specified warranty period.

- Terms and proration of these warranties will be dependent on original date of purchase.
- Upon approval of the warranty claim, Mohawk will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with Mohawk instructions within ninety (90) days after the claim is approved, or all rights under the limited warranty will be deemed waived.
- If the product design for which a claim is made is no longer available, Mohawk will replace the affected floor materials with another design of equal or greater value at Mohawk's discretion.
- 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 flooring.
- At its option, Mohawk will cover reasonable labor costs for replacement of repairs if the original product was professionally installed.
- The above remedies are the sole and exclusive remedies for claims on all products. There will be no other form of compensation.
- These limited warranties offer specific legal rights, which may vary from state to state.
- Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Mohawk will cover reasonable labor costs for any defective product.

NO IMPLIED WARRANTIES / SPECIAL DAMAGES

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, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones 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 you.

MOHAWK SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Mohawk responsibilities.

CONTACT INFORMATION

For further information or questions regarding these limited warranties, please contact Mohawk Technical Services by phone at 1-888-387-9881 or email mohawk_tech@mohawkind.com.