



# General Luxury Vinyl Tile Residential Limited Warranty

## Mohawk LVT/LVP Residential Warranty Chart:

			WARRANTIES			
			Manufacturing Defects Warranty	Waterproof Warranty	Household Stain Resistant Warranty	Wear Resistance Warranty
	LVT by Mohawk		●	●	●	●

### Details & Definitions of Residential Warranties

Warranties as defined below ensure that your Mohawk floor will perform properly for the stated warranty period when installed in accordance with Mohawk Residential Click Installation Guide over approved substrates and underlayments with proper care and maintenance under normal household use\*.

**Manufacturing Defects Warranty** ensures that your floor will be free of manufacturing defects.

**Waterproof Warranty** ensures that your floor will not permanently discolor from topical water or moisture\*\*.

**Household Stain Resistant Warranty** ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes & finishing stains.

**Wear Resistance Warranty** ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance\*\*\*.

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

\*\* Waterproof warranty applies to the LVT product itself and does not extend to damage of the subfloor or adhesives; and 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.

\*\*\* Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.



# General LVT Residential Limited Warranty Conditions & Owner Obligations

**These warranties only extend to the original end user and are not transferable.**

In order to maintain and protect your coverage under the terms of these warranties, it is the Owner's obligation to adhere to the following:

1. Know which warranties apply to your particular LVT flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your retailer that shows the date and price you paid for the LVT flooring (including labor).
3. Understand that the manufacturer warrants the first quality products — which are used only for recommended Residential use — will perform properly for the stated warranty period when installed in accordance with Mohawk LVT Click Installation Guides over approved substrates and underlayments. The warranty period, when valid, begins on the date of the original installation.
  - Residential use is defined as: use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence. If there is question as to the type of use that is considered "residential," please contact your manufacturer representative prior to purchase and installation. **PLEASE NOTE** Residential warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
4. Ensure LVT flooring is installed in an environment that maintains a temperature range of 65° to 85° Fahrenheit (18° and 29°C) 24 hours for Click product, during and after installation.
  - Mohawk Residential Click products are warranted to be used in 3 Season Room installations. For this application, the flooring, adhesive (if applicable) and the environment it is to be installed must have a set time of 72 hours and must maintain a temperature range between 65° and 85° Fahrenheit (18° and 29° Celsius) before, during and after installation.
  - **NOTE:** 3 Season Rooms must be enclosed with no exposure to the elements or direct sunlight. If the 3 Season Room does not meet these requirements, it will void the warranty.
5. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Mohawk floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
  - Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition "unacceptable," the manufacturer should be informed immediately.
6. Support furniture with wide, weight-bearing, smooth non-staining floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter, and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove embedded material to avoid abrasion. Make sure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.
  - Chair mats designed for hard surface floors are required under all chairs and stools with casters.
7. Perform proper cleaning and maintenance regularly and as needed. See Mohawk LVT Care and Maintenance Guide: Residential for details.

## What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than "first quality."
2. Improper Installation: Material installed not in accordance with [Mohawk Residential Installation Guide LVT Click](#), including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate are not warranted. Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. Mohawk does not warrant installer workmanship.
3. Mohawk will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two- and four-wheel carts, etc.)
7. Damage resulting from accidents, casualty events, abuse of improper usage (including pet related damage, such as chewing, digging, clawing, etc.) Accidents, abuse and improper usage are defined as, but are not limited to, damage caused by: casters\*\*\* on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
9. Damage caused by appliance or plumbing leaks.
10. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85° F (29° C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Mohawk LVT Click Installation Guidelines.\*
12. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as "non-staining."
13. Damage caused by remodel or construction related activities.
14. Flooring installed on stairs is excluded from warranty coverage.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Installation of residential product in a commercial environment. Mohawk recommends installation of commercially warranted product only in a commercial setting.

## Warranty Remedy

If your Mohawk floor fails to perform as stated in the applicable Mohawk LVT Residential Limited Warranty, Mohawk will determine whether it will assist in the repair of the defective area or supply new Mohawk material of the same color, design or grade if available. If unavailable or discontinued, Mohawk reserves the right to select and supply similar Mohawk material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; Mohawk reserves the right to determine if this action is necessary or not.

1. If Mohawk authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Mohawk will not credit or reimburse cost associated with the removal of those items.
2. Mohawk will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Labor reimbursement will not be considered for installations not adhering to the Mohawk Residential LVT Click Installation Guide\*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

*If there is a question as to what is considered "reasonable cost," please call Mohawk at 888-225-8287 and ask for our Claims Department.*

## Consequential or Incidental Damages

MOHAWK EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean that Mohawk will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing defect in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

**NOTE:** *If your floor is replaced because of discoloration due to "bottom up staining" or mold growth, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.*

**THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

For details on how to file a claim, please refer to our "How to File a Claim" Section (pg 9).

\* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

\*\* Mohawk recommends non-asphalt sealers to help avoid walk off staining.

\*\*\* Mohawk does not recommend the use of casters on any flooring without the appropriate chair pads.

## Mohawk LVT Residential Limited Warranty Proration

The following prorated schedule applies to material value for all Mohawk Residential warranty flooring:

### Labor Reimbursement Proration (Reasonable Labor Costs)

1st Year up to 100%	4th Year up to 50%
2nd Year up to 100%	5th Year up to 50%
3rd Year up to 50%	6th – 10th Year 0%

### Material Proration



1st Year 100%, 2nd Year 100%, 3rd Year 100%	16th Year 85%, 17th Year 85%, 18th Year 75%
4th Year 100%, 5th Year 100%, 6th Year 100%	19th Year 75%, 20th Year 70%, 21st Year 70%
7th Year 100%, 8th Year 100%, 9th Year 95%	22nd Year 65%, 23rd Year 60%, 24th Year 50%
10th Year 95%, 11th Year 90%, 12th Year 90%	25th Year 40%, 26th Year 30%, 27th Year 25%
13th Year 90%, 14th Year 85%, 15th Year 85%	28th Year 20%, 29th Year 15%, 30th Year 10%

## How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, promptly notify the retailer who sold you the floor covering material. The retailer will review and if necessary file a claim with Mohawk and help you answer any questions you may have.

After a warranty claim is properly filed, a Mohawk service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Mohawk and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

## What You'll Need

Proof of your purchase in the form of a bill, invoice or statement from your Lowe's retailer that shows the date and price you paid for the vinyl flooring (including labor).