



## Ultimate Flex LVT Limited Warranty

Mohawk warrants Ultimate Flex LVT for defects in material and/or workmanship which relate to manufacturing defects, waterproofness, moisture resistance, household stain resistance, yellowing stain resistance, wear and pet stains in accordance with the terms of this limited warranty and during the stated period of the warranty:

### Ultimate Flex LVT Limited Warranty Periods

Thickness	Wear Layer	Residential Warranty	Light Commercial Warranty
2.5 mm	20 mils	30-Years	10-Years
2.0 mm	10 mils	15-Years	6-Years

### Warranties

#### Manufacturing Defects Warranty

Ensures that your floor will be free of obvious visible manufacturing defects.

#### Waterproof Warranty

Ensures that your floor will not permanently discolor from topical water or moisture\*.

#### Household Stain Resistance Warranty

Ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes and finishing stains.

#### Wear Resistance Warranty

Ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance†.

#### Yellowing Stain Resistance Warranty (on products with a polyurethane lacquer)

Ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off‡.

#### Pet Safe Warranty

Ensures your floor will resist stains from all domestic pets, including vomit, urine or feces.

\* Waterproof warranty applies to the Ultimate Flex LVT 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.

† Wear-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.

‡ A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of Ultimate Flex LVT.



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### 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.

1. These warranties apply to Mohawk Ultimate Flex LVT Flooring when 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](http://www.mohawkflooring.com). The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.
2. 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). This warranty applies only to first quality Mohawk Ultimate Flex LVT Flooring purchases.

### General Terms and Conditions for Ultimate Flex LVT Limited Warranty

Mohawk Ultimate Flex LVT 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. Mohawk will, at its option, repair or replace product not meeting the above listed warranties. 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. There will be no other form of compensation. Mohawk's responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the Mohawk Ultimate Flex LVT Floor. Material installed with visible defects is considered accepted by the owner.
2. These warranties do not apply to Mohawk Ultimate Flex LVT 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 Ultimate Flex LVT Flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective castor cups.
3. These warranties do not apply to Dodford 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 Dodford Luxury Vinyl Flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective castor cups.
4. Understand that manufacturer warrants the first quality products will perform properly for the stated warranty period when installed in accordance with Mohawk Installation Guide over approved substrates and underlayments and using the recommended adhesives and seam bonds/sealers. The warranty period, when valid, begins on the date of the original installation.
5. 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 this warranty.
6. Walk-off mats must be placed at all exterior entrances to protect Mohawk Ultimate Flex LVT Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Mohawk Ultimate Flex LVT 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.



## Ultimate Flex LVT Limited Warranty

### General Terms and Conditions for Ultimate Flex LVT Limited Warranty (cont'd)

7. 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). Windows coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.
8. 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 that result in water or moisture below the floor.
9. 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.
10. **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.**

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.

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



## Ultimate Flex LVT Limited Warranty

### Light Commercial Defined

Mohawk warrants only first quality products for recommended light commercial use such as those outlined in the Application Chart. Warranted products will perform properly for the stated warranty period when installed in accordance with Mohawk Installation Guides over approved substrates and underlayments, using the recommended adhesives if applicable. The warranty period, when valid, begins on the date of the original installation.

- Light Commercial use is defined as use in environments, which do not experience normal to heavy commercial traffic, such as those outlined in the 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. For frequent or heavy rolling conditions, click flooring products can be glued down to help reduce the risk of joint separation from rolling load traffic. Our warranty, however, still excludes any problems associated with rolling loads.
- The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered "Light Commercial", please contact Mohawk Technical Services prior to purchase and installation.

COMMERCIAL BUILDING TYPE	EXAMPLES OF COMMERCIAL BUSINESS TYPE	RECOMMENDED APPLICATION AREAS
HEALTHCARE	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
RETAIL	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms, including Common Areas
HOSPITALITY	Hotel, Motel, Restaurants	Guest Rooms, Lobbies, Hallways (excluding Commercial Kitchens)
EDUCATION	Daycare, Preschool, Elementary and Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Class Rooms, Auditoriums, Libraries (excluding Gymnasiums)