

The manufacturer provides the following limited warranties, applicable to its luxury SRPC (Stone Recycled Polymer Core) flooring. The manufacturer warrants its luxury SRPC flooring for defects in material and/or workmanship that relate to the performance of the flooring in accordance with the terms of these warranties for the prorated time period and during the stated period of the warranties herein. These warranties are the sole warranties applicable to the named product.

Limited Warranties

The following limited warranties apply to all SolidTech® R luxury SRPC flooring products:

Joint Integrity

The manufacturer warrants that the locking system contained in your luxury SRPC flooring will not fail.

Manufacturing Defects Warranty

The manufacturer warrants that your luxury SRPC flooring will be free of manufacturing defects.

Waterproof Warranty

The manufacturer warrants that your luxury SRPC flooring will be 100% waterproof and the structural integrity of the floor will not be diminished by exposure to water.¹

Surface and Subfloor Warranty

The manufacturer warrants that your luxury SRPC flooring Surface will not be damaged² resulting from surface flooding for up to 48 hours and that the subfloor will not be damaged² if a 6 mil poly underlayment is properly installed.

Floodproof Warranty

Solidtech R Floodproof Warranty specifically covers product damage² such as swelling, cupping, and doming commonly caused by water absorption into the product. This coverage extends beyond topical spills to include to all household floods or the accumulation of water around the product due to surface leaks, overflows, and external water ingress.

Household Stain Resistance Warranty

The manufacturer warrants your luxury SRPC flooring will resist stains from common household products, excluding permanent marker, permanent dyes, and finishing stains.

Wear Resistance Warranty

The manufacturer warrants that your luxury SRPC flooring will resist wearing through the wear layer under normal household conditions.³

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

Steam Mop Warranty

The manufacturer warrants that your luxury SRPC flooring surface will not be damaged⁴ if a residential steam mop is used, provided the steam is applied to a microfiber pad and not directly to the floor. Set the temperature of the steam mop to the lowest setting. Do not turn steam mop on or off over SolidTech R and always keep steam mop in motion during operation.

No Acclimation Warranty

The manufacturer warrants that your luxury SRPC flooring will not require acclimation if the work area temperature is maintained between 35°F (1.7°C) and 115°F (46°C) and humidity between 35% and 65% for 48 hours prior to, during, and after installation. Leave an expansion gap of 3/8 inch for the perimeter and all vertical objects for areas that will be climate controlled after installation.

1 The Waterproof Warranty applies to the SolidTech R 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 or intentional damage or misuse.

2 These floodproof products are designed to stop water from absorbing into the product. The Floodproof Warranty specifically covers product damage such as swelling, cupping, and doming commonly caused by water absorption into the product. This coverage extends beyond topical spills to include all household floods or the accumulation of water around the product due to surface leaks, overflows, and external water ingress. The warranty requires proper installation and applies to rooms that adhere to proper moisture levels and subfloor treatment prior to installation. The Floodproof Warranty excludes surface or structural damage due to the force of water or external contaminants often associated with major floods or environmental pollutants. Surface leaks or flooding should be stopped and flooring cleaned within 24-48 hours to prevent additional external damage or damage to adjacent materials. The product should not be left exposed to water for extended periods of time such as prolonged floods or hurricanes. Adjacent, non-flooring materials such as walls, baseboards, trim, subfloors, or structures are not covered by this warranty. External damage caused by mold, mildew or hydrostatic pressure and/or external damage due to contaminants such as sewage, debris, or chemical reactions are not covered.

3 "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. "Normal household use" is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc. Wear of the SRPC or design layer must be readily visible, covering at least one square inch. Chair pads or mats must be used under caster chairs.

4 Steam mop should NOT be left stationary on one spot when operating. Starting and turning off should not be on the same spot of the flooring surface; the mop should always be in motion or off flooring. Never allow mop to heat up on floor. Never allow mop to cool down on floor. Never leave mop stationary more than 10 seconds.

Product-Specific Limited Warranties and Warranty Periods

The following chart shows additional limited warranties that are available for specific SolidTech R luxury SRPC flooring products. To check which warranties apply to your product, locate the product box on the left side that matches your flooring type. Then, note the claimed warranties from the columns to the right.

This chart also shows the warranty period for each product. The warranty period applies to all standard and product-specific warranties.



Note: N/A means not applicable/not covered for the style.

| SOLIDTECH R SELECT | LIMITED RESIDENTIAL WARRANTY PERIOD | LIMITED LIGHT COMMERCIAL WARRANTY PERIOD | DENT PROOF | ALL PET* | PET SCRATCH | ALL PET GOLD™ | WETPROTECT® GOLD | STEAM MOP | NO ACCLIMATION |
|--------------------|-------------------------------------|--|------------|----------|-------------|---------------|------------------|-----------|----------------|
| Ashland Crest 5 mm | Lifetime | 10 Years | Y | Y | 15 Years | N/A | Y | Y | Y |
| Ashland Falls 5 mm | Lifetime | 10 Years | Y | Y | 15 Years | N/A | Y | Y | Y |
| Ashland Lane 5 mm | Lifetime | 10 Years | Y | Y | 15 Years | N/A | Y | Y | Y |

| SOLIDTECH R PLUS | LIMITED RESIDENTIAL WARRANTY PERIOD | LIMITED LIGHT COMMERCIAL WARRANTY PERIOD | DENT PROOF | ALL PET | PET SCRATCH | ALL PET GOLD | WETPROTECT GOLD | STEAM MOP | NO ACCLIMATION |
|-------------------|-------------------------------------|--|------------|---------|-------------|--------------|-----------------|-----------|----------------|
| Oxford Manor 6 mm | Lifetime | 15 Years | Y | N/A | N/A | Y | Y | Y | Y |
| Oxford Grove 6 mm | Lifetime | 15 Years | Y | N/A | N/A | Y | Y | Y | Y |
| Oxford Alley 6 mm | Lifetime | 15 Years | Y | N/A | N/A | Y | Y | Y | Y |

Product-specific warranties include the following, when applicable:

Dentproof

SolidTech R warrants that the surface of the floor will not indent from normal use of the product. "Surface indentation" is defined as a visual impression that can be measured greater than 0.08 inch (2 mm) deep from everyday household drops of no more than 72 inches (1.8 m) from the floor.

All Pet*

SolidTech warrants that your luxury SRPC flooring will resist stains from all domestic pets, including stains from vomit, urine, or feces.

Pet Scratch

SolidTech R warrants that your luxury SRPC flooring will resist scratching from all domestic pets. A "pet scratch" is simply defined as any loss of the of the design layer, visible from standing height under typical household lighting, which was caused by your pet's nails.

All Pet Gold™

SolidTech R warrants that your luxury SRPC flooring will resist scratching and stains from all domestic pets, including stains from vomit, urine, or feces. If your domestic pet leaves a scratch on your protected flooring, we will replace the affected planks without hesitation. A "pet scratch" is simply defined as any loss of the of the design layer, visible from standing height under typical household lighting, which was caused by your pet's nails.

WetProtect® Gold Waterproof Flooring System

SolidTech R warrants that your luxury SRPC flooring will be 100% waterproof and the structural integrity of your floor will not be significantly diminished by exposure to water.

SolidTech R warrants that your luxury SCR flooring will not be damaged due to wet mopping or everyday household spills.

SolidTech R warrants that the subfloor layer immediately below your luxury SRPC flooring will not be damaged due to wet mopping or everyday household spills penetrating properly installed joints⁵ when a 6 mil poly underlayment is properly installed.

SolidTech R warrants that your luxury SRPC flooring surface will not be damaged⁶ resulting from surface flooding for up to 48 hours and that the subfloor will not be damaged² if a 6 mil poly underlayment is properly installed.

SolidTechR warrants that your luxury SRPC flooring will not be damaged⁶ from household flooding.

Installation Instructions (WetProtect Gold)

The entire perimeter of the installation must be sealed with the WetProtect Gold-compatible molding system and 100% silicone sealant or Perimeter Seal tape applied in accordance with the installation instructions. For sections where the WetProtect Gold-compatible molding system or Perimeter Seal tape cannot be used, seal the perimeter with 100% silicone sealant. All expansion spaces must be filled with 3/8-inch compressible PE foam backer rod and covered with 100% silicone sealant. Apply 100% silicone sealant to all moldings at the point of contact with the flooring surface. Apply silicone sealant at all connections to doorframes or any other fixed objects.

A minimum 6 mil polyethylene vapor barrier with a density of 0.92 lbs/cubic foot is required for all floating floor installations to qualify for Wet Protect Gold warranty coverage. The vapor barrier should have an overlap of 8 inches and should be taped at the seams. The vapor barrier should not be used to resolve moisture issues; the moisture must be mitigated by other means. Claims related to cupping and/or peaking over concrete must meet the moisture levels of concrete slabs described in the installation instructions Underlayments / Concrete section to be considered for evaluation; for WetProtect Gold warranty coverage, a proper vapor barrier must be in place for an evaluation.

Limitations (WetProtect Gold)

"Subfloor damage" is defined as visible mold or mildew growth on the surface of a concrete or wood subfloor due to topical moisture penetrating a properly installed



joint as well as any rot or decay of a wood subfloor caused by topical moisture leaking through the joint system. In all cases, subfloor damage must be the result of topical moisture leaking through a properly installed joint. Subfloor damage originating from moisture underneath the installed floor, or penetrating around the perimeter of the installation, is excluded.

WetProtect Gold will only cover subfloor damage that originates from topical household spills within a properly installed room and that meets the terms and conditions of the standard WetProtect warranty. The flooding or ingress of water from exterior or adjacent spaces voids the standard WetProtect subfloor warranty and does not cover any adjacent, non-flooring materials such as walls, baseboards, trim, subfloors, or structures.

Remedy (WetProtect Gold)

For damage such as swelling, cupping, and doming caused by water absorption into the product from household flooding up to 48 hours, the manufacturer will cover reasonable labor and materials costs to repair or replace only the damaged sections of the floor. For claims involving subfloor damage, the manufacturer will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods. For wood subfloor damage, the manufacturer 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 excluded. Consequential damages, including any medical issues related to mold or mildew growth, are also excluded.

- 5 The WetProtect Waterproof Flooring System Warranty applies to the SolidTech R product and the subfloor. The warranty does not cover damage resulting from a failure to fully engage the locking system around all sides of each plank during installation.
- 6 WetProtect Gold products are designed to stop water from absorbing into the product. The warranty specifically covers product damage such as swelling, cupping, and doming commonly caused by water absorption into the product. This coverage extends beyond topical spills to include to all household floods or the accumulation of water around the product due to surface leaks, overflows, and external water ingress. The warranty requires proper installation and applies to rooms that adhere to proper moisture levels and subfloor treatment prior to installation. The WetProtect Gold warranty excludes surface or structural damage due to the force of water or external contaminants often associated with major floods or environmental pollutants. Surface leaks or flooding should be stopped and flooring cleaned within 24-48 hours to prevent additional external damage or damage to adjacent materials. The product should not be left exposed to water for extended periods. External damage caused by mold, mildew, or hydrostatic pressure and/or external damage due to contaminants such as sewage, debris, or chemical reactions are not covered. WetProtect Gold will only cover subfloor damage that originates from topical household spills within a properly installed room and that meets the terms and conditions of the standard WetProtect warranty. The flooding or ingress of water from exterior or adjacent spaces voids the standard WetProtect subfloor warranty and does not cover any adjacent, non-flooring materials such as walls, baseboards, trim, subfloors, or structures.

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 SolidTech R luxury SRPC 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.mohawkflooring.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 the manufacturer and help answer any questions you may have.

GENERAL TERMS AND CONDITIONS

SolidTech R luxury SRPC 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 SolidTech R sales representative.

1. These warranties apply only to the original owner and the first installation of the product and are nontransferable. The "original owner" is the person stated as the buyer on the purchase document(s).
2. The manufacturer 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, the manufacturer will evaluate additional costs associated with any defective product and, at its option, may choose to provide assistance. It may be necessary to engage a certified inspector to assess the reported issue(s). The manufacturer will determine if such engagement is necessary.
3. The manufacturer's responsibility under these warranties only applies to hidden defects that were not visible before or during the installation of the SolidTech R luxury SRPC flooring. Material installed with visible defects is considered accepted by the owner.
4. These warranties do not apply to SolidTech R luxury SRPC 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 storms or household floods due to the force of water such as flash floods, river or coastal flooding, broken water pipes, dam or levee failures, sewage backups, or storm surge; external contaminants often associated with major floods or environmental pollutants; contaminants such as sewage, debris, or chemical reactions; damage from smoke, fire, or other casualty events; and 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 SolidTech R luxury SRPC flooring in a residential or light commercial 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 casters must be placed in protective caster cups.⁷
5. These warranties apply only to first quality SolidTech R luxury SRPC flooring purchases. The manufacturer is not responsible for damages to the extent caused by a failure to install product in accordance with SolidTech R SRPC Installation Guide over approved substrates and underlayments. 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 SolidTech R luxury SRPC flooring. Any damage resulting from mold and mildew growth is not covered under the Waterproof Warranty.
7. The WetProtect Gold Warranty excludes external damage caused by mold, mildew, or hydrostatic pressure and/or external damage due to contaminants such as sewage, debris, or chemical reactions. It does not cover damage from moisture originating underneath the installed floor or penetrating around the perimeter of the installation to furniture, fixtures, walls, moldings, trims, or radiant heating elements.
8. 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.
9. Walk-off mats must be placed at all exterior entrances to protect SolidTech R luxury SRPC flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging the 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.

10. These warranties do not apply to damage from exposure to extreme heat outside of approved temperature range or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products).
11. 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.
12. 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.
13. Gaps around perimeter/fixed objects should be covered with baseboard and/or quarter round.
14. This warranty document is a legal document and sets out the sole obligations of the manufacturer, so please be sure to read this warranty document in full. No person, party, or entity is authorized to modify or extend the warranty without express permission of the manufacturer. These limited warranties give you specific legal rights and contain the entire scope of the manufacturer's responsibilities, and you may also have other rights, which vary from state to state.
15. EXCEPT THOSE STATED IN THIS WARRANTY DOCUMENT, THE MANUFACTURER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED.⁸ EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES – INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES⁸ OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE – ARE EXPRESSLY DISCLAIMED AND THEREBY EXCLUDED. NO WARRANTIES – EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE – EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY DOCUMENT. CONSEQUENTIAL, SPECIAL, AND INDIRECT DAMAGES ARE EXPRESSLY EXCLUDED AND DISCLAIMED.

Please note that some states do not allow for the exclusion of consequential damages, in which case the foregoing may not apply to you.

TO THE EXTENT ALLOWED BY LAW, THE MANUFACTURER'S ENTIRE LIABILITY AND THE EXCLUSIVE REMEDY IS CONTAINED IN THIS WARRANTY DOCUMENT. THE MANUFACTURER'S TOTAL AND COMPLETE LIABILITY UNDER THESE LIMITED WARRANTIES IS LIMITED TO THE ACTUAL COST OF REPAIR OR REPLACEMENT OF ONLY THE AFFECTED AREA OF THE PRODUCT MEASURED TO THE NEAREST WALL, DOORWAY, OR ENTRANCE. THE MANUFACTURER RESERVES THE RIGHT TO CORRECT ANY DEFECT PRIOR TO THE FLOORING BEING REMOVED OR REPLACED OR ANY SETTLEMENT BEING OFFERED.

16. 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 THE MANUFACTURER.

⁷ Manufacturer does not recommend the use of casters on any flooring without appropriate chair pads.

⁸ By "implied warranties" the manufacturer 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.

Light Commercial Defined

The manufacturer warrants only first quality products for recommended light commercial use such as those outlined in the below Light Commercial Application Chart. Products will perform as warranted for the stated warranty period when installed in accordance with the SolidTech R SRPC Installation Guide over approved substrates and underlayments, using the recommended adhesives if applicable.

- "Light commercial use" is defined as use in environments that do not experience normal to heavy commercial traffic, such as those outlined in the Light Commercial 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.



- The intended applications include privately owned in-house businesses, such as daycare centers, doctors’ and dentists’ offices, barber shops, and beauty salons. For questions regarding the type of use that is considered “light commercial,” please contact Technical Services prior to purchase and installation.
- The manufacturer is not responsible for usage that is not in compliance with any regulation or code.

Light Commercial Application Chart

| COMMERCIAL BUILDING TYPE | EXAMPLES OF COMMERCIAL BUSINESS TYPE | RECOMMENDED APPLICATION AREAS |
|--------------------------|--|--|
| HEALTHCARE | Medical Clinics, Retirement Centers, Doctors’ Offices, Hospice Care Centers, Assisted Living Facilities | All Non-Required “Clean Room” Areas – Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas |
| CORPORATE | Banks, Professional Offices | 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 |
| MULTIFAMILY HOUSING | Apartments, Condos, Military Housing | Any Rooms (includes Common Areas) |
| HOSPITALITY | Hotels, Motels, Restaurants | Hallways (excludes Commercial Kitchens) |
| EDUCATION | Daycares, Preschools, Elementary Schools, Secondary Learning Facilities, Universities, Libraries | Dorms, Common Areas, Cafeterias, Auditoriums, Libraries (excludes Gymnasiums) |

CARE AND CLEANING

Preventative Maintenance

- Prevent indentations and scratches with the use of nonstaining 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 nonrubberized backing and be marked as nonstaining.
- Avoid tracking in tar or asphalt from driveways.
- Avoid high-heeled stiletto 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 nonabrasive, 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 SolidTech R 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.



Residential Limited Lifetime Warranty Proration

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.
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% |

Light Commercial Limited Warranty Proration

Material and reasonable labor if professionally installed

| 15-Year Limited Warranty | 10-Year Limited Warranty | 6-Year Limited Warranty |
|-------------------------------------|------------------------------------|------------------------------------|
| 1-3 Years 100% Material, 100% Labor | 1st Year 100% Material, 100% Labor | 1st Year 100% Material, 100% Labor |
| 4-6 Years 100% Material, 50% Labor | 2nd Year 100% Material, 50% Labor | 2+ Years 100% Material |
| 7+ Years 100% Material | 3+ Years 100% Material | |