


MOHAWK

PURETECH™

PURETECH LIMITED
WARRANTY BROCHURE





We're proud of the many products we create with American craftsmen who make sure your PureTech™ floors are beautiful, durable, comfortable, and sustainable.

Mohawk offers an extensive variety of today's finest floor coverings. Ask your retailer about other expertly crafted Mohawk products specially designed to complement your home's interior and your personal decorative style.

At Mohawk, our brand is our reputation. We stand behind every product we make. Thank you for your trust in us, and we hope you enjoy your new Mohawk flooring.

MOHAWK PURETECH LIMITED WARRANTY

This brochure contains details of all the warranties featured on our PureTech flooring products. However, not all warranties apply to all products. The specific warranties applicable to each individual product line are designated on the samples featured by the authorized retailer at the time of the flooring purchase.

Please keep these important papers regarding your flooring on hand for future reference:

- This brochure
- Original receipt

Retaining these documents ensures that you'll have all the necessary paperwork handy in the unlikely event of a warranty claim. Mohawk also recommends keeping excess planks from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, contact your retailer or visit Mohawkflooring.com.

All warranty information in this brochure is effective February 2024.

Introduction	II
Table of Contents	III
PureTech Warranty Chart	IV

MOHAWK LIMITED RESIDENTIAL WARRANTIES

Manufacturing Defect Warranty	5
Wear Resistance Warranty	5
General Stain Warranty	6
Fade Resistance Warranty	6
WetProtect Warranty	7
Steam Mop Warranty	7
General Wet Warranty	7
Joint Integrity Warranty	8
Mohawk All Pet	9
Pet Scratch Protection Warranty	9

MOHAWK LIMITED COMMERCIAL WARRANTIES

Light Commercial Warranty	10
Light Commercial Fade Warranty	10
Light Commercial Application Chart	11

RESIDENTIAL AND COMMERCIAL TERMS AND CONDITIONS

General Terms and Conditions	12
------------------------------	----

CARE AND MAINTENANCE

Preventative Maintenance	13
Routine Care	14

PRORATION OF WARRANTIES

Lifetime Warranty	16
15-Year Warranty	17
5-Year Warranty	17
Filing a Claim	17
Visible Defects	17
All Other Defects	17
Replacement or Repairs	17

CONTACT INFORMATION

Contact Us	19
------------	----

PURETECH WARRANTY CHART

	PURETECH select	PURETECH plus
WEAR PROTECTION	Lifetime	Lifetime
WET WARRANTY	Lifetime WetProtect	Lifetime WetProtect
STEAM MOP	Lifetime	Lifetime
GENERAL STAIN	Lifetime	Lifetime
JOINT INTEGRITY	15-Year	15-Year
ALL PET	Lifetime	Lifetime
PET SCRATCH PROTECTION	15-Year	Lifetime
FADE RESISTANCE	Lifetime	Lifetime
MFG. DEFECTS	Lifetime	Lifetime
COMMERCIAL	5-Year	15-Year
PRORATION	Yes	Yes



MOHAWK LIMITED RESIDENTIAL WARRANTIES

LIMITED WARRANTIES

Manufacturing Defect Warranty (All PureTech Products)

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 a mechanical nature.
- This warranty only covers finish defects when defective flooring exceeds 10% of the total square footage of installed flooring.

Wear Resistance Warranty (All PureTech Products)

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

MOHAWK LIMITED RESIDENTIAL WARRANTIES

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.
- Wear of the PureTech 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 *(All PureTech Products)*

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.
- Topical spills should be removed promptly using a clean, dry or damp cloth. If additional cleaning is needed, use a Mohawk recommended product and a microfiber cloth.
- This warranty excludes pet stains.

Fade Resistance Warranty *(All PureTech Products)*

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.



MOHAWK LIMITED RESIDENTIAL WARRANTIES

WET WARRANTY

WetProtect® Warranty *(All PureTech Products)*

WetProtect is a no-exclusions wet warranty that covers damage from all common household spills, domestic household pet accidents, and damp and wet mopping. In addition, the coverage includes damage to both the flooring and subfloor from topical moisture for the life of the product.

Terms and Conditions

- Subfloor damage is defined as visible damage to the surface of a concrete or wood subfloor, including mold or mildew growth, rot or decay 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.
- See General Wet Warranty Terms and Conditions for additional information regarding this WetProtect Warranty.

Steam Mop Warranty *(All PureTech Products)*

A residential steam mop may be used, provided the steam is applied to a microfiber pad and not applied directly to the floor.

- Make sure to set the temperature of the steam mop to the appropriate setting for PureTech floors or to the lowest setting.
- Steam mop in the length direction of the planks only.

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.

- 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 PureTech 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.

MOHAWK LIMITED RESIDENTIAL WARRANTIES

- 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, are 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 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.

Joint Integrity Warranty (*All PureTech Products*)

The flooring joints will remain secure under normal use.

Terms and Conditions

- Responsibility under this warranty only applies to flooring defects that were not visible before or during the installation of the product.
- This warranty only applies to open joints greater than 0.015 inch (*0.381 mm*).

MOHAWK LIMITED RESIDENTIAL WARRANTIES

PET PROTECTION

Mohawk All Pet® (*All PureTech Products*)

All Pet Stain Protection covers all pets and all accidents for the specified duration. The flooring will resist staining from vomit, urine, and feces of all domestic pets. Please refer to the attached Warranty Chart for precise duration of coverage, listed by product line.

Pet Scratch Protection Warranty (*All PureTech Products*)

Our Pet Scratch Protection Warranty is built on cutting-edge scratch technology, specifically engineered to withstand the playful paws of your beloved pets. These products have been tested and guaranteed to resist pet scratches throughout the entire warranty period. This promise is supported by a hassle-free warranty with no hidden clauses or long list of exclusions. The terms of this warranty are simple. 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 design layer, visible from standing height under typical household lighting, which was caused by your pet's nails.

While we stand by the exceptional durability of our floors, it is essential to acknowledge that no surface can be deemed completely impervious to scratches. We advise taking appropriate precautions when dealing with heavy or sharp objects, as they can inflict severe damage to any flooring if not handled with care. For a comprehensive guide on preventing non-pet-related damage, please refer to the Care and Maintenance section of this warranty.



MOHAWK LIMITED COMMERCIAL WARRANTIES

MOHAWK LIMITED COMMERCIAL WARRANTIES

Commercial Warranties

Limited Light Commercial Warranty *(All PureTech Products)*

When installed properly within a light commercial environment, the flooring is warranted against manufacturing defects, wear, and staining in accordance with all previously stated terms and conditions. Refer to relevant sections for details, and see the Warranty Chart for specified Commercial Warranty duration.

Light Commercial Fade Warranty *(All PureTech Products)*

The flooring will not fade from exposure to sunlight or artificial light.

Terms and Conditions

- These commercial warranties apply only to the original purchaser.
- These commercial warranties apply only if used in one of the following areas.
- Rolling traffic or heavy traffic is excluded from these warranties. Chair pads must be used under all caster wheel chairs.

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 above, 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 Commercial Defined

Mohawk warrants only first quality products for recommended light commercial use such as those outlined in the following Light Commercial Application Chart. Products will perform as warranted for the stated warranty period when installed in accordance with the PureTech Installation Guide over approved substrates and underlayments.

- 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'/dentists' 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.
- Mohawk is not responsible for usage that is not in compliance with any regulation or code.

Light Commercial Application Chart

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

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 or on Mohawkflooring.com
- Flooring installed with visible defects is not covered by these limited warranties.
- The limited warranties do not apply to flooring that has been reinstalled 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 Warranty Chart.
- Damage that occurs during shipment or installation is not covered.

The flooring must be maintained in accordance with Mohawk's written Care and Maintenance instructions. Please 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 commercial use, as specified in the Warranty 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 a 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 resilient floor in a residential environment; or damage of a 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 the Care and Maintenance section for full instructions.

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.
- Interior mats should be constructed of an absorbent fiber with a breathable, nonstaining 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.

CARE AND MAINTENANCE

Furniture

- Use nonstaining 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 clean vacuum wheels, brush, and head, 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 PureTech flooring.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to the 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 wet mop flooring unless it is covered by the WetProtect Warranty.* If flooring product allows, occasionally wet mop with water only, using a well-wrung-out mop.

CARE AND MAINTENANCE

- 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 flooring unless it is covered by the Steam Mop Warranty.*
- 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.

NOTE: *See Wet Warranty section for details.

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.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Products and Tools to Avoid

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

PRORATION OF WARRANTIES

PRORATION

Unless otherwise specified, these limited warranties for PureTech flooring 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 PureTech flooring

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.

FILING A CLAIM

15-Year Warranty Proration

Material and reasonable labor if professionally installed (*Plus and Premium Products Only*)

**End of 15th year.

1st Year 100%	6th Year 75%	11th Year 33%
2nd Year 100%	7th Year 66%	12th Year 25%
3rd Year 100%	8th Year 58%	13th Year 16%
4th Year 91%	9th Year 50%	14th Year 8%
5th Year 83%	10th Year 41%	**15th Year 0%

5-Year Warranty Proration

Material and reasonable labor if professionally installed (*Select Products Only*)

1st–3rd Year 100%	4th Year 20%	5th+ Years 0%
-------------------	--------------	---------------

§End of 5th year.

FILING A CLAIM

Our PureTech flooring 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.

Visible 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

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.



FILING A CLAIM

- Upon approval of the warranty claim, Mohawk will provide the 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.
- 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

CONTACT INFORMATION

WHATSOEVER UNDER THESE WARRANTIES. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. These limited warranties give 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.





1412 | JB | 01/2024