

SolidTech Warranty



SolidTech Warranty:

Mohawk warrants SolidTech Flooring for defects in material and/or workmanship which relate to joint integrity, manufacturing defects, staining, all pet stain, waterproof, and wear in accordance with the terms of this warranty and during the stated period of the warranty. The “period of the warranty” shall mean the following:

For the SolidTech 5.5 mm flooring products-

30 years for residential use

7 years for light commercial use

For the SolidTech 6.5 mm flooring products-

35 years for residential use

8 years for light commercial use

WARRANTIES:

Joint Integrity:

Mohawk warrants that during the period of the warranty the Uniclic brand locking system contained in SolidTech Flooring will not fail.

Manufacturing Defect:

Mohawk warrants that during the period of the warranty SolidTech Flooring will be free from manufacturing defects.

Staining:

Mohawk warrants that during the period of the warranty SolidTech Flooring will resist staining. “Stain resistance” is the ability of your SolidTech floor to resist permanent stains.

All Pet:

Mohawk warrants that during the period of the warranty SolidTech Flooring will resist stains from all domestic pets, including vomit, urine, or feces. “Stain resistance” is the ability of your SolidTech floor to resist permanent stains.

Waterproof:

Mohawk warrants that during the period of the warranty SolidTech Flooring is 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water.

Wear Resistance:

Mohawk warrants that during the period of the warranty SolidTech Flooring wear layer will not wear through the design layer.

Obligations of Owner:

Owner must submit notice of all claim under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

General Terms and Conditions for SolidTech Flooring

SolidTech 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. These warranties apply to SolidTech Flooring when installed and maintained in accordance with our most recent installation and maintenance procedures. A copy of these procedures are included in each carton of material. For the most up-to-date procedures, please visit 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 SolidTech Flooring purchases.
3. 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. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the SolidTech Floor. Material installed with visible defects is considered accepted.
4. Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructed creating pinch points are specifically excluded by this warranty.
5. These warranties do not apply to SolidTech 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/appliance leaks, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence, 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 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 have an adequate protective mat or protective castor cups.
6. The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements or anything not related to the SolidTech Flooring. Also, any damage resulting from mold and mildew growth is not covered under these warranties.
7. For the All Pet Warranty to remain in effect, clean any affected area immediately. Any staining resulting from urine, feces or vomit from anything other than a domestic pet is not covered under this warranty.
8. Walk off mats must be placed at all exterior entrances to protect SolidTech Flooring from soil, grit, deicers, asphalt sealers and other contaminants capable of damaging SolidTech 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 walk off mats can be replaced and cleaned weekly during routine maintenance or more often depending upon site and weather conditions.

SolidTech Warranty



This 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.

9. 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.

10. 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 being below the floor.

11. 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.

12. **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 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 the original owner.