

### PERGO<sup>®</sup> EXTREME<sup>™</sup> Limited Lifetime Residential Warranty and Limited 10-Year Medium Commercial Warranty.

Mohawk provides the following limited lifetime residential warranty and 10-year medium commercial warranty to the original purchaser from the date of purchase:

**Dentproof:** The vinyl layer of the floor plank or tile will not indent under normal use for the life of the product. Vinyl layer indentation is defined as a visual impression that can be measured greater than 2 mm (.080") from everyday household drops of no more than 72" from the floor;

**Petproof:** The vinyl plank or tile will resist staining caused by all pet stains, including urine, feces, and vomit. Stain resistance refers to the ability of your floor to resist (i.e., minimize or withstand) permanent stains;

**Waterproof:** The floor plank or tile is warranted to be 100% waterproof for the life of the product, which means that the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water;

**Structure:** The floor plank or tile is warranted to be free from manufacturing or material defects for the life of the product; and

**Wear:** The vinyl layer of the floor plank or tile will not wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear.

### The Pergo Extreme Limited Lifetime Residential Warranty and Limited 10-Year Medium Commercial Warranty are made subject to the following conditions:

1. The floor must be installed properly in accordance with the most recent Pergo installation instructions. The instructions should be obtained through a retailer or at 1-800-241-4494 or [www.pergo.com](http://www.pergo.com). Proper installation includes, but is not limited to, the following:
  - A moisture test must be performed to determine if excessive moisture exists in the subfloor.
  - When using a calcium chloride moisture test for concrete subfloors (ASTM 1869), values must be  $\leq 5$  lbs./1000ft<sup>2</sup>/24-hr or  $<80\%$  with an in situ probe (ASTM F2170).
  - A polyethylene film vapor barrier is not required over wood subfloors. Moisture readings of wood subfloors must be  $\leq 12\%$  throughout the entire installation.
  - When installing Pergo in special situation areas such as: terrazzo, pier and beam, radiant heating and to also learn how to properly acclimate your floor, please contact our consumer help line at 1-800-241-4494 or log on to [www.pergo.com](http://www.pergo.com) to obtain important additional information.
  - Failure to fully engage the locking system around all sides of each plank during installation could result in gaps that will void this limited warranty.
2. The flooring must be used only indoors in a dry, climate-controlled area. Damage to floor caused by temperature above 140°F (60°C) or exposure to temperatures below 0°F (-18°C). Flooring exposed to these conditions must be in an unoccupied environment.
3. The flooring must be maintained in accordance with Pergo care and maintenance instructions. Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered by this limited warranty.
4. Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of rotating beater bars, floor scrubbers, steamers, jet mops, buffers or similar products is not covered by this limited warranty. Dents or indentations caused by heavy or sharp tools or instruments, including hammers, knives, screwdrivers, wrenches, or other implements that would cause a visual impression greater than 2 mm (.080").
5. Surface wear must be readily visible (i.e. approximately 1 square inch). Gloss or sheen change and variations from later product additions or non-warranty repairs are not covered by these limited warranties.
6. These limited warranties do not apply to moisture damage caused by events beyond everyday household spills, including but not limited to, flooding, leaking pipes, mechanical failures or appliance leaks.
7. These limited warranties do not apply to damage caused by 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 being below the floor. The Limited Waterproof Warranty does not cover (a) damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile; (b) damage resulting from mold and mildew growth due to prolonged exposure to moisture; or (c) flooring that is installed outdoors.

8. These limited warranties do not apply to flooring installed on a concrete subfloor unless a non-recycled (100% virgin resin) 6-mil polyethylene film vapor barrier with a density of 0.92 lbs/cubic foot and a thickness tolerance of +/- 10% is installed over the concrete subfloor that emits a water vapor no greater than 5 lbs/1000ft<sup>2</sup>/24-hr.

9. These limited warranties do not apply to moldings and trims.

10. Installation of flooring that contains any visible manufacturing defect is not covered by these limited warranties.

11. The limited medium commercial warranty only applies if used in one of the following commercial areas:

**Retail:** Entryways\*, Sales Floor/Showroom, Checkout, Breakrooms, Dressing Rooms, Offices, Storage Rooms.

**Doctor's Offices:** Entryways\*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Breakrooms, Storage Rooms.

**Hotels:** Entryways\*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices.

**Business Offices:** Entryways\*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms.

**Restaurants:** Entryways\*, Lobbies, Hallways, Offices.

**Educational:** Entryways\*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.

**Multi-family Housing:** Entryways\*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

\*Walk off mats are required at all entryways.

12. 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.

### Terms of Lifetime Limited Residential Warranties

- **Within One Year:** For claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Mohawk will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- **Between Year One and Five:** For claims on defects of this product as covered by this warranty that are reported in writing after one year but within five years of purchase, Mohawk will arrange a credit based on the original purchase of the product or replace the product. Mohawk will pay 75% of reasonable labor costs.
- **Between Year Five and Ten:** For claims on defects of this product as covered by this warranty that are reported in writing after five years but within ten years of purchase, Mohawk will arrange a credit based on the original purchase of the product or replace the product. Mohawk will pay 50% of reasonable labor costs.
- **After Ten years:** For claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Mohawk will provide the sufficient replacement amount of the product to repair the defective area of floor. Mohawk will pay 25% of reasonable labor costs.

### Terms of 10-Year Medium Commercial Warranties

- **Within One Year:** For claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Mohawk will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- **Between Year One and Five:** For claims on defects of this product as covered by this warranty that are reported in writing after one year but within five years of purchase, Mohawk will arrange a credit based on the original purchase of the product or replace the product. Mohawk will pay 50% of reasonable labor costs.
- **Between Year Five and Ten:** For claims on defects of this product as covered by this warranty that are reported in writing after five years but within ten years of purchase, Mohawk will arrange a credit based on the original purchase of the product or replace the product. Mohawk will pay 25% of reasonable labor costs.

### How to Make Claims

Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

### Mohawk's Responsibility

If Mohawk accepts a claim under any of the limited warranties above, Mohawk will repair or replace, at its option, the affected Pergo flooring material only. 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 Pergo flooring material. If the design for which a claim is made is no longer available, Mohawk will replace the affected floor materials with another Pergo design of equal or greater value at Mohawk's discretion. If the product was professionally installed, Mohawk will cover reasonable labor costs. Mohawk can never be held liable and is not responsible for any secondary damage. Upon approval of the warranty claim, Mohawk will provide you with instructions on the manner in which to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved or your rights under the limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These limited warranties give you specific legal rights, and you may also have other rights which vary from State to State.

### Disclaimers

**MOHAWK DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.**

Mohawk disclaims liability for incidental and consequential damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These limited warranties are not transferable. They extend only to the original end-consumer.

Samples, descriptions, and other information concerning the product contained in Pergo catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Mohawk. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Mohawk's warranties.

The provisions of these limited warranties are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. 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 Mohawk.

**Thank you for purchasing PERGO EXTREME flooring. If you have further questions, please call us at 1-800-241-4494.**