

LOKWORX WOOD ADHESIVE LIMITED WARRANTY

Adhesive	Duration
LokWorx 35MC	10 Years Commercial 15 Years Residential
LokWorx Hybrid	10 Years
LokWorx Urebond Enhanced	10 Years
Tongue Groove	1 Years

Shaw Industries, Inc. (“the Company”) warrants its wood adhesives when used in proper fit-for-use residential and commercial applications.

The following is the Limited Warranty issued by the Company. This warranty begins when the adhesive is purchased and extends to the time period above. The adhesive must be stored under proper conditions and must be protected from freezing. The adhesive must be applied in accordance with the Company’s installation guidelines and specifications and must be applied within the shelf-life as outlined in the Technical Data Sheet (TDS). The warranty is further limited to the period of time the installation is owned and maintained by the original end-use purchaser for the original installation only. The basis of any warranty related claim is the original invoice or authorized dealer invoice.

Installation guidelines, specifications, and product care recommendations can be obtained from your dealer. For additional information, please see the bottom of this page.

WHAT THE WARRANTY COVERS

This Limited Commercial Warranty provides the following coverage when used within its shelf life and as outlined in the Technical Data Sheet (TDS) and installation guidelines, applicable building codes and regulations, and standard industry practices.

Manufacturing Defects - The Company warrants that the adhesive will be free of defects during the warranty period.

Adhesive Bond - The Company warrants that the adhesive will adhere/bond to the product and the floor during the duration of the warranty as long as the Company's conditions and requirements are met.

It is the sole responsibility of the installer, general contractor, architect of record, or owner, as a condition of warranty coverage, to first determine the suitability and compatibility of the product for the user’s intended use.

WHAT CONDITIONS APPLY

The product's must be used in accordance with the Company's published pre-installation and jobsite installation instructions. It is required that moisture testing of the substrate and substrate preparation guidelines are followed.

For moisture testing of the substrate (pH,RH% and CaCl), see product specifaion sheet and installation guidelines for complete instructions.

For substrate preparation, see product specification sheet and installation guidelines for complete instructions.

This warranty does not extend to or cover failure or damage resulting from the following:

Failure to follow all substrate preparation and installation guidelines; subfloors with a prior history of uncorrected moisture conditions, hydrostatic pressure problems, reparation and installation guidelines; subfloors with a prior history of uncorrected moisture conditions,

hydrostatic pressure problems, vapor emissions, relative humidity, or pH readings outside the specified limits; failure of claimant to have records of moisture and alkalinity testing taken prior to the installation; uneven subfloors beyond Shaw's specifications and tolerances; subfloors on which solvent adhesive removers have been used; unapproved subfloor materials; improper material selection; improper installation; complaints relative to defects in the flooring materials; damage to the adhesive or flooring caused by the introduction of outside sources of water such as where outside grade is above substrate; moisture or ground water intrusion caused by faulty or lack of a vapor retarder under the concrete substrate slab per ASTM E1745; excessive water from such cases as broken water pipes, sink overflow, leaky plumbing, flooding, weather conditions subfloor cracking, or improper maintenance; indentations or damage to the flooring from rolling bed, moving loads, high heels, spiked shoes, or chairs or other furniture not using floor protectors; improper installation of the floor covering material or defective floor covering material; installation problems associated with substrate imperfections; staining due to but not limited to mold, mildew or chemical contaminants or any other discoloration of the flooring; differences in color between flooring products and samples or photographs; or damage due to thermal heat sources.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized Company dealer and/or Sales Representative for warranty or claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim.

Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722

- Residential 1-800-446-9332 Option 2
- Commercial 1-800-257-7429

WHAT WE WILL DO

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected flooring or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the commercial product, will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.