

LOKWORX CARPET ADHESIVE LIMITED WARRANTY

Warranty	Duration
LokWorx+ Carpet Tile	15 Years
LokWorx Carpet Tile	10 Years
LokDots	15 Years
LokWorx Tabs	15 Years
Advantage System	1 Year
LokWorx+ Broadloom	15 Years
LokWorx Broadloom 800 (*Residential applications only)	1 Year
LokWorx Indoor/Outdoor 3800	5 Years
Shaw 4000 Seam Sealer	1 Year
Shaw 8300 Seam Sealer	1 Year
LokWorx EcoWorx Broadloom	15 Year

The following is the Limited Warranty issued by Shaw Industries, Inc. ("Company") for our carpet adhesive and seam sealer when used in residential / commercial applications. This warranty begins when the adhesive and seam sealer are applied to the substrate. The adhesive and seam sealer must be applied in accordance with the Company's installation guidelines and specifications and must be applied within the shelf-life of the product. 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 Company invoice or authorized Company dealer invoice. Adhesive and seame sealer application and Installation guidelines, along with specifications can be obtained from you dealer or from the contacts listed below:

Installation and carpet care guidelines are available through your dealer, the website, or from a service representative at the phone number below.

WHAT THE WARRANTY COVERS

This Limited Commercial Warranty provides the following coverage when used within its shelf life (see product specification sheet) and in accordance with product's 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 specification 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 failures resulting from the following:

- failure to follow all pre-installation, layout, installation and application instructions
- subfloors with a prior history of uncorrected moisture conditions or problems
- conditions of high subfloor alkalinity
- hydrostatic pressure
- vapor emissions and/or relative humidity readings outside the specified limits
- uneven subfloors beyond the manufacturer's specifications and tolerances
- subfloors on which solvent adhesive removers have been used
- unapproved subfloor materials
- improper material selection
- improper substrate preparation
- improper installation or complaints relative to defects in the flooring materials
- use of adhesive and seam sealer when installing vinyl backed carpet tile, vinyl tile LVT, vinyl plank LVP or vinyl sheet goods.

This warranty does not cover damage to the adhesive or flooring caused by the introduction of excessive water from such causes as broken water pipes, sink overflow, leaky plumbing, flooding, weather conditions, subfloor cracking or improper maintenance. Any repair or replacement performed prior to inspection and approval by an authorized Company representative is not allowed and does not meet the requirements of the warranty.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized dealer or Company sales representative for 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 review/testing when available. The dealer or Company sales representative will file a claim via www.ShawNow.com and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact 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 resilient 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

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purchaser specific legal rights, such rights may vary from State to State.

Tech Services 1-800-471-7429