

THE NOVO COLLECTION WARRANTY

Novo // Navigation

NATURETEK PLUS™ & NATURETEK SELECT™ BY MOHAWK LIMITED LIFETIME RESIDENTIAL WARRANTY

Quick-Step® NatureTEK Select and NatureTEK Plus Laminate Wood flooring by Mohawk come with and are subject to the terms of this Limited Lifetime Residential Warranty. This Limited Lifetime Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, pet resistance and wear resistance during normal residential use when written installation and maintenance instructions are followed. In addition, the NatureTEK Select flooring system (*flooring with sealant*) is backed with a 10-year Waterproof Flooring System Warranty and the NatureTEK Plus flooring system (*flooring with sealant*) is backed with a Limited Lifetime WetProtect® Warranty when installed according to installation guide.

Limited Lifetime Residential Warranty: NatureTEK Select and NatureTEK Plus

Joint Integrity: The Uniclic® system will not fail on NatureTEK Select and NatureTEK Plus flooring.

Stain Resistance:

NatureTEK Select and NatureTEK Plus flooring will resist staining.

Fade Resistance:

NatureTEK Select and NatureTEK Plus flooring will resist fading from exposure to sunlight or artificial light.

Wear Resistance:

NatureTEK Select and NatureTEK Plus flooring will resist wearing through the wear layer under normal household conditions*.

Pet Resistance:

The NatureTEK Select and NatureTEK Plus flooring system will resist moisture, including vomit, urine, and feces from all domestic pets.

*Wearing through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss change is not considered wear and is not covered by this warranty.

Waterproof Flooring System Warranty

NatureTEK Plus: Limited Lifetime WetProtect Warranty

NatureTEK Plus flooring system (1) will not stain; (2) will not be damaged due to wet mopping or everyday household spills; (3) the joint will remain secure under normal use conditions and (4) the subfloor layer immediately below the wood floor will not be damaged due to wet mopping or everyday household spills penetrating properly installed joints. Subfloor damage is defined as visible mold or mildew growth on the surface of a concrete or wood subfloor due to topical moisture penetrating a properly installed joint, as well as any rot or decay of a wood subfloor 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. Subfloor damage originating from moisture underneath the installed floor, or penetrating around the perimeter of the installation, is excluded.

NatureTEK Select: 10-Year Waterproof Flooring System Warranty

NatureTEK Select flooring system will resist moisture damage under normal use and may be maintained by damp or dry mopping for the life of the product.

General Terms and Conditions for Laminate Warranties

Quick-Step NatureTEK Select and NatureTEK Plus flooring and accessories carry the specific warranties listed above which are subject to the following general terms and conditions:

1. These warranties apply only to the person stated as the buyer on the purchase document(s). These warranties apply only to first quality Quick-Step brand product purchases made after the edition date of these warranties when the product is installed in an indoor, climate controlled private residence and according to Quick-Step's written installation instructions. The instructions may be viewed at us.quick-step.com. Product must be maintained in accordance with Quick-Step's written instructions.
2. These warranties only apply to defects inherent to the material supplied. It includes the delamination or reduced resistance of the wear layer, but does not include in beveled-edge products, wear along the edges of the planks less than 3/16" (5mm) from the edge. The lifetime locking warranty on the Uniclic joint only applies to open joints greater than 0.01 inches (0.2mm). Quick-Step will repair or replace the area of defective product at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. There will be no other form of compensation. Responsibility under these warranties only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Quick-Step will cover reasonable labor costs for any defective product.

3. These warranties do not cover damage to the product caused by installation errors. Flooring planks or accessories must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The distributor or retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty repairs are excluded from coverage.
4. For WetProtect products, the entire perimeter of the installation must be sealed with the WetProtect molding system in accordance with the installation instructions. For sections where the WetProtect molding system cannot be used, the perimeter must be sealed with backer rod and 100% silicone sealant, in accordance with the installation instructions. DO NOT use acrylic sealant.
5. To qualify for any repair or replacement, the buyer will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.
6. These warranties do not apply to 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, storm or flood; 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 laminate wood floor in a residential environment; damage of mechanical nature, severe impact or scratches (*caused by dragging objects or furniture*) or cutting; damage caused by spike heel shoes, rotating beater bars, floor scrubbers, or steamers*; damage caused by domestic pets that have not had proper grooming care; damage caused by water or moisture trapped beneath the floor due to improper subflooring or underlayment, including but not limited to damage from 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 floor; or damage caused by moisture left on the floor around the wall base, transitions, and trims. The Limited Lifetime and 10-Year Waterproof Flooring System warranties do not apply to damage caused by events beyond everyday household spills, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks. The damage to the product must be evident, measuring per product unit (*plank, accessory, etc.*) at least 3.20 square centimeters or 0.5 square inch.

*Applies only to NatureTek Select. Residential steamers may be used for NatureTek Plus.

7. A suitable mat or sufficiently large transition area at the entrance door (s) must be used to prevent sand and/or dust from damaging the flooring. Scratching during and after installation is not covered. Gloss reduction is not surface wear. 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 or an adequate protective mat, or protective castor cups must be put under this furniture.
8. These warranties do not apply to damage from exposure to extreme heat, dryness, or stains as a result of chemical or industrial products. The flooring may not be installed in damp and/or humid areas, in extremely dry areas, or areas where there are extremely high temperatures.
9. **Proration of Warranty Period:** The Limited Lifetime Residential warranty and 10-Year Waterproof Flooring System Warranty periods are prorated for flooring and accessories. The prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows:

Material Proration



1st-6th Year 100%	7-10th Year 90%
11th Year 80%	12th Year 70%
13th Year 60%	14th Year 50%
15th Year 40%	16th Year 30%
17th Year 25%	18th Year 20%
19th Year 15%	20th Year 10%



1st Year 100%	2nd Year 100%
3rd Year 100%	4th Year 100%
5th Year 90%	6th Year 80%
7th Year 70%	8th Year 60%
9th Year 50%	10th Year 40%

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 refers to ones that the law presumes to have been given by the seller even though they are not set out in writing. ***QUICK-STEP SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. 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. Except for these rights, the remedies provided under these warranties state the entire limit of Quick-Step's responsibilities.

For service under this warranty please contact your local Quick-Step retailer. Describe the problem, and in many cases, the retailer can provide you with a solution. For installation, maintenance and technical questions, please call 888-387-9881. Manufactured and distributed

by:

Unilin North America LLC
550 Cloniger Drive
Thomasville, NC 27360