

RESIDENTIAL RESILIENT MAINTENANCE

Proper care will help protect and maintain the appearance and performance of your resilient floor.

A Care Program Consists of Key Areas:

1. Post-Construction Maintenance
2. Preventative Maintenance
3. Routine Maintenance
4. Spot and Spill Removal.

For New Construction or Renovation: Construction dust and joint compound can be deposited on the flooring. If it is not completely removed and then wet mopped, it will create a haze on the surface of the flooring.

POST-CONSTRUCTION MAINTENANCE

- Dry mop floor using a microfiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface Cleaner or equivalent neutral pH floor cleaner, onto the floor in manageable areas (spray mist will dry quickly). Use a microfiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad. Mop floor in sections.
- Always rinse the floor with water only by mopping with water to remove any remaining residue from the floor.

In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

PROCESS TO REMOVE CONSTRUCTION RESIDUE OR CLOUDY FILM FROM RESILIENT FLOORING

1. Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use microfiber dry mop pad. If microfiber dry mop pad gets dirty, replace pad with a clean pad.
2. Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface Cleaner or equivalent neutral pH floor cleaner onto the floor in manageable areas (spray mist will dry quickly). Clean floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber, such as the Clark MA10 12E Scrubber and a neutral pH floor cleaner applied to the floor to remove the residue film.
3. Using a wet microfiber mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad.
4. Repeat steps #2 and #3, if necessary.

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

PREVENTATIVE MAINTENANCE

- Always protect floors when moving heavy objects to prevent permanent scratches and tears.
- Adhering tape to the surface of your resilient flooring could damage the surface.
- **Do not** use tape to secure floor protection directly to the floor during construction or renovation. Instead, adhere tape to the material used to protect the floor and secure it to the base molding along the wall. A material such as ram board can also be used to protect your flooring.
- Use appropriate wide floor protectors under tables, chairs and any other heavy home furnishing, in addition to chair pads under caster chairs to avoid permanent damage.
- Place chair pads underneath rolling chairs to prevent damage to the LVT flooring.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of the resilient floors, use mats without latex or rubber backings to avoid possible discoloration.
- Avoid direct sunlight on LVT flooring as it can cause fading and expansion of vinyl planks. Use window protection
- Surface temperature should not exceed 100F (38C) from sunlight, bed bug treatment, steam mop, etc, and temperatures should not fall below 55F (13C). Exposing product to temperatures outside the recommended range could cause expansion of vinyl planks.
- Products containing bleach and steam mops are not recommended.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of the resilient floors, use mats without latex or rubber backings to avoid possible discoloration.

ROUTINE MAINTENANCE

- Daily removal of dirt and dust is important to prevent particles from abrading the surface of resilient floors. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars on hard surfaces.
- Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre- vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH floor cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaner manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.
- Shaw TOTALCARE® Hard Surface Cleaner or equivalent floor cleaner are recommended for general spot and cleaning.
- Avoid using mop and shine products on your resilient flooring.
- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

SPOT & SPILL REMOVAL

Our flooring products are engineered to resist and minimize common staining.

- Absorb wet spills as quickly as possible by blotting with paper or cloth towels. Rinse with water if necessary and blot dry.
- Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
- Use Shaw TOTALCARE® Hard Surface Cleaner cleaning products or products formulated for vinyl floor cleaning. Do not use detergents or abrasive cleaners since these products can leave a dull residue.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove.

Please note that some stain conditions may become permanent.

Safety Caution: The surfaces of resilient floors change during wet cleaning and finish applications. Use appropriate safety measures.

RESIDENTIAL RESILIENT LIMITED WARRANTY

Shaw Industries, Inc. (“the Company”) warrants its flooring products under this Limited Residential Warranty when used in the proper fit for use indoor residential applications. The warranty belongs to you, the original owner occupied end-use purchaser, and begins when you purchase the resilient and extends for the limited warranty period stated on the product specification. The basis of any warranty related claim is the original “Company” invoice or authorized “Company” dealer. The flooring must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s maintenance recommendations and such maintenance continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. 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

Manufacturing Defects – The Company warrants that the flooring product will be free from manufacturing defects during the period of this warranty. Manufacturing defects include but are not limited to delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Dimensional variation is defined as thickness, length, width and squareness measurements that exceed ASTM tolerances.

Wear – The Company warrants the resilient floor product will not wear through to the pattern/decor layer under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic.

Waterproof Warranty

This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). Shaw warrants that for the lifetime of stated warranty period from the date of original purchase, your Shaw product will not swell, cup or crack due to:

- Normal cleaning practices (see care and maintenance document for additional information)
- Moisture due to everyday household spills (see care and maintenance document for additional information)
- Normal moisture levels from subfloor when exposed to such conditions (see installation instructions document for additional information)

While moisture will not affect the product’s integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur - particularly if the moisture problem remains undiscovered or unaddressed. In addition, such excessive moisture levels can cause the ends and/or sides of the product to lift/flare due to the vapor pressure from underneath. Such damage from excessive moisture levels (as outlined in the installation instructions document) are not covered by this warranty. All sources of subfloor moisture should be remedied prior to installation.

Petproof Warranty

The Company warrants that your luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Petproof Warranty DOES NOT COVER: Any urine, feces, or vomit stains other than pet.

WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product specific installation guidelines. Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is the responsibility of the installer.

The following are not covered by this warranty:

- Damage caused by any of the following:
 - Fire, burns
 - Flooding
 - Subfloor moisture emissions
 - Alkali emissions
 - Vacuum cleaner beater bar
 - Intentional or accidental abuse
 - Castor chairs/rolling loads – use chair pads under castor desk/rolling chairs
 - Moving heavy appliances
 - Cuts or gouges from sharp objects
- Surface scratches unless covered by a scratch warranty
- Residual indentations or gouges resulting from heavy static loads, heeled shoes, spiked shoes, metal cleats or skates. Use floor protectors under stationary furniture legs/feet to distribute weight loads
- Changes in color or appearance resulting from, but not limited to, sunlight exposure or heat exposure
- Changes in shade, texture, or gloss over time
- Outdoor applications
- Minor shading, color, or texture difference between the store samples or marketing photography and delivered product
- Performance failures resulting from failure to follow the appropriate Shaw installation instructions
- Damage resulting from failure to follow Shaw care and maintenance guidelines including, but not limited to, use of non-approved cleaning agents or abrasive scouring pads
- Stains resulting from, but not limited to, spills, mold, chemically reactive materials, adhesives
- Losses due to inconvenience, loss of time, incidental expenses, or consequential damages

This warranty excludes all casualty events normally covered by homeowners insurance including, but not limited to, damages caused by fire, flooding, or standing water from leaking plumbing, faucets, or household appliances.

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

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. Claims contact information: Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-446-9332 option 2.

WHAT WILL SHAW DO

Replacement resilient will come from current running-line products comparable to the warranted product.

Within Two Years: Claims on defects of this product as covered by this warranty that are reported in writing within two year of purchase, Shaw will arrange a credit based on the original purchase of the product or replace the product. If professionally installed, reasonable labor costs are included.

After Year Two: Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Shaw will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not 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 additional costs incurred will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original owner occupied 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.