



HARD SURFACE WARRANTIES, CARE & MAINTENANCE

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Shaw represents a promise of outstanding performance, unique styling and overall value. For more than 50 years, consumers just like you have trusted Shaw products to stand up to their busy lifestyles.

This brochure was designed to help you better understand the warranties that come with your new hard surface product. In addition, each category supplies care and maintenance guidelines.

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IMPORTANT INFORMATION FOR RESILIENT SHEET FLOORING AND LVF (LUXURY VINYL FLOORING)

Although Shaw resilient floors are durable, all floor coverings require some care to look their best, and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt, and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed.

Here are the proper steps for maintaining your Shaw resilient floor:

1. After installation, all traffic and furniture should stay off the floor for at least 24 hours to allow the adhesive to dry. Do not wash any installation for 5 days.
2. Upon completion of the installation, sweep or vacuum thoroughly and remove any adhesive residue from surface. Mineral spirits are fine for this. Lightly damp-mop with ready-to-use Shaw Hard Surface Cleaner or the recommended dilution ratio on the label of Shaw Hard Surface Cleaner concentrate. Remove any scuffs and excessive soil by careful scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in mineral spirits.
3. In order to prevent indentations and scratches, provide glass, plastic, or other non-staining cups with flat undersurfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swivel-type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces not less than 1" in diameter.
4. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage resilient floors.
5. Do not flood floor, subject to frequent standing water, or use in high-moisture areas. Flood mopping, hosing, and frequent spills can loosen adhesive.
6. Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Avoid the use of stiletto heels on your floor. They can cause permanent damage. Do not use vinegar, one-step cleaner/polishes, or oil soaps on Shaw resilient products.
7. All Shaw resilient floors have a good resistance to stains. They are not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor. For information regarding the proper method or solution to use on a specific stain, contact the Shaw Information Center at 800-441-7429.
8. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile expansion.
9. Do not use vinegar as a cleaning agent on Shaw resilient products. Wet mop as part of routine maintenance using Shaw's Hard Surface cleaner.

Remember, the most effective part of any floor maintenance program is the simplest: sweep, dust mop, or vacuum your Shaw resilient flooring daily, or more frequently if needed.

General Care and Maintenance

Proper care will help protect and maintain the appearance and performance of your Shaw resilient floor. A care program consists of key areas: 1) Preventive maintenance; 2) routine maintenance; and 3) spot and spill removal.

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Allow the recommended minimum of 24 hours before moving heavy objects. New floors should not be saturated or wet cleaned for 5 days after installation. Only damp mopping is recommended between installation and the 5-day period.

Preventive Maintenance:

- Always protect floors when moving heavy objects to prevent permanent scratches and tears. The use of plywood and heavy cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of resilient, 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 cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.

Spot and Spill Removal:

NOTE: Shaw's R2X® Hard Surfaces Flooring Cleaner and Shaw's EPA/Dfe Green Formula Hard Surfaces Flooring Cleaner are recommended for general spotting and cleaning.

- Shaw's flooring products are engineered to resist and minimize common staining.

- Absorb wet spills as quickly as possible by blotting with white 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's R2X Hard Surface 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. Contact Shaw at 800-441-7429 or [shawfloors.com/customer-care/contact us](http://shawfloors.com/customer-care/contact-us) for additional assistance.

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

RESILIENT LUXURY VINYL PLANK AND TILE LIMITED RESIDENTIAL WARRANTIES

What this Limited Residential Warranty covers

Shaw warrants that Shaw resilient LVF (luxury vinyl flooring) products will be free from manufacturing defects for the length of time specified for the particular product.

This warranty further covers delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All floating product joints are warranted to be watertight.

Warranty terms

Within One Year: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Shaw will supply new flooring material of similar color, pattern, and quality to replace the defective area. Shaw will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

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Within Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Shaw will supply new flooring material of similar color, pattern, and quality to replace the defective area. Shaw will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified, Shaw will supply new flooring material of similar color, pattern, and quality to replace the defective area. Shaw will not pay labor costs.

Replacement/Repairs

Shaw reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Shaw repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that Shaw repairs a floor, this warranty shall remain in effect with respect to such floor.

Exclusions

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We can not warrant the product against these normal occurrences.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.
- Damage caused by fire or flood; moisture intrusion caused by emissions from subfloor; intentional abuse; damage caused by vacuum cleaner beater bar; indentations or damage caused by improper rolling loads, chairs, or other furniture not using proper floor protectors or caster wheels; cutting from sharp objects; asphalt staining and staining from rubber mats; surface scratches; changes in color or sheen appearance when exposed to a natural light source; exterior application or loss due to inconvenience, loss of time, incidental expenses, or consequential damages.

- Minor shading, color, or texture differences between samples and delivered product.
- If, prior to installation, Shaw floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, and if, post-installation, Shaw floors are not continuously maintained at such temperature, damage incurred may not be covered by your warranty.

Warranty Owner

This warranty applies only to a resident homeowner who is the original purchaser of the Shaw LVF products, not to any subsequent homeowner.

For details, please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state. This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. Shaw needs the receipt in order to verify date of purchase to help resolve any problems.

RESILIENT SHEET FLOORING LIMITED RESIDENTIAL WARRANTY

The following is the limited warranty issued by Shaw Industries Group, Inc. ("Shaw") for Shaw resilient sheet flooring products. Shaw warrants that its first-quality resilient sheet flooring products are manufactured in accordance with ASTM F 1913-04 or ASTM F1303-04 and meet or exceed these requirements.

What the Shaw Resilient Sheet Flooring Limited Warranty covers:

This vinyl product has been manufactured in accordance with industry standards and is manufactured to last a lifetime with proper care and maintenance. All first-quality resilient sheet flooring from Shaw is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products

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used in residential applications only where the original purchaser owns and resides in the home where the product was installed.

This warranty only covers first-quality products and does not cover loose-lay installations in excess of 25 square yards.

What you should do if you find that there is a defect in the quality and you need warranty service:

- You (the original purchaser) should notify the authorized Shaw Flooring dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
- You (the original retail purchaser) must present to your authorized Shaw Flooring dealer the following items for a warranty claim to be considered:
 - A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
 - A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

What Shaw will do should you need warranty service:

If a defect covered by this warranty is reported to Shaw in writing within one year of purchase, Shaw will supply new material of the same or similar grade sufficient to repair or replace the defective material. Shaw will assume all reasonable labor costs*.

* Reasonable labor costs shall be determined solely by Shaw Industries, Inc.

Each Limited Shaw Resilient Sheet Flooring Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Shaw Resilient Flooring is visible. The flooring must be installed in accordance with

Shaw's recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Improper installation and/or maintenance
- Differences in color between products and samples or photographs
- Problems resulting from excessive moisture, alkali, or water pressure from sub floor
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs, and other furniture not using floor protectors
- Discoloration, including but not limited to U.V. light and heat sources
- Surface scratches, changes in shading, texture, and/or gloss during use
- Damage caused by chemically reactive materials, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing
- Inappropriate end-user activities
- Construction or installation-related damage
- Damage caused by fire, flooding, or intentional abuse

Shaw Resilient Sheet Flooring

PLEASE NOTE: *Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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 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. This warranty is effective for all shipments after July 1, 2010.*

ENHANCE YOUR WARRANTY WITH SHAW UNDERLAYMENT

UNDERLAYMENTS

Shaw offers a number of excellent underlayments that extend the wear warranties for its hard surface products. These underlayments provide sound absorption and smooth out minor irregularities in the subfloor.

EcoTread™: Made of 100% polyurethane foam using rapidly renewable resources, EcoTread exceeds air quality and flammability standards. It is suitable for use with radiant heat flooring and may be installed over concrete or wood substrates on all grades of approved subflooring.

Installing EcoTread with any Shaw hardwood or luxury vinyl tile or plank will extend that product's wear warranty an extra 5 years.

Groundworks: An acoustical underlayment engineered to reduce sound transmission within multi-level structures, Groundworks is ideal for use with Shaw's luxury vinyl tile or plank. Groundworks resists mold and mildew and is suitable for use over concrete, wood, and gypsum subfloors.

Installing Groundworks with any Shaw luxury vinyl tile or plank will extend that product's wear warranty an extra 5 years.

Hush II: A blend of cork and recycled foam granules, Hush II offers excellent sound suppression, resists mold and mildew, and is suitable for use with radiant heat flooring.

Installing Hush II with any Shaw luxury vinyl tile or plank will extend that product's wear warranty an extra 5 years.

SofSound II: SofSound is a synthetic fiber blend pad with a laminated polyethylene film moisture retardant barrier. Environmentally responsible, SofSound is made from 100% post-industrial fiber waste. It is approved for use over radiant heat and can be installed over wood or concrete and with all floating floors.

Installing SofSound II with any Shaw laminate will extend that product's wear warranty an extra 10 years.

WARRANTY SERVICE

The Shaw Information Center provides information about proper installation and maintenance of your Shaw hard surface product.

Much of this information is included in this booklet. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your hard surface product that is covered by one of the Shaw warranties, you must notify the Shaw retailer who sold you the product. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040

Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the product.

How to contact the Shaw Information Center

1.800.441.7429 or shawfloors.com/customer-care/contact-us