

## Shaw LokDots™ Installation System for Carpet Tile -Commercial Limited Warranty

**Shaw Industries, Inc. ("Shaw") LokDots™ Installation System for Carpet Tile** is a pressure sensitive hot melt adhesive application system for the installation of polyolefin carpet tile. It is designed for polyolefin tiles and should not be used for PVC, felt backed cushion tiles or tiles that contain plasticizers.

LokDots technology, under normal use, will retain proper adhesion to the floor and prevent shifting of the tile when properly applied to the back of the approved carpet tile.

The following is the Commercial Limited Warranty issued for our LokDots carpet tile installation system when used in Commercial applications.

This Commercial Limited Warranty begins when the carpeting is installed using LokDots and continues through the life of the original installation. The carpet must be installed in accordance with the LokDots installation guidelines and specifications.

This warranty is further limited to the period of time owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw dealer invoice.

LokDots Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from the LokDots web site at [www.lokdots.com](http://www.lokdots.com), Shaw Contract Inforum at 1.877.502.7429, or online at [www.shawcontract.com](http://www.shawcontract.com).

## WHAT THE WARRANTY COVERS

- **LokDots Installation System** - Shaw Industries, subject to the terms and conditions set forth below, warrants that the LokDots Installation System will be free from manufacturing defects and will adhere to the floor under normal usage for the time period stated in this limited warranty ("warranty"), when used in accordance with:
  1. Shaw's technical data sheets and other written instructions,
  2. Applicable building codes and regulations and
  3. Standard industry practices.

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 our product of the user's intended use. LokDots is not a moisture remediation solution. If visible moisture is present or there are known moisture issues such as hydrostatic pressure, additional steps should be taken to address the moisture issues.

## WHAT IF YOU NEED WARRANTY SERVICE

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing, the following:

- 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 warranty problem.

To: [www.shawnow.com](http://www.shawnow.com) or Shaw Industries – Financial Services, P.O. Box 2128, Dalton, GA 30722.

Shaw will designate a representative to inspect the LokDots installation system and evaluate the warranty claim.

## WHAT SHAW 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, Shaw may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area.

Shaw 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 Shaw commercial product will be at the consumer's expense.

## WHAT CONDITIONS APPLY

The LokDots adhesive system must be used in accordance with Shaw's published pre-installation and jobsite installation instructions. It is required that the following steps be followed prior to installation:

- All substrates must be dry and completely free of dust and dirt, paint, oil, curing or release agents, unapproved sealers or existing adhesives, or anything that would interfere with the adhesive making a good bond directly to the substrate. Refer to the substrate preparation guidelines per current CRI 104.
- Use only mechanical means to remove existing adhesives, and then finish removal by sanding, grinding, or blasting until the bare concrete surface is exposed. Do not utilize solvents or chemical cleaners on the substrate.

The LokDots adhesive warranty does not extend to or cover failures resulting from the following:

- Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded.
- Damage from flooding, excessive moisture from existing moisture issues or installing LokDots over visible moisture.
- Carpet related issues due to excessive moisture
- Failure to follow all pre-installation, layout, installation and application instructions.
- Subfloors with a prior history of uncorrected moisture conditions or problems
- Hydrostatic pressure
- Uneven subfloors beyond the manufacturer's specifications and tolerances
- Subfloors on which liquid adhesive removers have been used
- Unapproved subfloor materials
- Improper material selection
- Improper substrate preparation

The LokDots system of installation is not intended to be a moisture barrier against hydrostatic pressure in concrete.

As long as no visible moisture or evidence of moisture are present, moisture testing is not required by this warranty when LokDots are installed with Ecoworx tiles. While Shaw's carpet tile products are not a food source for microorganisms, untreated moisture can lead to the growth of mold and mildew. Shaw can not control the presence or introduction of food sources or mold spores in the environment, and therefore, does not warrant against these.

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 Shaw representative is not allowed and does not meet the requirements of the warranty.

**Please note - The warranty is not transferable. It extends only to the original retail purchaser. 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, 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.**

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