

SHAW LokWorx – 1 YEAR COMMERCIAL LIMITED WARRANTY

Shaw Industries Inc. ("Company") LokWorx installation system for carpet tile is pressure sensitive hot melt adhesive application system for the installation of polyolefin carpet tile. It is designed for polyolefin tile and should not be used for PVC, felt backed cushion tiles or tiles that contain plastizers.

The Lokworx 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 1 Year Commercial Limited Warranty issued by Shaw Industries, Inc. ("Company") for LokWorx when used in commercial applications. This warranty begins when the product is purchased. The product must be applied in accordance with the Company's installation guidelines and specifications and must be applied within the shelf-life of the adhesive. The basis of any warranty related claim is the original Company invoice or authorized Company dealer invoice. Adhesive application and installation guidelines, along with specifications can be obtained from your 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

The Company, subject to the terms and conditions set forth below, warrants that LokWorx will be free from manufacturing defects and will not fail under normal usage for the time period stated in this limited warranty ("warranty"), when used within its shelf life and in accordance with:

1. our 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 for the user's intended use.

If our product is proven defective within the warranty time period, you will receive, as your sole remedy, replacement product and reimbursement of your reasonable and substantiated costs and labor for only that specific portion of the original installation requiring replacement.

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, 1-800-257-7429.

WHAT WILL WE DO

Should a defect covered under the 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 that section of the carpet installation judged to have adhesive failure. This warranty is limited to one repair or replacement and in all cases is the sole remedy and obligation offered. All claims repaired and/or replaced prior to inspection will not be covered by the warranty.

WHAT CONDITIONS APPLY

LokWorx must be used in accordance with the Company's published pre-installation and jobsite installation instructions. It is required that the following tests be performed prior to installation:

- Conduct Relative Humidity testing results must be below 85% (ASTM F2170), pH up to 12. **In addition**, concrete substrate moisture must be tested by the current version of ASTM F1869 anhydrous calcium chloride test. Substrate moisture vapor emissions cannot exceed 5.0 lbs. per 1000 square feet per 24 hours (4.54 kg/92.9m²/24 hours). For concrete with a prior history of uncorrected moisture conditions or problems, involving higher moisture levels, treat the concrete with a moisture mitigation product, prior to adhesive application.
- All substrates must be 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.

LokWorx 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 above the specified limits
- 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
- improper installation or complaints relative to defects in the flooring materials
- use of LokWorx 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/W.F. Taylor LLC representative is not allowed and does not meet the requirements of the warranty.

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