

Milliken Mosaic 95 Adhesive Warranty

This warranty is subject to the Warranty Terms and Conditions provided at the end of this document and applies only to the Milliken Mosaic 95 Adhesive product sold by Milliken. Details about the test methods supporting this warranty are available upon request.

LIMITED WARRANTY:

Milliken warrants that the Milliken Mosaic 95 Adhesive, when used in conjunction with Milliken WellBAC™ Comfort Plus® or, WellBac™ Comfort Cushion backing systems and/or with Milliken FlexForm 5.0mm, FlexForm Sound 5.0mm,*RigidForm Free LPT Tongue & Groove 4.5mm and Rigidform MLF SPC -Prima will form a bond that provides tack and resistance to lateral movement of the original modular carpet and/or 5.0 mm LVT installation for the time indicated below.

Product / Backing System	Length of Warranty
Milliken modular carpet w/ WellBAC™ Comfort Plus® Cushion	Life Time
Milliken modular carpet w/ WellBAC™ Comfort® Cushion	Life Time
Milliken FlexForm 5.0mm LVT	15 Years
Milliken FlexForm Sound 5.0mm	15 Years
Milliken RigidForm Free LPT Tongue & Groove 4.5mm	15 Years
Milliken RigidForm MLF SPC – PRIMA (hospitality bathrooms only)	15 Years
Mosaic Installation (combined products)	15 Years

This warranty is subject to meeting the following conditions for the applicable slab type, in addition to those exclusions and limitations set forth in the Warranty Terms and Conditions further below:

For newly poured concrete slabs the use of the adhesive product must be 45 days after the slab has been poured. For both newly poured and existing concrete slabs, slab RH must be $\leq 95\%$ RH when tested in accordance with the most current ASTM F2170 standard. pH must be between 5 - 11 when tested in accordance with the most current ASTM F710 standard. The slab must be visibly dry for both newly poured and existing on and above grade slabs. Any existing adhesive residue must be removed to a stain. If the concrete slab is experiencing hydrostatic pressure, or the slab surface is visibly wet, the slab should be treated by some other method and is not covered by this warranty.

All Milliken modular carpet tiles come with 13 additional lifetime warranties. Click the link below to learn more: [Milliken Commercial Modular Warranty](#)

**Other modular carpet backing systems and LVT products may be qualified. Contact Milliken at the number below for information on cost for qualification.*

WARRANTY TERMS AND CONDITIONS:

The Milliken logo is written in a blue, cursive script font. The word "Milliken" is written in a fluid, handwritten style with a trademark symbol (TM) at the end.

The following terms and conditions (the “Warranty Terms and Conditions”) apply to the warranty made by Milliken & Company (“Milliken”) for Milliken Mosaic 95 Adhesive for use with modular carpet, and/or 4.5mm LPT - 5.0mm LVT. These Warranty Terms and Conditions and related warranty do not apply to non-commercial installations.

The warranty provided herein is in lieu of any and all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose. This warranty is subject to the limitations and exclusions set forth in these Warranty Terms and Conditions and in the individual warranty. The warranty only applies when bond testing, substrate preparation, adhesive application and installation have all been performed in accordance with the requirements and instructions set forth on the product label, the product specification sheet, Milliken’s then current published instructions for installation of modular carpet (which are specific for each carpet product), FlexForm 5.0mm, FlexForm Sound 5.0mm, RigidForm Free LPT Tongue & Groove 4.5mm, RigidForm 5.0mm MLF SPC – PRIMA (hospitality bathrooms only)(as applicable), and the then current Carpet and Rug Institute publication CRI 104 (as applicable)(collectively, the “Documentation”). Furthermore, the installation must be in an indoor commercial environment. The warranty shall not apply (i) to installations on substrates that were not prepared as instructed in the Documentation; (ii) to substrates that are not free of silicate penetrating curing compounds and other topical or integral treatments that violate ASTM F710; (iii) to installations over substrates where hydrostatic pressure exists; (iv) where the claimant does not have written and photographic documentation of the bond testing conducted prior to the installation; (v) to installation failures due to outside sources of water; (vi) to installations taken up or replaced prior to inspection by authorized Milliken personnel; (vii) to installations with chemically cleaned substrates, where improper cleaning methods have been used, or where adhesive removers have been applied; (viii) to installations using incompatible curing compounds, mold release agents, or non-Portland cement based leveling or patch compounds; (ix) to failure of leveling or patch compounds of any kind; (x) to damage caused by expansion joints or other structural areas; (xi) to structural failure, seismic action, discoloration, caustic solutions entering the system topically through joints; or (xii) where the adhesive product was allowed to freeze prior to use. In no event shall Milliken be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability, or otherwise.

The substrate must be visibly dry for both newly poured and existing on and above grade slabs. This warranty does not include responsibility for effects to the applied floor coverings due to exposure to conditions for which they were not designed or for improper installation of the floor covering material, defective floor covering material or problems associated with substrate preparation or imperfections, improper maintenance, differences in color between flooring products and samples or photographs, failure of the flooring to adhere to the substrate due to hydrostatic pressure from the substrate, or inappropriate end-user activities. For the warranty to be valid, the adhesive product should be used only for the purposes stated on the product description and be used within three years of the date of manufacture and be applied in accordance with the product application instructions. Any other products used in conjunction with the adhesive product are required to be certified compatible.

Purchaser is required to maintain written and photographic documentation of bond testing and any corrective action required. Any installation problems or claims associated with the use of any type of underlayment product should be directed to the underlayment manufacturer or to those responsible for its application.

Warranty periods, whatever the length and wherever referenced in this document, begin at the date of the applicable invoice.

Purchaser’s exclusive remedy for any and all losses or damages resulting from a breach of warranty shall be the repair or replacement of the adhesive and, if required, the modular carpet and/or LVT (as the case may be) in the affected area, as determined by Milliken in its sole discretion. The selected remedy shall reflect the previous usage of the carpet or LVT and may take the form of credit toward future purchases. This shall be the purchaser’s sole remedy. If replacement is chosen by Milliken as the appropriate remedy, Milliken will pay the reasonable costs for such replacement. Replacement must be performed by Milliken or a Milliken approved vendor. Milliken’s obligation hereunder shall not include payment of any indirect costs or incidental or consequential damages arising from

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replacement or repair. Purchaser must provide reasonable cooperation to facilitate Milliken's repair or replacement in the affected area. If any modular carpet or LVT is replaced as part of the remedy, the replacement will be made with a current, comparable Milliken carpet or LVT.

Warranty coverage is limited to the original purchaser of the adhesive product (which includes anyone purchasing through a dealer) and is not transferable. Milliken requires the original sales receipt or other sufficient documentation, as determined by Milliken, as proof of warranty coverage.

"Lifetime" is defined as the period of time that the original purchaser of the original carpet installed with the adhesive product chooses to keep the carpet on the floor at the original installation site. Lifetime warranties only apply to adhesive product purchased after January 1, 2020.

OBLIGATIONS OF PURCHASER-OWNER:

1. Purchaser/Owner must submit notice of all claims under this warranty within a reasonable time after discovery of the alleged defect giving rise to the claim and within the warranty period.
2. Claims must be submitted in writing to Milliken Quality Assurance at carpetclaims@milliken.com or to a Milliken Quality Assurance representative at 1-800-528-8453 (Option 2 @ prompt for Quality Assurance).
3. For further information about Milliken warranties please contact your Milliken Sales Representative or Milliken Quality Assurance at: Phone number: 1-800-528-8453 (Option 2 @ prompt for Quality Assurance); Email: carpetclaims@milliken.com; or Toll Free Fax Number: 1866-503-6815.

OBLIGATIONS OF MILLIKEN:

Milliken will, within ten (10) business days of receipt of notice made pursuant to Section 2, above, designate a representative to promptly respond and arrange an inspection of the installation.

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