

# Warranty

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

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## LIMITED WARRANTY:

Milliken warrants that the Milliken Non-Reactive Standard Adhesive, when used in conjunction with Milliken Comfort Plus<sup>®</sup> or Underscore<sup>™</sup> backing systems\*, will form a bond that provides tack and resistance to lateral movement for the Lifetime of the original carpet installation. This warranty is subject to meeting the following conditions for the applicable slab type:

- New pours that have been poured at least 90 days prior to use of the adhesive product or renovations above grade, no moisture testing required;
- On-grade installations that have a confirmed vapor barrier consistent with ASTM E-1745 Class B minimum conforming vapor retarder placed in accordance with ACI 302-2001 and directly in contact with the concrete placement, no moisture or pH testing required; and
- On grade and there is no vapor barrier or the presence of a vapor barrier is unknown, if testing is done per the latest edition of ASTM F2170, as described in the Milliken Non-Reactive Standard Adhesive product specifications and Milliken's then current published instructions for installation of modular carpet (which are specific for each carpet product), and the moisture levels do not exceed 95% relative humidity as measured by the *in situ* relative humidity probe test.

All Milliken modular carpet tiles come with 14 additional lifetime warranties. Click the link below to learn more:  
[Milliken Commercial Modular Warranty](#)

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

## WARRANTY TERMS AND CONDITIONS:

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The following terms and conditions (the "Warranty Terms and Conditions") apply to the warranty made by Milliken & Company ("Milliken") for Milliken Non-Reactive Standard Adhesive for use with modular carpet. 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. The 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 to use of the Milliken Non-Reactive Standard Adhesive product in carpet installations when bond testing, substrate preparation, adhesive application and carpet installation have all been performed in accordance with the requirements and instructions set forth on the product

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label, the product specification sheet, Milliken's then current published instructions for installation of modular carpet (which are specific for each carpet product), and the then current Carpet and Rug Institute publication CRI 104 (collectively, the "Documentation"). Furthermore, the carpet installation must be in an indoor commercial environment.

The warranty shall not apply (i) to installations on substrates that were not prepared and tested, when applicable, 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, or moisture readings are higher than specified for adhesive product subject to such limitations; (iv) where the claimant does not have written and photographic documentation of the bond testing conducted prior to the installation, as well as moisture testing if applicable; (v) to installation failures due to outside sources of water, such as where outside grade is above substrate, moisture or ground water intrusion caused by faulty (or lack of) a vapor retarder under the concrete substrate slab per ASTM E1745, sprinklers soaking ground at the building foundation, overflow drains not directed away from the foundation, flooding or other natural disasters or weather conditions; (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 two 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, as well as moisture testing if applicable. 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 in the affected area, as determined by Milliken in its sole discretion. The selected remedy shall reflect the previous usage of the carpet 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 replacement or repair. Purchaser must provide reasonable cooperation to facilitate Milliken's repair or replacement in the affected area. If any modular carpet is replaced as part of the remedy, the replacement will be made with a current, comparable Milliken carpet.

The logo for Milliken, featuring the word "Milliken" in a blue, cursive script font. A small trademark symbol (TM) is located at the end of the word.

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 November 4, 2016.

**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](mailto:carpetclaims@milliken.com) or to a Milliken Quality Assurance representative by phone 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](mailto:carpetclaims@milliken.com); or Toll Free Fax Number: 1-866-503-6815.

**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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