

WARRANTY



THE ULTIMATE
FLOORING EXPERIENCE

Laminate Flooring Limited Warranties / Care & Maintenance

October 16, 2012

RESIDENTIAL LIMITED WEAR, STAIN AND FADE WARRANTY

Tarkett warrants to the original purchaser that the surface wear layer of its laminate flooring will not wear through*, stain or fade from sunlight or artificial light for the term of the warranty when used under normal residential traffic conditions.

If the product wears through, stains or fades, Tarkett will reimburse for the repair or replacement, at its option, the affected material. This warranty includes repair or replacement of the defective material and reasonable labor charges in accordance with the specific product schedule. (Note: Labor allowances are only applicable for materials professionally installed according to Tarkett's installation instructions).

LIGHT COMMERCIAL AND COMMERCIAL LIMITED WEAR WARRANTY

Tarkett warrants to the original purchaser that the surface wear layer of its laminate flooring will not wear through* for the term of the warranty and from the date of original purchase when installed in light commercial areas (multi-family dwellings, common areas, hotel/motel guest rooms) or when installed in commercial use areas (educational/institutional, retail, office, hospitality or areas used by over 200 persons in daily common use)

If the product wears through, Tarkett will reimburse for the repair or replacement, at its option, the affected material. This warranty includes repair or replacement of the defective material only in accordance with the specific product schedule and reasonable labor charges in accordance with the specific product schedule. (Note: Labor allowances are only applicable for materials professionally installed according to Tarkett's installation instructions). In no event shall Tarkett be liable for indirect, special, consequential or incidental damages of any kind, no matter what the cause. By this we mean that Tarkett will not pay for or cover any loss, expense or damage other than to the flooring itself that may result from the defect in the flooring. This includes, but is not limited to: removal and replacement of subfloors, trim and molding; connecting and reconnecting appliances or fixtures; or moving furniture, overtime labor, business interruption, etc.

WARRANTIES

Cross Country™, Journeys™, New Frontiers™

- **Lifetime Residential Limited Wear, Stain and Fade Warranty**

Years 1-2: Material and Labor
Years 3-5: Material Only
Years 6-10: 50% Material only
Years 11-20: 25% Material only
Years 21+: 10% Material only

- **15 Year Limited Light Commercial Wear Warranty**

- **10 Year Limited Commercial Wear Warranty**

Years 1-2: Material and Labor
Years 3-5: Material Only
Years 6-10: 50% Material only
Years 11-15: 25% Material only (Light Commercial)

Trends™

- **25 Year Residential Limited Wear, Stain and Fade Warranty**

Years 1-2: Material and Labor
Years 3-5: Material Only



THE ULTIMATE
FLOORING EXPERIENCE

Years 6-10: 50% Material only
Years 11-20: 25% Material only
Years 21-25: 10% Material only

- **5 Year Limited Light Commercial Wear Warranty**

Years 1-2: Material and Labor
Years 3-5: Material Only

Solutions™

- **20 Year Residential Limited Wear, Stain and Fade Warranty**

Years 1-2: Material and Labor
Years 3-5: Material Only
Years 6-10: 50% Material only
Years 11-20: 25% Material only

ALL APPLICATIONS

Should the original floor be discontinued, Tarkett will replace the defective material with a Tarkett floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

WARRANTY EXCLUSIONS

Only Tarkett Laminate sold as first quality from Tarkett is covered in these warranties. The owner / installer must inspect the color, finish and quality of the flooring prior to installation. Tarkett is not responsible for labor costs incurred for flooring installed with visible defects. This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning, care or maintenance contrary to written instructions provided by Tarkett. This warranty does not cover damage caused by physical abuse or misuse, accidents causing indentation, scratching, impact, cutting, freight damage, alteration, or any wear or damage caused by acts of God. This warranty does not apply if product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of Tarkett including, but not limited to, exterior applications, unstable / improper subfloors, areas exposed to excessive topical and/or ground moisture. Under no circumstances can Tarkett be held responsible for damage, loss of time, inconvenience, expenses or costs caused by or resulting directly or indirectly from a problem about which a claim has been or may be made hereunder.

* Wear through is defined as total loss of pattern in a minimum of a 2 square inch area, subject to the exclusions listed above. Loss of gloss is not considered wear through. Scratches are not considered wear and are not covered under Tarkett's laminate warranty.

No unauthorized person, fabricator, installer, agent or employee of Tarkett is entitled to assume any liability on behalf of Tarkett relating to the sale of this product or has the authority to increase or alter the obligations or limitations of this warranty.

HOW TO MAKE A CLAIM

1. Contact your Tarkett dealer no later than 30 days after the discovery of the defect. Your dealer will arrange for proper inspection and coordinate resolution of your claim.

OR

2. Contact a certified independent inspector (www.NICFI.org). The inspector will submit a copy of the inspection report directly to Tarkett for consideration. Should a warranty claim be approved by Tarkett, you will be reimbursed for the inspection services up to \$150. Note that while independent inspections are credible and usually reliable, the final decision rests solely with Tarkett. Only NICFI inspectors or other certified flooring inspectors approved in writing, in advance, by Tarkett will be considered.

POST INSTALLATION

- Remove and sweep up all installation debris.
- Never move heavy furniture or appliances directly across laminate flooring. Place sheets of plywood over laminate when moving heavy furniture or appliances into position.
- Maintain post installation temperature between 55° F and 100° F. Maintain relative humidity between 40% and 70%.



THE ULTIMATE
FLOORING EXPERIENCE

PREVENTATIVE MAINTENANCE

- Use non staining mats or area rugs at doorways and entranceways to collect excess water, sand, grit and debris. Clean the mats and area rugs on a regular basis.
- Do not slide heavy objects across the floor.
- Use smooth, hard plastic or metal furniture rests or glides under frequently moved furniture to avoid scratches and indentations. Do not use felt pads. Periodically inspect the bottom of the floor protectors for dirt and debris that can damage the floor.
- Rolling casters on portable appliances, dishwashers, microwave carts, etc. may cause damage laminate floors. Use caution when moving these items on laminate flooring. If using casters, a non-staining, flat, wide caster is recommended. Protective plastic mats are recommended under frequently moved furniture with castors, such as desk chairs.

ROUTINE MAINTENANCE

- Sweep or vacuum (do not use beater bar) laminate floor to remove dirt and debris that can cause scratches or dull the finish.
- Clean up all spills immediately with a damp cloth. Do not allow liquids to remain on laminate flooring.
- Periodically damp mop laminate floor with Tarkett SureShine® Floor Cleaner or equal neutral floor cleaner. Dilute floor cleaner accordingly.
- Do not flood the laminate floor with water or put water or any other liquids directly on the floor. Excessive water will damage your floor, resulting in peaked edges, warping, swelling and delamination.
- Do not use soap or oil based cleaning products. Do not use abrasive cleaners, steel wool or scouring powder.
- Do not wax or polish laminate flooring. Do not dry buff or burnish laminate flooring.
- For tough spots or stains such as oil, paint, markers, lipstick or similar, use nail polish remover or acetone* on a clean white cloth. Do not pour liquid directly on the floor. For hard to remove items such as chewing gum or candle wax, freeze the item with ice, then carefully scrape off with a plastic spatula.

* Use caution when handling flammable liquids