



**RESIDENTIAL
CARE & WARRANTY GUIDE**

TIMELESS RESIDENTIAL WARRANTY

Congoleum Timeless Limited Residential Warranty means that your new floor:

	Warranty Period		
	Triversa™ & Structure®	Impact™ & Impact SmartLock™	Endurance® & Endurance SmartLink®
Will not wear out	Lifetime	25 Years	10 Years
Will be free of manufacturing defects	Lifetime	25 Years	10 Years
Will not fade	Lifetime	25 Years	10 Years
Will not stain	Lifetime	25 Years	10 Years
Will not rip or tear from normal household use	Lifetime	25 Years	10 Years
Will not permanently indent from normal household use	Lifetime	25 Years	10 Years
Will not be damaged by exposure to water	Lifetime	25 Years	10 Years

The Timeless Limited Residential Warranty covers material for the period of the warranty and reasonable labor costs for five years if professional installation was paid for when the original floor was installed.

GENERAL WARRANTY INFORMATION

- Covers only first quality materials purchased after January 1, 2016.
- Is not transferable.
- Applies to normal residential applications only.
- For a floor to “wear out” is defined as the absence of the wear layer and printed design due to normal household use. Scratching is not “wear out”.
- Only one replacement floor will be provided for staining, wear out, fading, scuffing, rips, tears or gouges. The replacement floor will not be warranted against future staining, wear out, fading, scuffing, rips, tears or gouges.
- The indent warranty will only be covered if adequate furniture

floor protectors are used. The size of the protector should be in proportion to the weight of the furniture; the heavier the item, the wider the floor protector should be.

EXCLUSIONS | WHAT IS NOT COVERED

- Problems due to improper installation, non-recommended subflooring or improper subfloor preparation, improper floor care and installation products, or failure to follow care and maintenance recommendations.
- Problems due to accidents, abuse, or improper usage. Some examples are: damage from moving appliances or sliding of furniture without adequate protection, non-recommended rolling casters on furniture, rotating beater bars on vacuum cleaners, dropping of heavy or sharp objects, and damage or discoloration from burns or fire.
- Problems due to extreme temperatures or fading from frequent exposure to sunlight.
- Damage from the use of steam cleaners.
- Color or design variations between samples and printed or digital images and actual material.
- While the flooring product is not impacted by moisture, there is a strong probability that prolonged exposure to moisture will result in adhesive bond failure in glue down installations, mold or mildew growth, and potential structural damage to the home. The warranty does not cover problems due to adhesive bond failure, mold or mildew growth or structural damage as a result of moisture from excessive vapor emissions, hydrostatic pressure, plumbing or appliance leaks, or flooding from natural causes. These are typically covered by homeowner's insurance.
- Damage occurring during renovation or construction.
- Using floor mats that are not labeled "non-staining".
- Labor on non-professionally installed floors or material that is installed with obvious visible defects.

WARRANTY REMEDY

If your Congoleum floor fails to perform under the conditions of the applicable limited warranty within the warranty period, Congoleum will at its option repair the defective area(s) or supply new Congoleum material of the same color, design, and grade, if available; if unavailable or discontinued, Congoleum reserves the right to select and supply similar Congoleum materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty unless indicated otherwise.

HOW TO MAKE A CLAIM

If you find a defect or other matter covered by any of the limited

warranties described previously, the retailer who sold the floor covering material should be notified in writing promptly and must be supplied proof-of-purchase. The correspondence with the retailer should include the product purchased, the amount purchased, installation costs (if applicable) and the date of purchase. If necessary, the retailer will then notify a Congoleum representative who will review the claim or arrange for inspection of the floor. The normal time period for review or inspection after the claim has been filed with Congoleum is within 60 days.

If you are unable to contact your retailer, write to us at:
Congoleum Corporation, Dept. C
3500 Quakerbridge Road
P.O. Box 3127
Mercerville, NJ, 08619, USA
Proof of purchase must be provided with correspondence.

CONSEQUENTIAL OR INCIDENTAL DAMAGES

Congoleum excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean that Congoleum will not cover or pay for any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors, trim moldings, disconnecting/reconnecting appliances or fixtures, or moving of furniture.

IMPLIED WARRANTIES

There are no implied warranties, including warranties of merchantability and fitness for a particular use, extending beyond the limited warranties available under this plan.

Please Note: Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply.

YOUR LEGAL RIGHTS

These limited warranties give you specific legal rights and you may also have other rights which vary from state to state. Except for these other rights, the remedies provided in the above warranties state the limit of Congoleum Corporation's responsibility.

No representative, employee, or agent of Congoleum is authorized to modify or change the limited warranties as stated herein.

CONTACT US

If you have any questions regarding your new Congoleum floor,

need additional maintenance information or require any other assistance, please go to our website at www.congoleum.com. If you cannot find an answer to your question on our website, please call Congoleum Consumer Information at 609-584-3601, Monday through Friday, 8:30 a.m. to 5:00 p.m. EST.

CARE INSTRUCTIONS

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

- Sweep or vacuum regularly to remove dirt and grit that can abrade, dull or scratch your new floor. Do not use a vacuum with a beater brush, because it may damage the floor's surface.
- Wipe up spills promptly with a damp cloth or mop.
- For a more thorough cleaning, wash your floor with Congoleum Bright 'N Easy No-Rinse Cleaner or other suitable, non-detergent based resilient floor cleaner.
- Remove excess water after washing the floor. Wet floors may be slippery and dangerous.
- The gloss level may change over time depending on the amount of traffic, care, and maintenance the floor receives. To restore the appearance, first use Congoleum Bright 'N Easy Polish Remover to remove any ground-in dirt and excess polish buildup. Rinse thoroughly. Then apply Congoleum Bright 'N Easy Floor Polish (03002) to obtain a high-gloss finish or Congoleum Bright 'N Easy Satin-Gloss Floor Polish (03007) to obtain a satin-gloss or natural-gloss finish.
- Caution: Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor's finish. Avoid cleaners that contain abrasives or solvents which may permanently damage your floor.



PROACTIVE PROTECTION FOR YOUR FLOOR

Congoleum floors are very durable and hold up well to the busy activity that happens in your home every day. But they are not “bullet-proof” and can be damaged from abuse.

To make sure your floor performs well over its lifetime we want you to follow these simple steps.

- Place mats at outside entrances to prevent dirt, grit and soil from being tracked onto your floor. Use 100% latex-backed mats (labeled non-staining), because some rubber-backed mats or carpets may permanently discolor your floor.
- Make sure furniture legs have large surface, non-staining floor protectors. Replace small, narrow metal or dome-shaped glides with smooth, flat glides that are in flat contact with the floor. Glides should be equipped with self-adhesive felt pads to avoid scratching the surface of the floor. The pads should be checked periodically for grit and wear and replaced when necessary.
- Heavy furniture or appliances that are not moved often should be equipped with flat, non-staining composition furniture casters or cups of appropriate size - available square from 1 1/2" to 2 5/8" and round from 1 3/8" to 1 5/8".
- Mobile appliances and furniture should be equipped with easily swiveling casters. They should be at least 2" in diameter with non-staining hard rubber treads at least 3/4" wide. Do not use ball-shaped casters.
- Always use strips of hardwood or plywood when moving heavy objects such as furniture and equipment over the floor even when using carts or dollies with wheels.
- To help prevent staining from asphalt tracking, we recommend the use of a latex-based driveway sealer.
- Draw drapes and blinds during peak periods of strong sunlight. Resilient floors, like other home furnishing products, may discolor or fade when overexposed to the sun.
- Heat-producing appliances such as a refrigerator or range, or hot air registers emitting a direct flow of heat in excess of 120° F, even intermittently, can scorch, burn, discolor or fade your floor. Cigarettes, matches and other very hot objects can also damage your floor.
- Avoid wearing stiletto or spiked heels on your floor. These types of heels can indent or damage many types of floors.
- Never use steam cleaning machines on Congoleum Floors; they can permanently damage the floor.

The logo for Congoleum, featuring the word "Congoleum" in a stylized, cursive font with a registered trademark symbol.

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