



TRIVERSA™ PRIME 10 YEAR COMMERCIAL LIMITED WARRANTY

What is covered:

Congoleum warrants that Triversa Prime products will be free of manufacturing defects and will not discolor from mold, mildew or alkali for a period of ten years from the date of purchase.

If obvious visual defects are noted prior to installation, the customer must notify Congoleum. This warranty does not apply to products that are installed with visual defects. If Congoleum is notified of visual defects prior to installation, Congoleum will replace the defective product at no charge.

This warranty covers material for five years and reasonable labor costs as published in RSMeans® for one year if installation was paid for when the original floor was installed. After one year through three years 50% of reasonable labor costs as published in RSMeans® will be paid if installation was paid for when the original floor was installed. After three years labor costs are not covered.

This warranty applies to quality one, current running line Triversa Prime patterns purchased after January 1, 2020 and installed in normal commercial applications following Triversa Prime Installation Instructions.

This warranty is not transferable.

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 maintenance recommendations.
- Change of gloss level, dulling, scratching, cutting, chipping, breakage or staining that occurs during or after installation as a result of improper use, maintenance or care. 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”.
- Problems due to accidents, abuse, or improper usage. Some examples are: damage from moving appliances or sliding furniture without adequate protection, rolling casters on furniture, appliance or plumbing leaks, rotating beater bars on vacuum cleaners, damage caused by heat from steam cleaning devices, dropping of heavy or sharp objects, and damage or discoloration from burns or fire.
- Problems due to temperature as a result of heat producing appliances such as a refrigerator or range, or hot air registers emitting direct flow of heat in excess of 120°F which, even intermittently, can scorch, burn, discolor, or fade your floor. Cigarettes, matches and other very hot objects can also damage your floor.
- Fading from prolonged exposure to direct sunlight.
- Problems due to installation in unheated rooms.
- Color or design variations from samples and literature.
- Problems due to excessive moisture or water leaks and floods.
- Damage occurring during renovation or construction.
- Rips, tears, gouges or indentations that occur during or after installation as a result of improper use, maintenance or care.
- If a replacement of your floor is required due to mold, mildew or alkali staining, discoloration or other damage caused by mold, mildew or alkali, the replacement floor will not be warranted for conditions caused by mold, mildew or alkali.
- Labor on non-professionally installed floors.

Warranty Remedy

If your Congoleum floor fails to perform under the conditions of this warranty, you must notify Congoleum and permit an inspection of the product. 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. This does not preclude replacement for other reasons as deemed appropriate by Congoleum. After corrective action is taken on an existing defect, you will continue to receive the warranty coverage for the remaining period of your original warranty.

How to Make a Claim

If you find a defect or other matter covered by this warranty, you should promptly notify the retailer who sold the floor covering material, or you may contact Congoleum directly. Notice of a claim under this warranty must be in writing and must include proof of purchase. The correspondence with the retailer or Congoleum should include the product purchased, the amount purchased, installation costs (if applicable) and the date of purchase.

If you submit your claim directly to Congoleum, Congoleum will contact you within 15 days of receipt of your claim to verify that the claim has been made.

You may submit your warranty claim directly to Congoleum at: Congoleum, Dept. C, 3500 Quakerbridge Road, Trenton, NJ 08619.

Consequential or Incidental Damages

The manufacturer excludes and will not pay consequential, indirect, incidental or special/putative damages under this warranty. By this we mean that the manufacturer 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: reimbursement for lodging, replacement of subfloors, trim moldings, disconnecting/reconnecting appliances, fixtures or cabinets, or moving of furniture/appliances.

No Implied Warranties

There are no implied warranties, including warranties of merchantability and fitness for a particular use, extending beyond this warranty.

Your Legal Rights

This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Except for these other rights, the remedies in the above warranties state the limit of Congoleum's responsibility.

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

The laws of the State of New Jersey shall govern the rights and duties of the parties under this agreement, and jurisdiction and venue is fixed in the State of New Jersey.

Contact Us

If you have any questions regarding your new Congoleum floor, need additional maintenance information or require any other assistance, please call Congoleum Information at 609-584-3601, Monday through Thursday, 8:30 a.m. to 5:00 p.m. EST or visit our website at www.congoleum.com.

Thank you for choosing Congoleum.



TRIVERSA™ PRIME 10 YEAR COMMERCIAL FLOOR CARE

GENERAL GUIDELINES

- Follow standard safety practices by using proper signage and Personal Protective Equipment (PPE) if necessary. Read and retain all maintenance product SDSs used on site.
- Develop and follow a cleaning and maintenance procedure in line with conditions at the facility.
- Protect the floor with:
 - Walk off mats at every entrance which must be cleaned regularly.
 - Proper casters, glides and feet on chairs and furniture.
 - Chair mats under rolling desk chairs.
 - Durable coverings during construction or moving.
- Do not use aggressive pads or brushes during cleaning unless specified for removing floor polish or finish. Never use metal brushes or steel wool.
- Do not use steam cleaners to clean the floor.
- Do not flood or use excessive water when cleaning the floor.
- Highly concentrated dyes or chemicals, i.e. hair dye, iodine, or contaminants such as rust, can permanently stain the surface.
- Spot test any cleaner or chemical to be used on the floor in an inconspicuous area to determine compatibility.

IMMEDIATELY AFTER INSTALLATION

- Follow all workplace safety guidelines. Use PPE if necessary
- Sweep and clean the floor thoroughly. Any dust or debris must be removed or it will contaminate the finish. Use a mop or cleaning machine depending on the level of soil present and dry completely. Inspect the floor to be sure all soil and dirt is removed.
- As an option, apply 3 to 4 coats of a high quality floor polish suitable for resilient vinyl floors. We recommend using Congoleum's Bright 'N Easy Commercial Floor Polish. Follow the manufacturer's instructions regarding application, drying times, etc. as well as maintenance of the finished floor.

ROUTINE CLEANING AND MAINTENANCE

- Follow all workplace safety guidelines. Use PPE if necessary.
- Inspect chairs and furniture to make sure casters and feet are in good working condition and replace if damaged.

Daily

- Sweep, dry mop or vacuum the floor. Use a soft, microfiber mop head or a suction-only vacuum clear with a plastic head. Always sweep floor before mopping.
- Clean up small spills promptly with a neutral pH spray cleaner and a clean cloth.

Weekly

- For light soil, wet mop the floor. Use a microfiber or string mop with water or a neutral pH cleaning solution. Follow all manufacturer's instructions for handling and dilution of cleaners. Change or rinse the mop head often, and regularly change water. Allow the floor to dry before foot traffic resumes.
- For more heavily soiled floors, use a low RPM, orbital cleaning machine equipped with a non-abrasive white 3M pad. Always use with water or neutral pH cleaning solution, never run the machine dry. If necessary, vacuum or mop up excess water and allow the floor to dry before foot traffic resumes.
- Auto-scrubbers can be used on larger or more heavily soiled floors. Use with a non-abrasive white or red 3M pad and water or neutral pH cleaning solution.

- Specialty cleaners may be required periodically. If so, use a slightly higher pH (between 8 and 10) for grease or oil cleaning, and a lower pH (5-6) for hard water or mineral deposit cleaning. Disinfectants, such as quaternary ammonium compounds, can be used in accordance with manufacturer's dilution guidelines and should be rinsed with clean water after use.
- Always use the proper cleaning equipment and cleaner for the job at hand. Do not mix cleaners or maintenance chemicals.
- As needed, removal and reapplication of polish will be necessary. Use a low RPM orbital cleaning machine with a black 3M pad with a floor polish stripping solution. Apply the solution to the floor and work the machine side to side. Keep the floor wet with solution. The stripping solution can become very slippery, so work backwards away from the stripped floor. Vacuum the solution from the floor before it dries and rinse the floor thoroughly with warm clean water, twice if necessary.
- After drying, reapply 2-3 coats of high quality floor polish. Again, follow all manufacturer's instructions.

HOW TO TREAT STAINS, SPILLS AND SCUFFS

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with the recommended liquids. Always rinse the affected area with clean water after treatment.	
STAINS AND SPILLS	REMEDY
Acids, Alkalis Dye, Dye Markings, Iodine, Mercurochrome, Blood, Food, Candy, Rust†, Ketchup, Mustard, Fruit/Fruit Juices, Urine, Excrement, Cleaners, Strong Soaps, Grass, and Vomit	<ul style="list-style-type: none"> • Scrub area with Bright 'N Easy No-Rinse Cleaner full strength. • Rub the area with a 10 to 1 dilution of water to liquid bleach. • Rub the area with isopropyl alcohol*. † If rust stain does not respond, use lemon juice or a cream of tartar solution.
STAINS AND SPILLS	REMEDY
Dry Cleaning Fluids, Lacquer, Latex Paints, Nail Polish, Solvents, Oil-Based Paints, Wood Stains, and Varnish	<ul style="list-style-type: none"> • If substance is dry, gently peel it from the floor. (Avoid sharp instruments that could scratch the floor.) • Scrub area with Bright 'N Easy No-Rinse Cleaner. • Rub lightly with mineral spirits or paint thinner*.
SUBSTANCE THAT WON'T WIPE UP	REMEDY
Adhesives, Asphalt, Chewing Gum, Oil, Grease, Candle Wax, and Tar	<ul style="list-style-type: none"> • Carefully remove excess with a dull kitchen knife. • Scrub area with Bright 'N Easy No-Rinse Cleaner. • Rub lightly with mineral spirits, isopropyl alcohol* or lighter fluid*.
SCUFFS AND SMUDGES	REMEDY
Rubber Heel Marks, Scuffs, Shoe Polish, and Smudges	<ul style="list-style-type: none"> • Scrub area with Bright 'N Easy No-Rinse Cleaner. • Rub lightly with isopropyl alcohol* or lighter fluid*.
<p><i>* Caution: Isopropyl alcohol, lighter fluid, mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on label. Keep traffic off treated area for 30 minutes.</i></p>	