



BASIX® 10 YEAR RESIDENTIAL LIMITED WARRANTY

What is covered:

Congoleum warrants that its Basix products will not wear out; will be free of manufacturing defects; will not stain including stains from asphalt tracking, rubber-backed mats, and common household items; will not permanently scuff from shoe soles including sneakers, will not fade or discolor; will not gouge, rip, or tear from normal use; will not permanently indent when proper floor protectors are used; and will not discolor from mold, mildew or alkali during normal use for a period of ten years from the date of purchase.

Correct installation practices must be followed to ensure a trouble-free installation. While installation errors are the responsibility of your flooring installer and not covered by Congoleum's warranty, if the flooring is correctly installed following all guidelines in the current UltraTec® Installation Instructions, your Basix floor will be warranted not to curl, not to open at the seams, not to buckle, and not to release over joints in underlayment panels for a period of ten years from the date of purchase.

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

This warranty is not transferable.

This warranty applies to quality one, current running line patterns purchased after June 1, 2015 and installed in normal residential applications.

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.
- Use of floor mats that are not labeled "nonstaining."
- Rips, tears, gouges or indentations that occurs 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 material that is installed with obvious visible defects.

Warranty Remedy

If your Congoleum floor fails to perform under the conditions of this warranty, 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 Corporation, Dept. C, 3500 Quakerbridge Road, P.O. Box 3127, Mercerville, NJ 08619.

Consequential or Incidental Damages

Congoleum excludes and will not pay consequential or incidental damages under this warranty. 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, disconnection/reconnecting appliances or fixtures, 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 which vary from state to state, except for these other rights, the remedies 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 stated herein.

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 609-584-3000, 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.