



## AIRSTEP PLUS® 20 YEAR RESIDENTIAL LIMITED WARRANTY

### **What is covered:**

Congoleum warrants that its AirStep Plus 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 twenty 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.

AirStep Plus further warrants that for a period of fifteen years from the date of purchase, your floor will be easy to clean and will resist staining. Easy to clean means that soils, liquids and tacky substances won't stick to the flooring surface, helping to prevent build-up, eliminating the need for aggressive cleaners, and extending the time between cleanings. Note: "Easy-to-Clean" does not mean the surface is "self-cleaning."

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 AirStep Plus 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 twenty years from the date of purchase.

This warranty covers material for the time periods listed above and reasonable labor costs as published in RSMeans® for five years if installation was paid for when the original floor was installed. After five years labor costs are not covered.

This warranty applies to quality one, current running line AirStep Plus patterns purchased after March 1, 2024 and installed in single family residences (excluding communal living or institutional residences) following all current UltraTec® 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, and damage from pet or human urine.
- 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](http://www.congoleum.com).

**Thank you for choosing Congoleum.**



## AIRSTEP® PLUS 20 YEAR FLOOR CARE

### IMMEDIATELY AFTER INSTALLATION

- Ask your installer about the method used for installation. If “full spread”, keep traffic light during the first 24 hours so adhesive can dry properly.
- If the floor has been seamed, avoid stepping on the seam sealer for 24 hours so it can dry undisturbed.
- Avoid scrubbing or washing the floor for at least three days after installation. Spot clean the floor, avoiding all seams. Clean any adhesive residue with a clean, white cloth dampened with mineral spirits.\*

**CAUTION: \*Mineral spirits are flammable liquids. Please follow precautions listed on the container.**

### INITIAL RESIDENTIAL MAINTENANCE

- Sweep or vacuum the floor to remove loose dirt.
- If needed, after installation use lighter fluid\* applied with a clean cloth to remove scuff marks and adhesive residue. Keep traffic off treated area for 30 minutes.
- Wash the floor with Bright 'N Easy No-Rinse Cleaner or other suitable resilient floor cleaner.

**CAUTION: Lighter fluid is a flammable solvent. Carefully read and follow cautionary information on label.**

### PREVENTATIVE CARE

- 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 flat on 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 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".
- Moveable appliances and furniture should be equipped with easily swiveling casters. They should be at least 2" in diameter with non-staining hard rubber treads with a minimum 3/4" flat surface width. Do not use ball-shaped casters.
- 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.
- 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. Flooring, like other home furnishing products, may discolor or fade when over-exposed 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.

**DO NOT USE STEAM CLEANERS on Congoleum Floors, they can permanently damage the floor.**

## REGULAR CARE

- Sweep or vacuum regularly to remove dirt and grit that can abrade, dull or scratch your 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 Bright 'N Easy No-Rinse Cleaner or other suitable, non-detergent based resilient floor cleaner.

**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.**

- Remove excess water after washing the floor.

## 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"> <li>• Scrub area with Bright 'N Easy No-Rinse Cleaner full strength.</li> <li>• Rub the area with a 10 to 1 dilution of water to liquid bleach.</li> <li>• Rub the area with isopropyl alcohol*.</li> </ul> † 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"> <li>• If substance is dry, gently peel it from the floor. (Avoid sharp instruments that could scratch the floor.)</li> <li>• Scrub area with Bright 'N Easy No-Rinse Cleaner.</li> <li>• Rub lightly with mineral spirits or paint thinner*.</li> </ul>
SUBSTANCE THAT WON'T WIPE UP	REMEDY
Adhesives, Asphalt, Chewing Gum, Oil, Grease, Candle Wax, and Tar	<ul style="list-style-type: none"> <li>• Carefully remove excess with a dull kitchen knife.</li> <li>• Scrub area with Bright 'N Easy No-Rinse Cleaner.</li> <li>• Rub lightly with mineral spirits, isopropyl alcohol* or lighter fluid*.</li> </ul>
SCUFFS AND SMUDGES	REMEDY
Rubber Heel Marks, Scuffs, Shoe Polish, and Smudges	<ul style="list-style-type: none"> <li>• Scrub area with Bright 'N Easy No-Rinse Cleaner.</li> <li>• Rub lightly with isopropyl alcohol* or lighter fluid*.</li> </ul>
<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>	