



DURACERAMIC® ORIGINS AND DURACERAMIC DIMENSIONS® LIFETIME RESIDENTIAL LIMITED WARRANTY

What is covered:

Congoleum warrants that its DuraCeramic Origins and DuraCeramic Dimensions will not wear through printed design and wearlayer due to normal household use, will be free of manufacturing defects, included but not limited to rips, tears, changes in gloss level, scratching, cutting, chipping, breakage or staining during normal use as long as you own the product.

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.

DuraCeramic Origins and DuraCeramic Dimensions featuring Scotchgard® Protector 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."

This warranty only applies to normal residential applications. If the product is used in a light commercial application, Congoleum only warrants that the product will be free of manufacturing defects, and will not discolor from mold, mildew or alkali for a period of five years from the date of purchase.

This warranty applies to quality one, current running line DuraCeramic Origins and DuraCeramic Dimensions patterns purchased after January 1, 2020 and installed in single family residences (excluding communal living or institutional residences) following all current DuraCeramic Installation Instructions.

This warranty covers material for the time periods indicated 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 is not transferable.

Exclusions...what is not covered:

Problems due to improper installation (including installation in unheated rooms), non-recommended subflooring or improper subfloor preparation, improper floor care and installation products, or failure to follow maintenance recommendations.

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, permanent scuff marks (non-removable marks made on the surface of the wear layer by shoe soles) 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 direct sunlight.

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, indentations, changes in gloss level, scratching, cutting, chipping, breakage or staining that occur during or after installation as a result of improper use, maintenance or care.

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. If the inspection determines that the flooring is defective, 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. If a repair requires replacement of more than 10% of the total square footage of the floor, Congoleum will replace the entire floor. 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

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 Corporation'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.