



## TRIVERSA® PRIME LIFETIME LIMITED WARRANTY

### WHAT IS COVERED:

Congoleum warrants that Triversa Prime will be free of manufacturing defects, will not wear out, will not stain, will not fade, will not rip or tear from normal household use, will not permanently indent from normal household use, and will not discolor from mold, mildew or alkali for as long as you own your floor.

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.

The Triversa Prime Limited Residential Warranty covers material for the time period indicated above and reasonable labor costs as published in RSMMeans® for five years if installation was paid for when the original floor was installed. After five years labor costs are not covered.

### GENERAL WARRANTY INFORMATION

- Covers only first quality materials purchased after January 1, 2020.
- 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 or tears.
- 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.
- Problems due to excessive moisture or water leaks and floods.
- Damage occurring during renovation or construction.
- Using floor mats that are not labeled “non-staining”.
- 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.**



## TRIVERSA® PRIME FLOOR CARE

### IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours so adhesive can dry properly.

### 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.
- 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 a high quality floor polish remover to remove any ground-in dirt and clean the floor thoroughly. Rinse well and allow to dry. Then apply two coats of a high quality acrylic floor polish. Depending on your preference, you can apply a high-gloss finish or use a low gloss polish 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.**

- 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><b>* Caution:</b> 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.</p>	