

# Luxury Vinyl Flooring

CONSUMER PROTECTION PLAN

Perfect for  
any room  
in your home.

NUGEN™ | TEAK MARADO | NATURAL | 270285001

April 2022

 **Tarkett**  
*Home*

# Tarkett® Luxury Vinyl Flooring Consumer Protection Plan

## Consumer Warranties

Tarkett products are backed by a comprehensive consumer protection program. This warranty program is your assurance that the Tarkett floor you have selected will perform to your satisfaction. If you should have a valid warranty claim, Tarkett will provide you with new flooring of the same or similar quality free of charge and will pay a reasonable labor charge to install it (if original floor was professionally installed), as specified in your warranty. We give you all of this protection so that you can buy your new Tarkett floor with peace of mind. Even Tarkett's advanced generation of floors need regular care to look and perform their best. First, make sure your Tarkett floor is installed using only Tarkett approved adhesives and materials. Then, be sure to follow a program of regular care, using the maintenance instructions found at [www.tarkethome.com](http://www.tarkethome.com). These sensible steps will assure you that your new floor will deliver outstanding performance and provide you years of beauty and lasting satisfaction. General warranty information, including definitions and exclusions can be found on the following pages.

## All Tarkett Warranties

- Covers only material graded and sold as "regular" or "first quality".
- Cover the flooring material from the date of original purchase for the time period specified.
- Apply to the original purchaser so long as he/she occupies the residence or location where the flooring was installed (residential applications).
- Are limited to one (1) replacement floor except for wear and manufacturing defects. Original limited warranty for wear and manufacturing defects applies to all replacement floors.
- Replacement labor costs, when covered by the warranty, will only be paid if professional installation was paid for when the original floor was installed.

## Extreme Performance Residential Limited Warranty From the original date of purchase, according to the terms, these floors:

- Will not wear out.
- Will be free from manufacturing defects.
- Will not rip, tear, gouge or indent from normal household use when installed directly over wood or concrete.

## Movement of large appliances requires special handling.

- Will not permanently stain from common household products.
- Will not permanently stain from traffic stains, including asphalt driveway sealers.
- Will not stain from moisture on concrete subfloors. See excessive moisture definition.
- Will not permanently scuff from shoe soles.

## Light Commercial Wear and Manufacturing Defects Limited Warranty.

### From the original date of purchase, according to the terms, these floors:

- Will not contain manufacturing defects.
- Will not wear through.

## 3-Seasons Room Wear and Manufacturing Defects Limited Warranty

### The ProGen™ and NuGen™ Click Collection flooring:

- Will not warp and/or buckle under direct sunlight.
- Installation instructions to be followed for potential expansion gap.

Please refer to the definition of a 3-seasons room on page 4.



PROGEN™ | PAVESTONE | CAMBRIA | 270288004

## WARRANTIES

### Aloft™

#### 25 Year Extreme Performance Residential Limited Warranty

- Years 1-2: Material and labor, if professionally installed.
- Years 3-5: Material only
- Years 6-10: 75% Material only
- Years 11-15: 50% Material only
- Years 16-20: 25% Material only
- Years 21-25: 10% Material only

#### 7 Year Light Commercial Wear and Manufacturing Defects Limited Warranty

- Year 1-2: Material and labor, if professionally installed.
- Years 3-5: Material only
- Years 6-7: 50% Material only

### NuGen™ Click

#### Lifetime Extreme Performance Residential Limited Warranty

- Years 1-2: Material and labor, if professionally installed.
- Years 3-5: Material only
- Years 6-10: 75% Material only
- Years 11-15: 50% Material only
- Years 16-20: 25% Material only
- Years 21-Life of Floor: 10% Material only

#### 10 Year Light Commercial Wear and Manufacturing Defects Limited Warranty

- Year 1: Material and labor, if professionally installed.
- Year 2: Material and labor (50%), if professionally installed.
- Years 3-5: Material only
- Years 6-10: 50% Material only

#### 10 Year - 3-Seasons Room Limited Warranty

- Years 1-2: Material and labor, if professionally installed.
- Years 3-5: Material only
- Years 6-10: 50% Material only

### ProGen™

#### Lifetime Extreme Performance Residential Limited Warranty

- Years 1-2: Material and labor, if professionally installed.
- Years 3-5: Material only
- Years 6-10: 75% Material only
- Years 11-15: 50% Material only
- Years 16-20: 25% Material only
- Years 21-Life of Floor: 10% Material only

#### 15 Year Light Commercial Wear and Manufacturing Defects Limited Warranty

- Year 1: Material and labor, if professionally installed.
- Year 2: Material and labor (50%), if professionally installed.
- Years 3-5: Material only
- Years 6-10: 50% Material only
- Years 11-15: 25% Material Only

#### 10 Year - 3-Seasons Room Limited Warranty

- Years 1-2: Material and labor, if professionally installed.
- Years 3-5: Material only
- Years 6-10: 50% Material only



NUGEN™ | MILLED OAK | SUN TONED | 270285003

## DEFINITIONS FOR PURPOSES OF THIS LIMITED WARRANTY:

**3-Seasons Room:** is defined as a home addition that is enclosed with glass and protected from the elements. It may or may not feature floor-to-ceiling windows and door, and does not have insulation or continuous climate controls in place.

**Excessive Moisture:** is defined as relative internal humidity exceeding 90% when tested according to ASTM F2170 or moisture vapor exceeding 6 lbs./1,000 sq. ft./24 hrs. when tested according to ASTM F1869. The test kit is used prior to the installation of flooring.

**Light Commercial Use:** is defined as commercial areas that experience foot-traffic only (no rolling loads).

**Manufacturing Defect:** is defined as a visual or construction deficiency resulting from the manufacturing process.

**Moisture Staining:** is defined as staining from mold, mildew or alkali when installed over concrete only.

**Normal Household Use:** is defined as common daily activities in the home.

**Wear Through:** is defined as total loss of pattern in a minimum of a 2 square inch area, subject to the exclusions listed below. Loss of gloss or texture is not considered wear through.

## LIMITED WARRANTY EXCLUSIONS

- Damage/stains due to:
  - Improper use or conditions including without limitation plumbing/appliance leaks, storm or flood; smoke, fire, or other casualty events; negligence, improper alterations of the original manufactured product.
  - “Abuse” including any use of flooring that is unreasonable considering the normal and expected use of ProGen™ flooring in a residential, light commercial or 3 seasons room environment.
  - Stiletto or high heels shoes.
  - Products other than common household products.
  - Rubber backing or dyes used in floor mats, rugs and carpets.
  - Heat generation from refrigerators or heating units (including burns), as well as damage caused by household accidents or abuse.
  - Caster action or rolling loads in residential, light commercial, 3 seasons and commercial applications.
  - Wheelchair traffic and turning.
  - Cuts, gouges, scratches, punctures, tears and indentations caused by loads exceeding the recommended static load limit.
  - Improper installation and maintenance.
- Hydrostatic pressure.
- Loss of gloss.
- Fading or damage resulting from direct and indirect exposure to sunlight, including three-season rooms.
- Damage and discoloration or caused by adhesives or floor care products not recommended or distributed by Tarkett.
- Discoloration/staining due to moisture, mold, mildew, alkaline substances.
- Rip, tear and gouge: Damage caused by abuse i.e. boots and cleats or spikes, vacuum cleaner beater bar, dropping of heavy or sharp objects, or moving appliances without protection.
- Damage, scratching, dulling resulting from lack of or improper furniture rests and floor protectors, and movement of large appliances and furniture without proper protection.
- Visible irregularities or bottom-up stains caused by the substrate.
- Problems due to Excessive Moisture in concrete floors that exceed 90% internal relative humidity when tested according to ASTM F-2170 or 6lbs./ 1,000 sq. ft./24 hrs. when tested according to ASTM F-1869 Calcium Chloride test.
- Non-compliance with Tarkett up-to-date Installation and Maintenance Instructions available at [www.tarkett.com](http://www.tarkett.com).
- Non-compliance with installation requirements restricted to residential, light commercial and 3 seasons room applications.
- Damage caused by fire, flooding or intentional abuse.
- Application in other than owner-occupied or tenant-occupied residences.
- Color and design variation from samples and printed illustrations to the exact product installed. Variations in shade or color may result when viewing in different light sources.
- Labor on merchandise installed with obvious visible defects.
- Flooring qualities that are other than “regular” or “first quality.”
- Only one time repair or replacement is covered by the Limited Warranty in instances where recurrent rip, tear, gouge and indent, moisture stain, and household / traffic stain situations indicating that Tarkett Luxury Vinyl flooring should not have been originally installed in this application.

## LIMITED WATERPROOF WARRANTY

- When exposed to topical water ProGen™ Rigid Core Planks/Tiles and NuGen™ Rigid Core Planks/Tiles are waterproof and will not swell, buckle or lose structural integrity. In the case of an excessive spill, standing water or flooding, these collections will not act as a waterproofing barrier for the subfloor and/or any surrounding structure.



## LIMITED WATERPROOF WARRANTY EXCLUSIONS

- Damage to the subfloor and/ or surrounding structure that is caused by an excessive spill, standing water or flooding.
- Damage caused by fire and/or extinguishing means flooding, exposure to excessive spill, standing water or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Damage resulting from liquid migrating under the substrate due to spills around room edges.
- Discoloration from moisture or underlayment panels.
- Failure of the flooring to adhere to the subfloor due without limitation, to improper subfloor preparation, moisture, alkaline or hydrostatic pressure from the subfloor.
- Damage resulting from inappropriate end-user activities.
- Damage resulting from installation in unapproved locations.

## TARKETT® ADHESIVES

- Product is warranted as a “system warranty.” The product must be installed in conjunction with the recommended Tarkett adhesive.
- Tarkett® warrants its floor covering against adhesion failure when Tarkett adhesives and proper application/ notch-size trowels are used to install Tarkett luxury plank or tile flooring in accordance with Tarkett’s recommended installation guidelines. With subsequent adhesion failure directly related to the performance of Tarkett adhesives, your floor will be replaced and/or repaired at Tarkett’s expense in accordance with Tarkett’s recommended repair and replacement guidelines. The warranty term is for the same period as the warranty term on the Tarkett luxury plank or tile flooring used in conjunction with these adhesives. The adhesives must be used within the shelf life listed on the adhesive container. In the event of a claim, a written notice must be submitted to the dealer from whom the adhesive was purchased or to Tarkett Claims Department with proof of date of purchase and the amount of adhesive purchased.

## LIMITED WARRANTY SUPPORT

- Defective material will be repaired or replaced with the same product, design and color, if available. If unavailable, Tarkett reserves the right to select and supply a similar Tarkett product. Tarkett reserves the right to have the floor repaired or replaced using Tarkett recommended techniques for that product.
- No representative, employee or agent of Tarkett or any other person is authorized to assume for Tarkett any liability or responsibility with respect to Tarkett residential flooring or Tarkett adhesive, in addition to that described above. In no event shall Tarkett be liable for indirect, special, consequential or incidental damages of any kind, no matter what the cause. By this we mean that Tarkett will not pay for or cover any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. Some examples are: removal and/or replacement of subfloors, trim moldings, connecting/reconnecting appliances or fixtures, or moving furniture. Some states do not allow limitations or disclaimers as to implied warranties, so the above limitations or disclaimers may not apply to you. Some states do not allow the exclusion or limitations of incidental or consequential damages, so the above limitations may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. These limited warranties give you specific legal rights, and you may have other rights that vary from state to state. In the event Tarkett disagrees with your claim, Tarkett reserves the right to submit the matter to arbitration by a qualified, impartial third party.

## LIMITED WARRANTY SERVICE

- Contact your Tarkett dealer no later than 30 days after the discovery of the defect. Your dealer may arrange for proper inspection and coordinate resolution of your claim.
- ***If a defect is verified, Tarkett - through its distributor - will arrange for repair or replacement with new material of the same color, design and grade, if available, according to the limited warranty of your Tarkett flooring. If unavailable or discontinued, Tarkett reserves the right to select and supply similar Tarkett material.***

## HOW TO MAKE A CLAIM

- If you need to make a warranty claim, provide the retailer/contractor who sold you the flooring with written notice describing the problem along with a photo clearly showing the problem and proof of purchase. If you are unable to contact your retailer/contractor or are not satisfied with the response received, contact:

Tarkett Claims  
30000 Aurora Road  
Solon, OH 44139  
Phone: 800.899.8916  
Fax: 440.632.5643  
www.tarketthome.com

## MAINTENANCE

### Review Tarkett Installation and Maintenance Instructions at [www.tarketthome.com](http://www.tarketthome.com)

- Although Tarkett floors are durable, all floor coverings require some care to look their best. Many problems can be prevented before they occur. Special attention should be paid when selecting a floor for your specific needs.

The type and frequency of traffic on your Tarkett floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventive maintenance and the amount of care provided. Good judgement when choosing the type and style of your new floor will help prevent maintenance problems before the floor is even installed. Please refer to the Tarkett Residential Maintenance Instructions at [www.tarketthome.com](http://www.tarketthome.com) for additional information.

### NOTE: For Aloft™, DO NOT WASH FLOORING FOR 48 HOURS!

- In order to prevent indentations and scratches, use glass, polished metal or other non-staining cups or casters with flat under surfaces.
- Protect your floor against burns. Tarkett floors can be damaged by burns from the glowing end of a cigarette, matches, or other extremely hot items.
- Protect your floor from tracked-in dirt and grit particles by using mats at all outside entrances. Take the time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber or latex-backed mats, as certain rubber compounds can permanently stain vinyl (consult the mat manufacturer to determine if their backing will stain vinyl). Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl.
- In order to avoid potential permanent damage, avoid stiletto or high heels on your floor.
- All Tarkett floors have good resistance to stains. They are not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled material is left on the floor, the greater the risk of permanently staining the floor. For information regarding the proper method of solution to use on a specific stain, contact technical services.
- Though excessive temperatures will not cause buckling or warping, the product, like other interior based products, will experience relative fading over time. In order to limit and reduce potential fading exposure, the use of drapes or blinds is recommended during peak sunlight hours, especially on patio doors, etc., that receive direct sunlight.
- Use a damp mop to clean dirt off the floor. Do not flood the floor while cleaning.
- Never use highly abrasive scrubbing tools.
- Immediately and thoroughly wipe up any spilled liquid.

## RESIDENTIAL AND LIGHT COMMERCIAL MAINTENANCE

- Information concerning Installation and Maintenance for Tarkett floors can be found online at [www.tarketthome.com](http://www.tarketthome.com). This information must be passed on to the end user upon completion of each installation.
- Light daily sweeping or vacuuming will prevent dirt and grit particles from being ground into the surface of the floor. If the floor is swept daily, a light weekly washing should be sufficient. The type and frequency of traffic will determine the frequency of maintenance needed. After the first week or so, it will be necessary to use Tarkett SureShine® cleaner or an equal neutral floor cleaner. Apply the SureShine® cleaner to the floor with a sponge mop. After the soil deposits have been loosened from the floor, mop thoroughly with clean water to remove them and all detergents, then rinse the floor with clean, warm water to remove all soapy residue. Do not flood the floor with water. Any detergent film left on the floor can hold tracked-in dirt and leave the surface with a dull, cloudy appearance.
- In time, high traffic areas may begin to show a reduction in gloss. When this occurs, thoroughly clean and dry the floor. Apply a light coat of Tarkett SureShine® Polish. To apply Tarkett SureShine® Polish, pour the liquid in a shallow pan; dip in a sponge mop and wring it out gently, leaving it saturated with the liquid polish. Mop in one direction to insure uniform distribution. Do not mop too vigorously as this could cause bubbles. Continue to apply Tarkett SureShine® Polish to the floor until the entire floor is evenly coated. SureShine® Polish dries in 30 minutes; if more than one coat is desired, be sure to let each coat completely dry before applying another. **Keep in mind that 2-3 thin coats are better than one heavy coat.**
- In time, it will be necessary to strip the old layers of Tarkett SureShine® Polish and apply fresh coats. Strip the polish by using a high-quality wax/polish remover.

# ROUTINE MAINTENANCE

## Day-to-Day Care:

- Sweep or vacuum (without a beater bar) regularly to remove dirt and grit that may abrade or scratch the flooring.
- Wipe up spills promptly and thoroughly with a damp cloth or mop.
- Wash the floor with Tarkett SureShine® Cleaner, or an equivalent neutral cleaner. Do not saturate the floor. Use a damp mop application with a microfiber-type mop head. Follow the instructions on the label for application procedure. **DO NOT** use dishwashing liquid, as this can leave a film build-up on the flooring.

## Stain Removal:

The following procedures are recommendations. Topical staining resulting from household accidents or tracked substances is not covered by the Tarkett Limited Warranty. Please be advised that the use of stain removal chemicals and solvents over prolonged periods and without rinsing may damage the floor.

- **Scuff Marks** – Use a white nylon pad dampened with Tarkett SureShine® Cleaner. For tough marks, apply a clean white cloth dampened with mineral spirits to stand for 10-15 seconds. Wash area with Tarkett SureShine® Cleaner, rinse with water, and allow to dry.
- **Food & Beverage, Lipstick, or Writing Ink** – Wipe up excess with a damp cloth. Wash area with Tarkett SureShine® Cleaner, rinse with water, and allow to dry. Place a white cloth soaked with full strength liquid chlorine bleach on the area for up to 1 hour maximum. Cover the area with plastic wrap and tape the edges to prevent evaporation. Remove cloth within 1 hour, rinse floor with clear water, and allow to dry. Surface may appear milky after application, this is a result of moisture blushing and will dissipate within 24 hours.
- **Wet Paint or Wood Stain (Oil Base), Hair Dye, Iodine, or Nail Polish** – Wipe up excess immediately with a water dampened cloth. Dampen a clean white cloth with mineral spirits. Wash area with Tarkett SureShine® Cleaner, rinse with water, and allow to dry.
- **Adhesive, Candle Wax, Grease, Oil, or Loose Tar or Asphalt** - Remove excess with a plastic spatula or other dull tool that will not scratch or cut the floor. Wipe remaining residue with a clean white cloth dampened with mineral spirits. Turn cloth frequently while wiping. Then wipe floor with a clean white cloth dampened with isopropyl alcohol. Wash area with Tarkett SureShine® Cleaner, rinse with water, and allow to dry. Asphalt and tar stains tracked in from driveways or other sources cannot be removed. A non-staining mat or rug at any exterior entrances can help prevent this type of staining.

PRODUCT	AVAILABILITY	FREQUENCY	DILUTION	APPLICATION	NOTES
Tarkett SureShine® Cleaner	Through Your Tarkett Retailer or Online	As Needed for daily/ routine care	Dilute 4 - 6oz into 1 Gallon of Water	Microfiber Mop (Ring Out, Do Not Saturate Floor)	Allow cleaner to dwell long enough to loosen soil from the floor. Rinse thoroughly to remove all soapy residue. <b>DO NOT SATURATE THE FLOOR.</b>
Tarkett SureShine® Polish	Through Your Tarkett Retailer or Online	As Needed to Improve Gloss <b>DO NOT use on Laminate</b>	Do Not Dilute	Microfiber Mop	Spread evenly in one direction to ensure uniform application. Move mop slowly so as not to cause air bubbles. Polish will dry in 20-30 minutes depending on temperature and humidity. 2-3 thin coats are better than 1 heavy coat.





ALOFT™ | COOPER'S OAK | BAY | 270255003

## Tarkett North America

30000 Aurora Road | Solon, OH 44139

USA: 1-877-TARKETT (1-877-827-5388)

Canada: 1-877-436-6267

[www.tarketthome.com](http://www.tarketthome.com)



Connect with us  
@ Tarketthome



Scan this code to visit  
[www.tarketthome.com](http://www.tarketthome.com)

For more accurate color and pattern representation,  
we suggest you visit an authorized Tarkett Home dealer  
to view an actual product sample.