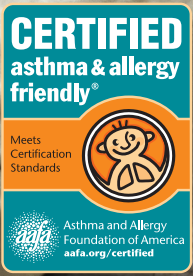


PERFECT FOR ANY ROOM IN YOUR HOME.

Luxury Sheet Flooring

CONSUMER PROTECTION PLAN



VIBE | SADDLE | 729-1470

September 2024



Luxury Sheet Vinyl: 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, on the condition that the original floor was installed by a professional, as specified in your warranty.

Tarkett gives 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. Maintain post-installation room temperature between 55° F and 100° F. Then, be sure to follow a program of regular care, using the maintenance instructions described in this booklet.

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

- Cover only material graded and sold as "regular" or "first quality" for its recommended use.
- Cover the flooring material from the date of installation and for the term of the warranty.
- 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

From the original date of installation, according to the terms above, 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 traffic stains, including asphalt driveway sealers.
- Will not stain from moisture on concrete subfloors. See excessive moisture definition.
- Will not stain from recommended underlayment panels.
- Will not permanently scuff from shoe soles.

WARRANTIES

If defects are found or the product wears through, Tarkett will reimburse for the repair or replacement, at its option, of the affected material and labor allowance in accordance to the following schedule:

Lifestyle

Lifetime Residential Limited Warranty

- Years 1-10 – Material and labor, if professionally installed.
- Years 11-Life of Floor – Material only.

Bravo, Essence, Vibe

20-Year Limited Warranty

- Years 1-10 – Material and labor, if professionally installed.
- Years 11-20 – Material only.

Urban Classic

15-Year Limited Warranty

- Years 1-10 – Material and labor, if professionally installed.
- Years 11-15 – Material only.

Beginnings, Harbor Village, Media

10-Year Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-10 – Material only.

Harrison, ValuStart

7-Year Limited Warranty

- Material and labor, if professionally installed.

Wyndham

1-Year Limited Warranty

- Material and labor, if professionally installed.



ESSENCE | CREAMY GRAY | 729-1575

Limited Warranty Descriptions

Wear

- Wear or wear out is defined, for purposes of this warranty, as wear to the extent that the flooring's wear layer is completely worn through and the pattern is lost by normal household traffic.
- Normal household use is defined as common daily activities in the home. Loss of gloss, scratching and dulling from a film buildup are maintenance concerns and are not covered.
- Damage from improper furniture rests or narrow heels is considered abuse and is not covered. Women's narrow-heeled shoes can cause permanent damage to many types of flooring, including resilient, wood and ceramic, as well as carpeting.
- Damage from moving refrigerators/appliances without protecting floor is not covered.
- Migratory stains are not covered except staining from underlayment panels and moisture. (See Moisture Staining Warranty)
- Stains from dyes in cotton or rubber-backed rugs are not covered.

Manufacturing Defect

- Manufacturing defect is defined, for purposes of this warranty, as a visual or construction deficiency resulting from the manufacturing process.

Scuffing

- The floor will not permanently scuff from normal household items including shoes.

Underlayment Panel Staining

- Will not discolor from recommended underlayment panels (See Full Installation Instructions for Panel Recommendations).

Moisture Staining (*Moisture refers to concrete installations only.*)

- Will not discolor from mold, mildew or alkali when installed over concrete only without adhesive in floating applications. Excessive moisture is not covered. See Excessive Moisture definition.

Excessive Moisture

- Excessive moisture is defined as a standard for Tarkett, substrate moisture content that exceeds the recommended limitation of the floorcovering and adhesive type. For purposes of Tarkett's limited warranties, the moisture content is determined by ASTM F-2170 or ASTM F-1869.

Limited Waterproof Warranty

- When exposed to topical water Tarkett Luxury Sheet Flooring is 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 luxury sheet flooring.
- 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.

Traffic Staining

- Will not permanently stain from traffic stains, including asphalt driveway sealers.

Indentation

- Will recover as specified by the product specification sheets.

Rip, Tear & Gouge Guarantee

- Will not rip, tear or gouge in normal household usage and is limited to the occupant or home owner.

TARKETT ADHESIVES

Tarkett warrants its floor covering against adhesion failure when Tarkett adhesives and proper application/ notch-size trowels are used to install Tarkett sheet 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 sheet or tile flooring used in conjunction with these adhesives. The adhesives must be used within one year from the date of purchase. 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.

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. These limited warranties are in lieu of any other expressed warranties and in lieu of any implied warranties, including implied warranties of merchantability and fitness for a particular purpose or use. 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 sheet 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. For more clarity, Tarkett will not pay for or cover any loss, expense or damage other than those directly caused to the flooring itself and that may result from a defect in the flooring i.e. Tarkett will NOT pay for, without limitation, removal and/or replacement of subfloors, trim mouldings, connecting/ reconnecting appliances or fixtures, or moving furniture. Some states do not allow limitations or disclaimers as to implied warranties, or the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or disclaimers 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.



HARBOR VILLAGE | RUSTIC MINERAL | 729-1422



What Is Not Covered

- Loss of gloss.
- Damage due to stains from products other than common household products.
- Damage due to stains from rubber backing or dyes used in floor mats, rugs and carpets.
- Fading or other problems resulting from excessive exposure to sunlight, artificial light or ultraviolet light.
- Damage due to heat generation from refrigerators or heating units (including burns), as well as damage caused by household accidents or abuse.
- Discoloration or damage caused by adhesives or floor care products not recommended or distributed by Tarkett.
- Discoloration due to mold, mildew, alkaline substances.
- Rips, tears and gouges. Damage caused by household accidents or abuse (for example, including but not limited to, boots, cleats, spikes, vacuum cleaner beater bar, caster wheels, high heels, dropping of heavy or sharp objects, or moving appliances without protection).
- Damage due to cuts, gouges, scratches, punctures, tears and indentations caused by loads exceeding the recommended static load limit.
- Damage resulting from lack of or improper furniture rests and floor protectors, and movement of large appliances and furniture without proper protection.
- Forces exerted by narrow heels will damage residential and commercial resilient floor coverings. Tarkett will not accept claims for damage caused by narrow-heel or high-heel traffic.
- Dissatisfaction due to improper installation and maintenance. Recommended installation and maintenance instructions are available at www.TarkettHome.com.
- Visible irregularities or stains caused by the substrate.
- Fully adhered installation of flooring over gypsum-based underlayment or light-weight aggregate concrete having a dry density of less than 90 lbs/cubic foot.
- Problems due to excessive moisture in concrete floors that exceed the product specification sheets.
- Noncompliance with installation and/or usage recommendations.
- Flooring material not installed residentially, or in non-recommended commercial applications.
- Damage caused by fire, flooding or intentional abuse.
- Floors that are installed 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."
- Original limited warranties for rip, tear, gouge and indent, moisture stain, underlayment panel stain and household/ traffic stain will be replaced one time only. This recurring situation indicates that the floor should not have been installed in this location.

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
www.TarkettHome.com

CARING FOR YOUR NEW TARKETT FIBERFLOOR® LUXURY SHEET FLOORING

This warranty and maintenance guide is designed to help you care for your new floor. It includes floor care procedures and warranties. Please read carefully. We thank you for choosing a Tarkett floor.

Basic Floor Protection

Immediately after Full-Spread Installation

- Do not move furniture or allow heavy traffic for at least 24 hours.
- Protect and do not disturb sealed seams for at least 24 hours.

Immediately after Glueless Installation

- Protect and do not disturb sealed seams for at least 24 hours.

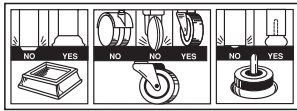
Moving Heavy Furniture and Appliances

When moving heavy furniture or appliances over full-spread or loose-lay floors, place plywood or hardboard panels on the floor and "walk" objects across the panels to avoid scratching or damaging your floor. Never slide furniture directly over your floor.

Furniture Rests

Frequently moved furniture and appliances may cause scratches or indentations in your new floor unless proper rests, glides or casters are used. Metal domes and furniture rests with small, narrow or worn surfaces should be replaced with wider, smooth, non staining, protective load-bearing devices.

Maximum recommended stationary load is 75 lbs. per square inch for all Tarkett residential flooring.



CAUTION: Casters on portable appliances, dishwashers, furniture and microwave carts can cause damage to resilient floors. Glueless floors may distort. Use extreme caution when moving these items around on any resilient floor. Glueless floors are not warranted for damage or bunching caused by casters exceeding the 75 lb. load limit.

Example: If the pressure applied on a table leg is estimated to be 50-75 lbs., the furniture rest should be 1" square or 1 1/8" in diameter.

Sunlight

As with other household furnishings, including furniture, carpets, wallpaper and curtains, repeated exposure to direct sunlight may cause fading or discoloration. The use of drapes or blinds is recommended. Close drapes or blinds to block direct sunlight.

Area Rugs

Damage may occur due to stains from rubber backing and dyes used in floor mats and rugs.

ROUTINE MAINTENANCE

Preventing Permanent Stains

- Wipe up spills promptly with a damp cloth or mop.
- The rubber backing or dyes used in some floor mats, as well as floor paints and driveway sealers, can permanently stain your floor.

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.

Treating Stains and Spills

The following steps should be followed to remove or minimize permanent damage from stains and spills. Note: As with any floor, immediate attention to stain removal is of the utmost importance.

- Sweep or vacuum regularly to remove dirt and grit that can abrade or scratch your new floor.
- Wipe up all spills promptly and thoroughly with a damp cloth or mop.
- Wash your floor using Tarkett Multi-Purpose Flooring Cleaner or a suitable mild detergent.
- Mats and rugs: Non staining mats are helpful in removing harmful grit at entryways and can help prolong the life of your floor.

CAUTION: Some rubber-backed mats or dye in braided and cotton rugs may cause permanent discoloration.

Loss of Gloss

Over time, flooring in high-traffic areas and around chairs that are frequently moved may suffer gloss reduction. Gloss levels are reduced if flooring is scratched or abraded. To restore high-gloss or satin-finish floors to their original appearance, simply vacuum, wash with cleaner and apply acrylic polish.



Damage from Narrow-Heeled Shoes

Women's narrow-heeled shoes can cause permanent damage to many types of flooring, including resilient, wood and ceramic, as well as carpeting. Damage from narrow heels is considered abuse and is NOT covered under any warranty.

Protect Your Floor against Extreme Heat

Home appliances such as refrigerators and heating system air ducts emit a direct flow of hot air that, if not controlled, can exceed 120° F. This condition may cause discoloration over time. Keeping refrigerators free of dust buildup around motors and exhaust areas will greatly reduce heat buildup. Forced-air heating system dampers should be adjusted to control airflow away from the floor. Cigarettes, matches and other hot objects dropped on the floor can also cause permanent damage.

Scuff Marks (*Rubber Heel Marks*)

- Scuff marks not removed by routine cleaning can be easily handled with multi-purpose cleaners. Apply directly, let stand for 10-15 seconds and remove with a clean, damp cloth.
- Some marks may require a small amount of mineral spirits* applied on a clean cloth.

Household Stains (*Acidic Alkaline, Blood, Ketchup, Mustard, Food Dye, Fruit Juice, Rust, Urine, Excrement*)

- Apply an environmentally safe floor cleaner, full strength, with a wet cloth or sponge.
- Treat stubborn stains with a one-to-one concentration of water to liquid bleach on a saturated cloth for up to a maximum of one hour. Rinse.

Paint and Solvent Stains (*Hair Dye, Iodine, Mercurochrome, Nail Polish, Oil-Based Paints, Wood Stains*)

- Remove excess at once, rub lightly with a clean white cloth soaked in mineral spirits.*
- Clean with an environmentally safe floor cleaner and apply polish if necessary.

Miscellaneous Stains (*Adhesives, Asphalts, Candle Wax, Grease, Oil, Tar*)

- Scrape residue with a putty knife, being careful not to scratch the floor.
- Rub lightly with a cloth soaked in mineral spirits,* then use isopropyl alcohol* on a clean cloth.
- Clean with Tarkett Multi-Purpose Flooring Cleaner and apply polish if necessary.

* **CAUTION:** Mineral spirits and alcohol are flammable solvents. Follow cautions on container. For more care and maintenance information, visit TarkettHome.com.





VIBE | ROCKFORD OAK | 729-1479

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USA/É.-U: 1-877-TARKETT (1-877-827-5388)
Canada: 1-877-436-6267

www.TarkettHome.com



Connect with us @ TarkettHome



Scan this code to visit
www.TarkettHome.com/LuxurySheet

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