

WARRANTIES

CONGOLEUM RESIDENTIAL LIMITED WARRANTIES LIFELONG LIMITED WARRANTY

PRODUCTS COVERED: DURACERAMIC, DURACERAMIC OPTIONS, DURAPLANK II and DURASTONE

The **Lifelong Limited Warranty** provides that your floor:

- will not wear out
- will be free of manufacturing defects
- will not fade
- will not stain

Warranty Period

Lifelong
Lifelong
Lifelong
Lifelong

This warranty covers material for the period of the warranty and reasonable labor costs for the warranty period if professional installation was paid for when the original floor was installed.

- will be easy to clean 15 Years
- will repel dirt and grime 15 Years

This warranty provision covers material and reasonable labor costs for years 1 through 15 if professional installation was paid for when the original floor was installed.

See the **Five-Year Commercial Limited Warranty** for DuraCeramic, DuraCeramic Options, DuraPlank II and DuraStone installed in light commercial application.

XCLUSIVE FIVE-STAR LIMITED WARRANTY

PRODUCT COVERED: XCLUSIVE



The **Xclusive Five-Star Limited Warranty** means that your new floor:

- 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 gouge, rip, or indent from normal use
- will not permanently scuff from shoe soles, including sneakers
- will not discolor from mold, mildew or alkali

Warranty Period

Lifelong
Lifelong
15 Years
15 Years
15 Years
15 Years

Xclusive featuring Scotchgard™ Protector offers these additional warranty provisions that your new floor:

- will be easy to clean 15 Years
- will resist dirt and grime 15 Years

The **Xclusive Five-Star Limited Warranty** covers material for the period of the warranty and reasonable labor costs for years 1 through 15 if professional installation was paid for when the original floor was installed.

FIVE-STAR LIMITED WARRANTY

PRODUCT COVERED: ULTIMA



The **Five-Star Limited Warranty** means that your new floor:

- 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 gouge, rip, tear or indent from normal use
- will not permanently scuff from shoe soles, including sneakers
- will not discolor from mold, mildew or alkali

Warranty Period

Lifelong
Lifelong
15 Years
15 Years
15 Years
15 Years

The **Five-Star Limited Warranty** covers material for the period of the warranty and reasonable labor costs for years 1 through 15 if professional installation was paid for when the original floor was installed.

FOUR-STAR LIMITED WARRANTY PRODUCTS COVERED: FLOR-EVER PLUS

★★★★

The **Four-Star Limited Warranty** means that your new floor:

- will not wear out
- will be free of manufacturing defects
- will not stain including stains from asphalt tracking, rubber-backed mats and common household item
- will not gouge, rip, tear or indent from normal use
- will not permanently scuff from shoe soles, including sneakers
- will not discolor from mold, mildew or alkali

Warranty Period

Lifelong
Lifelong
10 Years
10 Years
10 Years
10 Years

The **Four-Star Limited Warranty** covers material for the period of the warranty and reasonable labor costs for years 1 through 10 if professional installation was paid for when the original floor was installed.

THREE-STAR LIMITED WARRANTY PRODUCTS COVERED: ENDURANCE PLANK, FAST TRACK, and PACESETTER

★★★

The **Three-Star Limited Warranty** means that your new floor:

- 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 gouge, rip, tear or indent from normal use
- will not permanently scuff from shoe soles, including sneakers
- will not discolor from mold, mildew or alkali

Warranty Period

12 Years
12 Years
10 Years
10 Years
10 Years
10 Years

The **Three-Star Limited Warranty** covers material for the period of the warranty and reasonable labor costs for years 1 through 5 if professional installation was paid for when the original floor was installed. After five years, the warranty covers material only; labor will not be paid.

TWO-STAR LIMITED WARRANTY PRODUCTS COVERED: ALTERNATIVES, CHOICES, and CX SERIES

★★

The **Two-Star Limited Warranty** means that your new floor:

- will not wear out
- will be free of manufacturing defects
- will not discolor from mold, mildew or alkali

Warranty Period

10 Years
10 Years
5 Years

The **Two-Star Limited Warranty** covers material for the period of the warranty and reasonable labor costs for years 1 through 5 if

professional installation was paid for when the original floor was installed.

ONE-STAR LIMITED WARRANTY PRODUCT COVERED: PRELUDE



The **One-Star Limited Warranty** means that your new floor:

- will be free of manufacturing defects
- will not discolor from mold, mildew or alkali

Warranty Period

5 Years

5 Years

The **One-Star Limited Warranty** covers material for the period of the warranty and reasonable labor costs for years 1 through 3 if professional installation was paid for when the original floor was installed. After three years, the warranty covers material only; labor will not be paid.

NOTE: In addition, Prelude with its ArmorGuard Protection is covered for 5 years for the following:

- will not wear out
- will not gouge, rip tear or indent from normal use
- will not stain from asphalt tracking

Labor will be paid for years 1 through 5 if professional installation was paid for when the original floor was installed.

AIRSTEP EVOLUTION SDS LIFELONG LIMITED WARRANTY PRODUCT COVERED: AIRSTEP EVOLUTION

The **Lifelong Limited Warranty** means that your new floor:

- 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 sneaker
- will not fade or discolor from heat or sunlight
- will not discolor from mold, mildew or alkali
- will not gouge, rip or tear
- will not permanently indent when proper floor protectors are used

Warranty Period

25 Years

Lifelong

Lifelong

25 Years

25 Years

25 Years

25 Years

25 Years

AirStep Evolution featuring the **Stain Defense System** provides these additional warranty provisions which mean that your new floor:

- will be easy to clean 15 Years
- will repel dirt and grime 15 Years

The **AirStep Evolution Lifelong Limited Warranty** provision covers material for the period of the warranty and reasonable labor costs during years 1 through 3 if professional installation was paid for when the original floor was installed. For years 4 through 5, the warranty covers material and 50% of reasonable labor costs if professional installation was paid for when the original floor was installed. After the fifth year, the warranty covers material only; labor will not be paid.

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 AirStep installation instructions, your AirStep Evolution floor will be warranted:

- | | |
|--|----------|
| 1. not to curl | 20 Years |
| 2. not to open at seams | 20 Years |
| 3. not to buckle | 20 Years |
| 4. not to release over joints in underlayment panels | 20 Years |



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The conditions 1, 2, 3, & 4 above will be warranted as long as the flooring is installed in an occupied residence that maintains a temperature range of 55° to 100° F. Any of the above conditions will not be covered if caused by job site environmental conditions in new construction or renovation work.

This warranty provision covers material for the period of the warranty and reasonable labor costs for years 1 through 15 if professional installation was paid for when the original floor was installed.

AIRSTEP 20-YEAR LIMITED WARRANTY PRODUCT COVERED: AIRSTEP PLUS

The **Twenty-Year Limited Warranty** means that your new floor:

	Warranty Period
• will not wear out	20 Years
• will be free of manufacturing defects	20 Years
• will not stain including stains from asphalt tracking, rubber-backed mats and common household items	20 Years
• will not permanently scuff from shoe soles including sneaker	20 Years
• will not fade or discolor from heat or sunlight	20 Years
• will not discolor from mold, mildew or alkali	20 Years
• will not gouge, rip or tear	20 Years
• will not permanently indent when proper floor protectors are used	20 Years

AirStep Plus featuring Scotchgard™ Protector provides these additional warranty provisions which mean that your new floor:

• will be easy to clean	15 Years
• will repel dirt and grime	15 Years

The **AirStep 20-Year Limited Warranty** covers material for the period of the warranty and reasonable labor costs during years 1 through 3 if professional installation was paid for when the original floor was installed. For years 4 through 5, the warranty covers material and 50% of reasonable labor costs if professional installation was paid for when the original floor was installed. After the fifth year, the warranty covers material only; labor will not be paid.

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 AirStep Plus installation instructions, your AirStep Plus floor will be warranted:

1. not to curl	20 Years
2. not to open at seams	20 Years
3. not to buckle	20 Years
4. not to release over joints in underlayment panels	20 Years

The conditions 1, 2, 3, & 4 above will be warranted as long as the flooring is installed in an occupied residence that maintains a temperature range of 55° to 100° F. Any of the above conditions will not be covered if caused by job site environmental conditions in new construction or renovation work.

This warranty covers material for the period of the warranty and reasonable labor costs for years 1 through 15 if professional installation was paid for when the original floor was installed.

20-YEAR RESIDENTIAL WARRANTY PRODUCT COVERED: OVATIONS

The **20-Year Limited Warranty** provides that your floor:

	Warranty Period
• will not wear out	20 Years
• will be free of manufacturing defects	20 Years
• will not fade	20 Years

The 20-Year Residential Limited Warranty covers material for the period of the warranty and reasonable labor costs for the warranty period if professional installation was paid for when the original floor was installed.

25-YEAR RESIDENTIAL WARRANTY PRODUCT COVERED: CONNECTIONS

The 25-Year Limited Warranty provides that your floor:

- will not wear out
- will be free of manufacturing defects
- will not fade
- will not stain

Warranty Period

25 Years
25 Years
25 Years
25 Years

The 25-Year Residential Limited Warranty covers material for the period of the warranty and reasonable labor costs for the warranty period if professional installation was paid for when the original floor was installed.

FIVE-YEAR COMMERCIAL LIMITED WARRANTY

Products Covered: Alternatives, Choices, CX Series, DuraCeramic, DuraCeramic Options, DuraPlank II, DuraStone, Flor-Ever Plus, and Connections.

The Five-Year Commercial Limited Warranty means that your new floor:

- will be free of manufacturing defects
- will not discolor from mold, mildew or alkali

Warranty Period

5 Years
5 Years

The Five-Year Commercial Limited Warranty covers material for the warranty period and reasonable labor costs during year 1 if professional installation was paid for when the original floor was installed. For years 2 through 3, covers material and 50% of reasonable labor costs if professional installation was paid for when the original floor was installed. After the third year, covers material only; labor will not be paid.

GENERAL WARRANTY INFORMATION

ALL CONGOLEUM RESIDENTIAL AND COMMERCIAL FLOORING WARRANTIES:

- Cover only first quality materials purchased after May 1, 2010.
- Are not transferable.
- Apply to normal residential applications only. The Five-Year Commercial Limited Warranty applies if the product is used in a commercial application.
- For a floor to "wear out" is defined as non-removable marks made on the surface of the wearlayer by shoe soles. Loss of gloss, scratches and dulling are not considered scuffs and are excluded.
- "Permanent scuff marks" is defined as non-removable marks made on the surface of the wearlayer by shoe soles. Loss of gloss, scratches and dulling are not considered scuffs and are excluded.
- If covered under these warranties, one replacement floor only will be made for discoloration from mold, mildew and alkali, staining, wear-out, fading, scuffing, rips, tears and gouges. The replacement floor will not be warranted against future mold, mildew and alkali, staining, wear-out, fading, scuffing, rips, tears or gouges.
- Products covered with an 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 maintenance recommendations.
- Change of gloss level, dulling, scratching, cutting, chipping, breakage or grout staining.
- Problems due to accidents, abuse, or improper usage. Some examples are: damage from moving appliances or sliding of furniture

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without adequate protection, rolling casters on furniture, appliance and 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.

- Problems due to excessive temperatures or fading from 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.
- Use of floor mats that are not labeled "non-staining".
- Labor on material installed with obvious visible defects.

Unless specifically stated as being covered in these warranties, the following items are not covered.

- Permanent scuffs.
- Stains or discoloration.
- Rips, tears, gouges, or indentations.

WARRANTY REMEDY

If your Congoleum floor fails to perform under the conditions of the applicable limited warranty within the warranty period, 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 material. After corrective action is taken on an existing defect, you will continue to receive 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 any of the limited warranties described previously, the retailer who sold the floor covering material should be notified in writing promptly and must be supplied **proof-of-purchase**. The correspondence with the retailer should include the product purchased, the amount purchased, installation costs (if applicable) and the date of purchase. If necessary, the retailer will then notify a Congoleum representative who will review the claim or arrange for inspection of the floor. The normal time period for review or inspection after the claim has been filed with Congoleum is within 60 days.

If you are unable to contact your retailer, please write to us at: Congoleum Corporation, Dept. C., 3500 Quakerbridge Road, P.O. Box 3127, Mercerville, NJ, 08619. Please include proof of purchase with your correspondence.

CONSEQUENTIAL OR INCIDENTAL DAMAGES

Congoleum excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean that Congoleum 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: replacement of subfloors, trim moldings, disconnecting/reconnecting appliances or fixtures, or moving of furniture. If flooring was installed in a commercial application, this means that Congoleum will not cover or pay for any loss, expense, damage or loss of profit arising from inability to use the floor or premises because of defect in the flooring.

IMPLIED WARRANTIES

There are no implied warranties, including warranties of merchantability and fitness for a particular use, extending beyond the limited warranties available under this plan.

PLEASE NOTE: Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

YOUR LEGAL RIGHTS

These limited warranties give you specific legal rights and you may also have other rights which vary from state to state, except for these other rights, the remedies provided 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 as stated herein.

