

# Maintenance and Warranty Information consumer flooring guide



**Congoleum**<sup>®</sup>

# congleum residential limited warranties

## LIFELONG LIMITED WARRANTY

**Products Covered: DuraCeramic, DuraCeramic Options, DuraCeramic Plus, DuraPlank and DuraStone**

The Lifelong Limited Warranty means that your new floor:

■ will not wear out	Warranty Period
■ will be free of manufacturing defects	Lifelong
■ will not fade	Lifelong
■ will not stain	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.

DuraCeramic Plus featuring Scotchgard™ Protector provides these additional warranty provisions:

■ will be easy to clean	Warranty Period
■ 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, DuraCeramic Plus, DuraPlank and DuraStone installed in light commercial applications.

## ★★★★★ XCLUSIVE FIVE-STAR LIMITED WARRANTY

**Product Covered: Xclusive**

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

■ will not wear out	Warranty Period
■ will be free of manufacturing defects	Lifelong
■ will not stain including stains from asphalt tracking, rubber-backed mats and common household items	Lifelong
■ will not gouge, rip, tear or indent from normal use	15 Years
■ will not permanently scuff from shoe soles including sneakers	15 Years
■ will not discolor from mold, mildew or alkali	15 Years

Xclusive featuring Scotchgard™ Protector provides these additional warranty provisions:

■ will be easy to clean	Warranty Period
■ will repel 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	Warranty Period
■ will be free of manufacturing defects	Lifelong
■ will not stain including stains from asphalt tracking, rubber-backed mats and common household items	Lifelong
■ will not gouge, rip, tear or indent from normal use	15 Years
■ will not permanently scuff from shoe soles including sneakers	15 Years
■ will not discolor from mold, mildew or alkali	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: Bravada and Flor-Ever Plus**

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

■ will not wear out	Warranty Period
■ will be free of manufacturing defects	Lifelong

■ will not stain including stains from asphalt tracking and rubber-backed mats and common household items	10 Years
■ will not gouge, rip, tear or indent from normal use	10 Years
■ will not permanently scuff from shoe soles including sneakers	10 Years
■ will not discolor from mold, mildew or alkali	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.

See the Five-Year Commercial Limited Warranty for Flor-Ever Plus installed in light commercial applications.

## ★★★ 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	Warranty Period
■ will be free of manufacturing defects	12 Years
■ will not stain including stains from asphalt tracking and rubber-backed mats and common household items	12 Years
■ will not gouge, rip, tear or indent from normal use	10 Years
■ will not permanently scuff from shoe soles including sneakers	10 Years
■ will not discolor from mold, mildew or alkali	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, Concept and CX Series**

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

■ will not wear out	Warranty Period
■ will be free of manufacturing defects	10 Years
■ will not discolor from mold, mildew or alkali	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. After five years, the warranty covers material only; labor will not be paid.

**Note:** In addition, Concept with ArmorGuard protection is covered for 5 years for material and labor for the following:

■ will not gouge, rip, tear or indent from normal use
■ will not permanently stain from asphalt tracking

## ★ ONE-STAR LIMITED WARRANTY

**Product Covered: Prelude**

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

■ will be free of manufacturing defects	Warranty Period
■ will not discolor from mold, mildew or alkali	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 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	Warranty Period
■ will be free of manufacturing defects	Lifelong

- will not stain including stains from asphalt tracking, rubber-backed mats and common household items 25 Years
- will not permanently scuff from shoe soles including sneakers 25 Years
- will not fade or discolor from heat or sunlight 25 Years
- will not discolor from mold, mildew or alkali 25 Years
- will not gouge, rip or tear 25 Years
- will not permanently indent when proper floor protectors are used 25 Years

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

- |                             |                             |
|-----------------------------|-----------------------------|
| ■ will be easy to clean     | Warranty Period<br>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

The conditions 1, 2, 3 and 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:*

- |  |                             |
|--|-----------------------------|
| ■ will not wear out  | Warranty Period<br>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 sneakers  | 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     | Warranty Period<br>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.

### **20-YEAR RESIDENTIAL LIMITED WARRANTY**

#### **Product Covered: Ovations**

*The 20-Year Limited Warranty means that your new floor:*

- |   |                             |
|---|-----------------------------|
| ■ will not wear out                     | Warranty Period<br>20 Years |
| ■ will be free of manufacturing defects | 20 Years                    |
| ■ will not fade                         | 20 Years                    |
| ■ will not stain                        | 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 LIMITED WARRANTY**

#### **Product Covered: Connections**

*The 25-Year Limited Warranty means that your new floor:*

- |   |                             |
|---|-----------------------------|
| ■ will not wear out                     | Warranty Period<br>25 Years |
| ■ will be free of manufacturing defects | 25 Years                    |
| ■ will not fade                         | 25 Years                    |
| ■ will not stain                        | 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, DuraCeramic Plus, DuraPlank, DuraStone Flor-Ever Plus and Connections**

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

- |   |                            |
|---|----------------------------|
| ■ will be free of manufacturing defects         | Warranty Period<br>5 Years |
| ■ will not discolor from mold, mildew or alkali | 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, the warranty covers material and 50% of reasonable labor costs if professional installation was paid for when the original floor was installed. After the third year the warranty 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 the absence of the wearlayer and printed design due to normal household use. Scratching is not "wear out".
- "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, only one replacement floor will be provided for discoloration from mold, mildew and alkali, staining, wear out, fading, scuffing, rips, tears or 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 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 extreme 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 labeled “nonstaining”.
- Labor on non-professionally installed floors or material that is professionally 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 materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty unless indicated otherwise.

### 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, write to us at: Congoleum Corporation, Dept. C, 3500 Quakerbridge Road, P.O. Box 3127, Mercerville, NJ, 08619, USA. Proof of purchase must be provided with 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 a 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.

### 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.

### contact us

If you have any questions regarding your new Congoleum floor, need additional maintenance information or require any other assistance, please call Congoleum Consumer Information at 609-584-3000, Monday through Friday, 8:30 a.m. to 5:00 p.m. EST. or go to our website at [www.congoleum.com](http://www.congoleum.com).

Thank you for choosing Congoleum.

## caring for your floor immediately after installation

- Protect and do not disturb the sealed seams on your resilient sheet flooring for at least 16 hours after seam sealer application to ensure a proper seam bond.
- Keep traffic to a minimum during the first 24 hours to allow the adhesive to harden. Then open to light foot traffic only for the next 24 hours. Resume normal traffic after 48 hours.
- Furniture should not be placed on the floor for 24 hours so the adhesive (and grout, if applicable), have adequate time to dry.
- Always move heavy furniture and appliances with care to avoid gouging or tearing the floor. First, lay strips of plywood or hard-board panels on the floor. Then roll, “walk” or slide these items on the strips. Do not push or pull appliances and heavy furniture without taking these precautions.
- Wash your floor using Congoleum Bright 'N Easy No-Rinse Cleaner or other suitable floor cleaner 48 hours after installation.
- Immediately after the installation of a **Connections** floor:
  - Keep the room temperature between 65° and 85°F for at least 48 hours after installation. Maintain the room temperature between 65° and 85°F thereafter.
  - Do not wash or scrub Connections flooring for at least 5 days after installation. This allows the adhesive bond to develop by preventing moisture and cleaning agents from interfering with the bonding process. Spot cleaning is acceptable, but do not apply excess moisture or cleaning solution.

**Caution:** Resilient flooring, like other types of smooth floors, can become slippery when wet. Allow time for the floor to dry after washing. Immediately wipe up wet areas from spills or wet feet. Place mats at outside entrances to prevent water, snow or ice from being tracked onto your floor. Improper polishes or finishes can also cause slipperiness.

### preventative care

- Make sure furniture legs have large surface, nonstaining 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, nonstaining 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 nonstaining), 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.
- There are many types of floor steam cleaners on the market today. Please exercise caution if you use one on our floors as they can generate extreme heat and may scorch our floors. Always keep the cleaner moving. If you stop, place it on a protective cover, not directly on the floor. Please contact the manufacturer of the steam cleaner if damage to your floor occurs.

### regular care (all products)

- 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 Congoleum Bright 'N Easy No-Rinse Cleaner or other suitable, non-detergent based resilient floor cleaner.
 

**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.
- A copolymer or acrylic grout sealer compatible with acrylic grouts may be used on DuraCeramic Grout. Do not use a penetrating silicone sealer on the grout.
- 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 Congoleum Bright 'N Easy Polish Remover to remove any ground-in dirt and excess polish buildup. Rinse thoroughly. Then apply Congoleum Bright 'N Easy Floor Polish (03002) to obtain a high-gloss finish or Congoleum Bright 'N Easy Satin-Gloss Floor Polish (03007) to obtain a satin-gloss or natural-gloss finish. Do not apply polish to Xclusive, DuraCeramic, DuraCeramic Options, DuraPlank, DuraCeramic Plus, AirStep Evolution or AirStep Plus.

### care for alternatives, choices and cx series

These products **require** a polish to seal and protect the color and design. A minimum of two coats of polish for residential use and three to five coats for commercial use is required.

#### Initial Residential Maintenance

After the floor has been installed and the adhesive has dried (48 hours), initial maintenance **MUST BE** performed on your Alternatives, Choices or CX Series floor. **If these instructions are not followed, permanent staining may occur.**

- 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.

**Caution:** Lighter fluid is a flammable solvent. Carefully read and follow cautionary information on label.

- Wash the floor with Congoleum Bright 'N Easy No-Rinse Cleaner or other suitable resilient floor cleaner. Be sure it is thoroughly dry before applying polish.
- Apply a minimum of two coats of Congoleum Bright 'N Easy Floor Polish to seal and protect the floor.

#### Regular Maintenance

- Follow the general maintenance tips.
- Apply additional coats of polish as needed.

#### Periodic Maintenance

- Periodically, it will be necessary to remove polish buildup. Use Congoleum Bright 'N Easy Polish Remover, following label instructions. Rinse well and allow to dry before re-applying polish.
- Each time the polish is stripped, apply a minimum of two coats of Congoleum Bright 'N Easy Floor Polish to reseal and protect 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

Acids, Alkalis	Fruit and Fruit Juices
Blood	Grass
Catsup, Mustard	Iodine, Mercurochrome
Cleaners, Strong Soaps	Rust†
Dye, Dye Markings	Urine, Excrement
Food, Candy	Vomit

## Remedy

- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner full strength.
- Rub the area with a 10 to 1 dilution of water to liquid bleach.
- Rub the area with isopropyl alcohol\*.
- † If rust stain does not respond, use lemon juice or a cream of tartar solution.

## Paint and Solvent Spills

Dry Cleaning Fluids	Solvents
Lacquer	Oil-Based Paints
Latex Paints	Wood Stains
Nail Polish	Varnish

## Remedy

- If substance is dry, gently peel it from the floor. (Avoid sharp instruments that could scratch the floor.)
- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner.
- Rub lightly with mineral spirits or paint thinner\*.

## Substances That Won't Wipe Up

Adhesives	Grease
Asphalt	Candle Wax
Chewing Gum	Tar
Oil	

## Remedy

- Carefully remove excess with a dull kitchen knife.
- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner.
- Rub lightly with mineral spirits, isopropyl alcohol\* or lighter fluid\*.

## Scuffs and Smudges

Rubber Heel Marks	Scuffs
Shoe Polish	Smudges

## Remedy

- Scrub area with Congoleum Bright 'N Easy No-Rinse Cleaner.
- Rub lightly with isopropyl alcohol\* or lighter fluid\*.

**Caution:** 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.\*