

PERFECT FOR ANY ROOM IN YOUR HOME.

Luxury Vinyl Plank & Tile Flooring

CONSUMER PROTECTION PLAN



PROGEN™ | KENSINGTON XL | MANOR | 270304002

September 2023

 **Tarkett**
Home

Tarkett® Luxury Vinyl Plank & Tile 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. 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 through.
- 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™ Collection flooring:

- Will not warp and/or buckle under direct sunlight when installed according to all recommended guidelines and honoring required expansion gap.

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



WARRANTIES

Aloft™ and InStudio™

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

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™ | BARREL AGED | MAPLE | 270293016

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 in concrete substrates 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. These tests are performed 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 owner-occupied, residential installations.

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 the 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).
 - 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.
 - Discoloration/staining due to moisture, mold, mildew, and alkaline substances when installed over substrates other than bare concrete.
- Hydrostatic pressure.
- Loss of gloss.
- Fading or damage resulting from direct and indirect exposure to sunlight, including 3-season rooms.
- Damage and discoloration caused by adhesives or floor care products not recommended or distributed by Tarkett.
- 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.
- Bottom up staining from contaminants on the substrate.
- Problems due to Excessive Moisture in concrete floors that exceed 90% internal relative humidity when tested according to ASTM F2170 or 6lbs./ 1,000 sq. ft./24 hrs. when tested according to ASTM F1869 Calcium Chloride test.
- Non-compliance with Tarkett up-to-date Installation and Maintenance Instructions available at www.TarkettHome.com.
- Non-compliance with installation requirements restricted to residential, light commercial and 3-seasons room applications.
- 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, all Tarkett Home LVT products 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 flooring 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

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

Review Tarkett Installation and Maintenance Instructions at www.tarkett.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.tarkett.com for additional information.

- 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.tarkett.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.

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. DO NOT SATURATE THE FLOOR.

POST INSTALLATION / INITIAL CLEANING

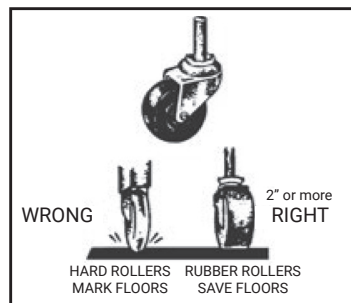
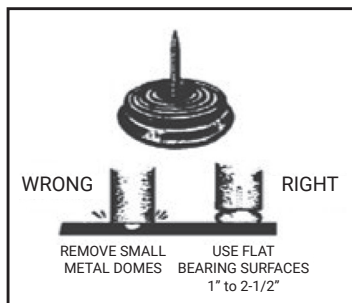
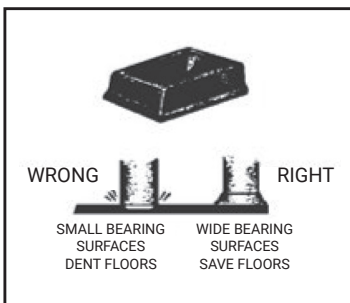
We recommend that the installation of new flooring material not be performed until all the other trades have completed their work. Proper precautions must be taken during and after the installation process to avoid damage to the newly installed flooring.

Immediately After Installation:

- Remove any scraps and waste from the installation to prevent scratching or damage to the flooring.
- Flooring must be swept or vacuumed (without a beater bar) to remove loose dirt and grit prior to the application of proper floor protection. (Do not trap dirt and grit under floor protection.) Lightly damp mop if necessary.
- If further construction will be performed in the area where the new flooring has been installed, apply floor protection suitable for construction foot traffic such as: undyed, heavy Kraft paper, Ram Board, ½" Masonite panels, or similar product designed for resilient floor protection. NOTE: Do not use plastic or other non-porous materials to protect the newly installed flooring that could prevent the adhesive from drying properly.
- **For Full Spread Permanent Bond (Wet Set) adhered installations:**
 - All traffic must be restricted for a minimum of 24 hours after installation.
 - All heavy traffic, rolling loads, pallet jacks, and furniture or appliance placement must be restricted for a minimum of 72 hours after installation. When moving heavy furniture or appliances, always protect the floor with ¼" thick Masonite board or equivalent.
 - Do not introduce liquids or cleaners to the flooring for a minimum of 48 hours after installation.
- **For Full Spread Releasable (Dry Set) adhered and Floating Installations:**
 - Foot traffic and furniture or appliance placement may resume immediately after installation. When moving heavy furniture or appliances, always protect the floor with ¼" thick Masonite board or equivalent.

For All Installations

- For areas with permanent HVAC, maintain post-installation temperature at 55°-100°F (12.8°-37.8°C) and relative humidity between 40-70%. For areas without permanent HVAC where approved Tarkett flooring has been installed, ensure that floating installations have a ½" minimum expansion space around all fixed verticals and the perimeter.
- **Furniture Moving:** When moving heavy furniture or appliances, do not slide directly over the floor. Use ¼" thick Masonite board or equivalent on the floor to move large furniture or appliances.
- **Floor Protectors:** Make sure furniture and appliances are equipped with proper, non-staining glides or casters that have a minimum bearing surface in contact with the flooring of 1" square. DO NOT use Felt floor protectors as these will wear down over time and can trap grit that may scratch the floor. Smooth polished metal or flat, non-staining plastic are examples of acceptable floor protectors. Casters should have a single, wide wheel that does not have sharp edges. NOTE: All floor protectors should be inspected frequently, and if worn or damaged, should be replaced as needed.



● Rug Gripper Mats / Pads:

- Use natural, undyed rubber mats or pads underneath rugs. Check with the manufacturer to ensure that these products are safe for use with the applicable flooring.

CONTINUED ON NEXT PAGE.

- **Traffic:**

- Avoid walking on Tarkett flooring in narrow, high-heeled shoes. Narrow-heeled shoes can cause permanent damage to resilient flooring.
- Use non-staining, latex-backed mats at entryways to limit tracking debris onto the flooring as this type of grit can scratch floors.

CAUTION: Discoloration can occur from rubber backings and dyes used in floor mats and rugs. Always refer to the rug manufacturer to determine if it is safe for use with resilient flooring. Floor paints and driveway sealers can also permanently discolor the floor.

- **Sunlight Exposure:** Repeated exposure to direct sunlight may cause fading, discoloration, peaking, gapping, or movement. The use of drapes or blinds during peak sunlight hours is recommended.
- **Heat Exposure:** Keep refrigerator exhaust ducts and heating system air ducts free of dust build up to reduce heat accumulation in those areas that can discolor or damage flooring. Forced-air heating system dampers should be adjusted to control outlet temperature to a maximum of 100°F (37.8°C).



INSTUDIO™ | CASTLE OAK | YORK | 270259017

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



Connect with us
@ TarkettHome



Scan this code to visit
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.