

## **TARKETT LIMITED WARRANTY Transcend™ Collection Flooring**

Tarkett warrants to the original purchaser, from the original date of purchase and according to the terms below that the Transcend Collection flooring will be free from manufacturing defects and will not wear through\* when used under normal residential or light commercial traffic conditions.

No unauthorized person, fabricator, installer, agent or employee of Tarkett is entitled to assume any liability on behalf of Tarkett relating to the sale of this product or has the authority to increase or alter the obligations or limitations of this warranty.

### **All Tarkett Limited Warranties**

- Cover 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.
- Labor costs, when covered by the warranty, will only be paid if professional installation was paid for when the original floor was installed.

TARKETT 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.

### **Extreme Performance Residential Limited Warranty**

Transcend™ Collection flooring

- Will be free from manufacturing defects.
- Will not wear through\*.
- Will not rip, tear, gouge or permanently indent from normal household use when installed directly over wood or concrete.
- Will not permanently stain from common household products.
- Will not permanently stain from traffic stains.
- Will not stain from moisture on concrete subfloors.
- Will not permanently scuff from shoe soles.

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Transcend™ SureSet and Click

## Light Commercial Wear and Manufacturing Defects Limited Warranty.

Transcend™ Collection flooring:

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

## Commercial Wear and Manufacturing Defects Limited Warranty.

Transcend™ Collection flooring:

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

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:

## Transcend™ SureSet™

### 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 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

## Transcend™ 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

*\*Transcend™ SureSet™ when used in commercial application requires a Tarkett approved adhesive to prevent potential damage from heavy rolling loads.*

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## Definitions for purposes of this Limited Warranty:

**Excessive Moisture:** is defined as relative internal humidity exceeding 95% when tested according to ASTM F2170 or moisture vapor exceeding 9 lbs./1,000 sq. ft./24 hrs. when tested according to ASTM F1869. The test kit is used prior to the installation of flooring.

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

**Commercial Use (Transcend SureSet):** is defined as commercial areas that experience foot-traffic and the following rolling loads.

- Office Chair equipped with resilient rolling castor
- Office chair equipped with carpet rolling castor & with chair pad
- UPS or FedEx dolly or cart
- Casino Money Carts.

Commercial rolling loads not specifically listed above will require a Tarkett approved adhesive to prevent potential damage. See Transcend™ SureSet™ Installation instruction for more information.

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

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

**Normal household use:** is defined as common daily activities in the home.

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

## LIMITED WARRANTY EXCLUSIONS

- Damage 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.
- Damage due to "Abuse" including any use of flooring that is unreasonable considering the normal and expected use of Transcend™ flooring in a residential, light commercial or commercial environment.
- Hydrostatic pressure
- Loss of gloss.
- Damage due to women's stiletto or high heels shoes
- Damage/stains due to products other than common household products
- Damage/stains due to rubber backing or dyes used in floor mats, rugs and carpets.

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- Fading resulting from direct and indirect exposure to sunlight.
- Damage due to heat generation from refrigerators or heating units (including burns), as well as damage caused by household accidents or abuse.
- Damage and discoloration or caused by adhesives or floor care products not recommended or distributed by Tarkett.
- Discoloration/staining due to moisture, mold, mildew, alkaline substances, tar, asphalt.
- 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 due to caster action or rolling loads in residential, light commercial and commercial applications
- Damage due to cuts, gouges, scratches, punctures, tears and indentations caused by loads exceeding the recommended static load limit.
- Damage, scratching, dulling resulting from lack of or improper furniture rests and floor protectors, and movement of large appliances and furniture without proper protection.
- Damage due to improper installation and maintenance.
- Visible irregularities or stains caused by the substrate.
- Problems due to Excessive Moisture in concrete floors that exceed 95% internal relative humidity when tested according to ASTM F-2170 or 9 lbs./1,000 sq. ft./24 hrs. when tested according to ASTM F-1869 Calcium Chloride test.
- Non-compliance with Tarkett up-to-date Installation and Maintenance Instructions available at [www.tarkettna.com](http://www.tarkettna.com).
- Non-compliance with installation requirements restricted to residential, light commercial and commercial applications.
- Damage caused by fire, flooding or intentional abuse.
- Application in other than owner-occupied or tenant-occupied residences.
- Color and design variation from samples and printed illustrations to the exact product installed. Variations in shade or color may result when viewing in different light sources.
- Labor on merchandise installed with obvious visible defects.
- Flooring qualities that are other than “regular” or “first quality.”
- Recurrent rip, tear, gouge and indent, moisture stain, and household / traffic stain situations indicating that Transcend™ flooring should not have been originally installed in this application. Only one time repair or replacement is covered by the Limited Warranty.

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## LIMITED RESIDENTIAL WATERPROOF WARRANTY

### Transcend™ SureSet™

When exposed to topical water Transcend SureSet LVT tiles/planks are waterproof and will not swell, buckle or lose structural integrity. In the case of an excessive spill, standing water or flooding, Transcend™ SureSet™ flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/ or surrounding structure that is caused by an excessive spill, standing water or flooding is not covered by this warranty.

### Transcend™ Click

When exposed to topical water Transcend™ Click LVT tiles/planks are waterproof and will not swell, buckle or lose structural integrity. In the case of an excessive spill, standing water or flooding, Transcend™ Click flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/ or surrounding structure that is caused by excessive spill, standing water or flooding is not covered by this warranty.

### Limited Waterproof Warranty Exclusions

- Topical water spills not cleaned up within 24 hours.
- Damage to the subfloor and/ or surrounding structure that is caused by an excessive spill, standing water or flooding.
- Damage caused by fire and/or extinguishing means flooding, exposure to excessive spill, standing water or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Damage resulting from liquid migrating under the substrate due to spills around room edges.
- Discoloration from moisture or underlayment panels
- Failure of the flooring to adhere to the subfloor due without limitation, to improper subfloor preparation, moisture, alkaline or hydrostatic pressure from the subfloor.
- Damage resulting from inappropriate end-user activities.
- Damage resulting from installation in unapproved locations.

### 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

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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 will 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***

## MAINTENANCE

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

- 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.

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## **RESIDENTIAL, LIGHT COMMERCIAL AND COMMERCIAL MAINTENANCE**

Information concerning Installation and Maintenance for Tarkett floors can be found online at [www.tarketna.com](http://www.tarketna.com). This information must be passed on to the end user upon completion of each installation.

Light daily sweeping or vacuuming will prevent dirt and grit particles from being ground into the surface of the floor. If the floor is swept daily, a light weekly washing should be sufficient. The type and frequency of traffic will determine the frequency of maintenance needed. After the first week or so, it will be necessary to use Tarkett SureShine® cleaner or an equal neutral floor cleaner. Apply the SureShine® cleaner to the floor with a sponge mop. After the soil deposits have been loosened from the floor, mop thoroughly with clean water to remove them and all detergents, then rinse the floor with clean, warm water to remove all soapy residue. Do not flood the floor with water. Any detergent film left on the floor can hold tracked-in dirt and leave the surface with a dull, cloudy appearance.

In time, high traffic areas may begin to show a reduction in gloss. When this occurs, thoroughly clean and dry the floor. Apply a light coat of Tarkett SureShine® Polish. To apply Tarkett SureShine® Polish, pour the liquid in a shallow pan; dip in a sponge mop and wring it out gently, leaving it saturated with the liquid polish. Mop in one direction to insure uniform distribution. Do not mop too vigorously as this could cause bubbles. Continue to apply Tarkett SureShine® Polish to the floor until the entire floor is evenly coated. SureShine® Polish dries in 30 minutes; if more than one coat is desired, be sure to let each coat completely dry before applying another. **Keep in mind that 2-3 thin coats are better than one heavy coat.** In time, it will be necessary to strip the old layers of Tarkett SureShine® Polish and apply fresh coats. Strip the polish by using a high-quality wax/polish remover.

### **Initial Deep Cleaning Procedure**

1. Consult and follow application instructions on product labels.
2. Dust mop entire floor area and remove gum, tar, glue, etc. from floor.
3. Mix 4-6 ounces of Tarkett Commercial Floor Cleaner with each gallon of warm water.
4. Dip mop in cleaning solution, let excess solution drain off and apply cleaner liberally to floor. Let cleaner set on floor several minutes before scrubbing. **DO NOT FLOOD FLOOR.**
5. Important: With blue or green pad or equivalent bristle brushes, pass over each tile section at least twice. Do not rush this procedure, it is crucial. If necessary, apply more solution to keep floor wet so that is wet at all times during the deep scrub procedure. Do not let solution dry under any conditions.
6. After a section is deep scrubbed, pick up the cleaning solution immediately with an automatic scrubber or clean mop with clear water. Rinse the floor clean and allow to dry.

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## Applying Floor Finishes

1. Pour Tarkett Floor Polish into clean mop buckets.
2. Use new properly prepared or clean mops for applying floor finish.
3. Dip mop in floor finish, place mop in wringer and tamp lightly. The mop should be full but not dripping.
4. Apply the 2-3 thin coats of finish to floor. Under normal conditions, allow a minimum of 45 minutes drying time between coats. Ensure adequate drying time between coats. One or two additional thin coats of finish should be applied prior to opening the building for use.
5. Important: AC/Heat must be in operation to assure adequate drying time and curing of finish between coats. Temperature and humidity levels in the building will determine drying time.

## Spray Buffing

Spray buffing is a common and effective method of commercial maintenance. If desired, this may be done by attaching a spray applicator or using a hand-held spray applicator and lightly spraying diluted Tarkett Floor Polish (1 part polish to 3 parts warm water) or a commercially-formulated spray buff solution onto the floor. Buff the solution in before the liquid can dry. A thin, protective, glossy film remains after buffing the liquid dry, leaving the base coats intact and reducing the need for stripping. High traffic areas may require refresher coats more frequently.

**CAUTION:** Make sure the power buffer is in good condition and may be used on wet floors safely. Make sure there is no exposed wiring and no danger from electrical shock.

## STAIN REMOVAL

1. If a spill is fresh, wipe it up immediately using a blotting action with a paper towel. Wash and rinse.
2. If the stain has set, remove it with a plastic spatula or something equivalent that will not scratch or damage the floor surface. Wash and rinse.
3. Wash the stain with a clean, white cloth dipped in clear water. Repeat several times, turning the cloth frequently.
4. Wash the stain with a clean, white cloth dipped in a mild solution of Tarkett SureShine® Cleaner. Rinse well.
5. Wipe the stain with a clean, white cloth moistened with full strength Tarkett SureShine® Cleaner. Rinse well.
6. Lightly moisten a clean, white cloth with lighter fluid, taking all necessary precautions against fire, and wipe over the stains. Do only a small area at a time. When dry, wash with Tarkett SureShine® Cleaner. Rinse well.
7. Rub the stain with a nylon pad (the type used for cleaning non-stick pots and pans) dampened with full strength Tarkett SureShine® Cleaner.
8. Dust the stain with household cleansing powder and rub lightly with a nylon pad (the type used for cleaning non-stick pots and pans) or with a clean, white cloth dampened in a mild solution of Tarkett SureShine® Cleaner.

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9. Rub the stain gently with a clean, white cloth dampened lightly with alcohol, taking all necessary precautions against fire. Do a small area at a time. When dry, wash with Tarkett SureShine® Cleaner. Rinse well.

10. Do not walk on the treated area until it is completely dry. Buff.

11. For tough stains or dirt build-up, we recommend a high-quality wax/polish remover. Follow the recommended procedures from the manufacturer.

## FLOOR PROTECTORS

### **For Tables and Heavy Furniture Not Frequently Moved:**

In order to prevent indentations and scratches, use glass, polished metal or other non-staining cups or casters with flat surfaces. Flat surfaces should not be less than 2" diameter for the legs of tables and heavy furniture or appliances. They are made with neutral colors and with openings of varying square and round sizes.

NOTE: Some factory installed rolling-type casters on furniture and appliances can damage resilient flooring. The suitability of using these casters rests solely with the furniture or appliance manufacturers; Tarkett does not warrant such items.

### **For Desk Chairs and Other Rolling Furniture:**

Note: Tarkett requires that an appropriate chair pad be used under the rolling chair. This will protect the floor from incidental damage.

Broad surface, non-staining casters or large diameter wheels (2" or more) should be used on office-type desk chairs or other rolling furniture. Wide, flat and soft non-staining rubber composition tread wheel casters or flat glides are recommended. Small diameter or narrow, hard wheel casters, particularly with a crowned tread and without ball swivels will unnecessarily and unduly mark resilient flooring. Consult your flooring contractor regarding the moving of heavier furniture, such as pianos, hand trucks, hospital beds, etc.

### **For Straight Chairs, Small Cabinets, Bar Stools, etc:**

Flat, polished metal glides that have bearing surfaces not less than 1 1/8" diameter should be used on straight chairs, bar stools, etc. These glides should have rounded edges and a flexible pin to maintain flat contact with the floor. Small metal domes should be removed from the bottoms of all chair legs and replaced with the correct glides as mentioned.

*Note: The use of felt pads is **NOT recommended** because felt can trap dirt, sand, or other foreign matter and that can scratch your flooring from the movement of the chair and result in premature wear.*