

Tips To Help You Protect Your New Tarkett Hardwood Floor



Excessive amounts of water and wood don't mix

Wood is a natural material that swells when it absorbs water and shrinks when it dries. Wipe up spills immediately to keep your floor unmarked, smooth and level. Never use water to clean or mop your floor.



Avoid spike heels and furniture glides

floor with more force per inch than an elephant's foot. Spike heels in disrepair are especially harmful to your floor. Round headed chair glides and narrow wheels on furniture legs are also damaging. They can scratch or permanently dent your floor. Spread the weight. Use commercially made felt protectors or furniture coasters to prevent scratches and dents.



Grit is one of the biggest dangers to your floor

Tracked-in dirt is like sandpaper on hardwood flooring. Use a walk-off or entry rug at every outdoor entrance to catch grit. Vacuum or shake out regularly.

Use of floor maintenance products not specifically manufactured for use on Tarkett floors may damage your floor and in addition, will void your warranty. Use only Tarkett Cleaner and Refresher.

Tarkett Wood Floors, Inc.
2225 Eddie Williams Road
Johnson City, TN 37601-2872
www.harristarkett.com

Limited Residential
Warranty Program



Floor Care Guide



Product Registration

Effective
May 6, 2002

TARKETT
WOOD FLOORS

The Tarkett Commitment

Limited Warranty Program

The warranties listed herein apply only to the following products and are effective with purchases made on or after May 6, 2002. Please see the Product Warranty Reference Chart for more specific details on warranty coverages.

<u>Longstrip</u>	<u>Engineered</u>	<u>Solid</u>
Passport: Australia™	Artisan Plank™	Passport: Australia™
Grand Vistas™ Collection	First Choice™	Compass™ Plank and Strip
American Collection	Holston®	Glenwood Strip™
Vintage Collection	Wendover Plank	Crossroads™ Distressed
Rustic Collection	Coach House Hickory™	Capital Strip®
Crossroads™ Distressed	Kingsport®	
	Contractor's Choice	
	Crossroads™ Distressed	
	Avenues™	

Tarkett hardwood flooring products are manufactured from the finest raw materials. Local craftsmen create these beautiful and durable flooring products in the world's most technologically advanced hardwood flooring facilities. Naturally, products of such quality are supported by a full range of warranties from the manufacturer.

Alumide

ENHANCED URETHANE FINISH

Tarkett is proud to offer the longest finish warranty available on prefinished hardwood flooring.

25 Years

Passport: Australia™
Longstrip, Solid
Grand Vistas™ Collection
Longstrip American Collection
Artisan Plank™
First Choice™
Holston®
Compass™ Plank and Strip
Avenues™

15 Years

Longstrip Vintage Collection
Longstrip Rustic Collection
Wendover Plank™
Kingsport®
Glenwood Strip™
Coach House Hickory™
Crossroads™ Distressed
Capital Strip®

The Tarkett Pledge



Residential Warranty: Applicable products will be free from manufacturing defects for as long as you own your home. Manufacturing defects are improper milling, laminating, grading or assembling only.



Finish Warranty: We warrant that under normal residential conditions and with proper maintenance, our Alumide® finish will not wear through within the amount of time specified in the Product Warranty Reference Chart on the following page. Gloss reduction is not considered wear through. Therefore, it is not covered under the finish warranty.



Structural Warranty: If a Longstrip or Engineered product should ever warp, cup or buckle, or if the plies should ever separate due to internal glue bond failure, we will arrange for the repair or removal and replacement of the defective board(s).



Moisture Warranty: Longstrip and Engineered floors are warranted against warping, cupping, buckling and, if glue down installation is used, releasing from the subfloor due to water migration up through the concrete only. **THIS WARRANTY ONLY APPLIES IF THE SUBFLOOR IS TESTED AND THE FLOORING IS INSTALLED IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS. SO IT IS CRITICAL THAT BEFORE INSTALLATION, ALL SUBFLOORS ARE INSPECTED AND TESTED FOR DRYNESS OR MOISTURE PROBLEMS IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS.** We also recommend, if possible, you retain ALL documentation regarding your pre-installation tests. This may assist you if a claim has to be filed under this warranty. This warranty provides for a one-time only repair due to subfloor moisture caused by water migration up through the concrete only.



Refinishing Warranty: Tarkett warrants that our prefinished products can be sanded and refinished up to three times (depending upon which product you select) when performed correctly by a professional floor refinisher.



Radiant Heat Warranty: In-floor radiant heating systems can significantly alter product performance. Only the products warrantable for radiant heat systems (see Product Warranty Reference Chart) can be used over these heating systems. If any other product is used, all warranties are voided.

Regarding All Warranty Coverages

It is critical that all installations are done in compliance with the procedures outlined in the Tarkett installation instructions. Failure to install in accordance with the instructions will void all warranties.

The sole obligation and liability of Tarkett, under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at Tarkett's discretion.

Only Tarkett floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only.

No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If before installation you discover any flooring that has obvious defects please contact Tarkett, Inc. immediately and replacement flooring will be provided at no cost.

Product Warranty Reference Chart

Product	Refinishing Warranty	Structural Warranty	Finish Warranty	Moisture Warranty	Residential Warranty	Radiant Heat
Longstrip						
Passport: Australia™	3 times	Lifetime	25 Year	Yes	Yes	Oak, Ash, and Merbau only
Grand Vistas™ Collection	3 times	Lifetime	25 Year	Yes	Yes	
American Collection	3 times	Lifetime	25 Year	Yes	Yes	
Vintage Collection	3 times	Lifetime	15 Year	Yes	Yes	
Rustic Collection	3 times	Lifetime	15 Year	Yes	Yes	
Crossroads™ Distressed	3 times	Lifetime	15 Year	Yes	Yes	
Engineered						
Artisan Plank	1 time	Lifetime	25 Year	Yes	Yes	Oak, Cherry, Walnut, and Beech only
First Choice - Oak	3 times	Lifetime	25 Year	Yes	Yes	
First Choice - Maple	1 time	Lifetime	25 Year	Yes	Yes	
Holston	2 times	Lifetime	25 Year	Yes	Yes	
Avenues	2 times	Lifetime	25 Year*	Yes	Yes	
Wendover Plank™	1 time	Lifetime	15 Year	Yes	Yes	
Coach House	1 time	Lifetime	15 Year	Yes	Yes	
Hickory						
Kingsport	1 time	Lifetime	15 Year	Yes	Yes	
Crossroads Distressed	1 time	Lifetime	15 Year	Yes	Yes	
Contractor's Choice	3 times	Lifetime	N/A	Yes	Yes	
Solid						
Passport: Australia	3 times	N/A	25 Year	No	Yes	N/A
Compass Plank	3 times	N/A	25 Year	No	Yes	N/A
Compass Strip	3 times	N/A	25 Year	No	Yes	N/A
Capital Strip	3 times	N/A	15 Year	No	Yes	N/A
Glenwood Strip	3 times	N/A	15 Year	No	Yes	N/A
Crossroads Distressed	3 times	N/A	15 Year	No	Yes	N/A
Unfinished						
Plank	N/A	N/A	N/A	N/A	Yes	N/A
Strip	N/A	N/A	N/A	N/A	Yes	N/A
Parquet	N/A	N/A	N/A	N/A	Yes	N/A

* 3 Year Commercial Warranty

Important Information on Adhesives

Tarkett has extensively tested our adhesive and determined the proper use of this adhesive will result in a successful installation. Wood flooring manufactured by Tarkett but installed with an adhesive other than a Tarkett approved adhesive may result in a failed installation. For this reason, only installations made with a Tarkett approved adhesive are included with this warranty coverage. For a current list of Tarkett approved adhesives please call our Technical Services department at (423) 928-3122.

Exclusions

- Tarkett cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- Tarkett floors should be installed in environments of 35% to 55% relative humidity to prevent possible damage not covered by warranty. Installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure.
- Area Rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not construed as defects. Nature's Trademarks leave no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, nor the normal minor differences between color samples and the color of installed floors.
- Only Tarkett approved cleaning and maintenance products are appropriate for use on our products. Use of non-Tarkett approved cleaners and maintenance products or any oil soap or

Exclusions (continued)

ammonia-based cleaners will void all warranties. For a current list of approved products please call 1-423-928-3122.

- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, or dents.
- Gloss reduction is not considered wear-through. Therefore, it is not covered under the finish warranty.
- The warranty does not cover color changes to any products which result from UV light. Merbau, Pine, Cherry, Brazilian Cherry, Australian Cypress, Jarrah, Sydney Blue, and Spotted Gum are especially susceptible and may darken due to UV light exposure.
- Due to the inherent characteristics of Australian Cypress, fine cracks may develop in the face of the wood. These cracks will not take away from the beauty and performance of your floor and can be minimized by following the relative humidity guide lines of 35 to 55 percent maintained year-round inside your home.
- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- Tarkett's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement (or a refund of your purchase price) of flooring material are the sole remedies.
- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- All warranties are limited to the original purchaser and apply only to products listed in this brochure.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wet-mopping is excluded.
- The use of putties during and after the installation of hardwood flooring is considered normal and is not cause for a claim against this warranty.
- **THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL TARKETT, INC. BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**
- No installer, retailer, distributor, agent or employee of Tarkett, Inc. has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.
- If you need to file a claim under this warranty, first contact your Tarkett retailer, or write to us at:
Tarkett, Inc. • Technical Services Dept.
P. O. Box 300 • Johnson City, TN 37605-0300
- Any and all disputes arising out of the purchase of Tarkett products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived.

Note: Please read installation instructions prior to installing.

Tarkett Wood Floors Maintenance Products

Investing in Tarkett hardwood flooring is one of the best choices you can make for your home as it enhances both it's beauty and value.

At Tarkett, we want to make sure you preserve your investment -- that's why we have developed a line of maintenance products especially formulated for Tarkett no-wax flooring.

You'll find these products labeled Tarkett Cleaner and Tarkett Refresher. And we believe the benefits of using them are clear. By developing a maintenance program using cleaner and refresher, you can enhance the life of your flooring and keep it looking as beautiful as the day it was first installed in your home.

Caring for your floor is safe and simple.

Both Tarkett Cleaner and Refresher are "pre-mixed". Just follow the directions on the label. Both are also non-solvent and have no offensive fumes. No special applicators are required. In addition, they are non-flammable and non-yellowing.

Only use Refresher when needed. Refresher is a normal gloss product and may not match low gloss or satin finish floors. You should test a small and inconspicuous area before proceeding with overall application.

Tarkett
CLEANER
Removes sticky
food spills, rubber
heel marks and
other foreign
substances.



Sweep or vacuum thoroughly. Then spray lightly over area to be cleaned; rub with a soft cloth or dust mop. No mixing or rinsing is required.

Tarkett **CLEANER** is recommended for use on all no-wax surfaces including vinyl and laminate floors.

Tarkett
REFRESHER
Protects, enhances,
and restores the
beauty of hardwood
flooring with the
Alumide[®]



or UltraBrite[®] no-wax finish. Sweep or vacuum thoroughly. Use Tarkett Cleaner and let dry. Then apply an even, thin coating over entire floor with soft cloth or (new) well wrung out sponge mop. Let dry approximately 30 minutes. No mixing or rinsing required. Do not use on new floors. Use on high traffic areas to restore gloss level.

Usage Guide

Household Type	Tarkett Cleaner	Tarkett Refresher
2 adults	Once per month	As needed
More than 2 adults	Once per month	As needed
2 adults, 1-2 children medium traffic areas	Once per month	As needed
2 adults, 3+ children heavy traffic areas	Use as needed	As needed

Never use oil soap products or ammonia based cleaners on Tarkett hardwood flooring.

Accidents can happen...

...but with the Tarkett Retouch Kit you can easily repair scratches, gouges, burns and other minor damage that may occur over the life of your floor.



Tarkett RETOUCH KIT

Each kit contains 1 Stain Marker and Patch-It Pencil designed to match the color of your floor. Also included is Crystal Clear Touch-up to seal your repairs and restore your floors original luster.

Warranty Registration

Return of this card is not a condition precedent to warranty coverage or performance.

Personal Information

Purchasers Name

Address

City

State

Zip Code

Retailer Information

Store Name

Address

City

State

Zip Code

Product Information

Name of Product Purchased

Purchase Date

Square Feet Purchased

Room(s) Installed (Please check all that apply.):

- Kitchen Dining Living
 Family Hall/Entry Bedroom
 Den/Study Half Bath
 Other _____

Please Check One:

- New Construction Remodel

Why did you choose Tarkett hardwood flooring?
(Please check all that apply.)

- Quality Price Installation
 Value Color Species
 Warranty Reputation Dealer Referral
 Other: _____