

Tarkett®

What is Not Covered

Excessive Moisture Definition

Excessive moisture is defined for purposes of Tarkett's Aquaguard Limited Warranty as moisture vapor exceeding 3 lbs./1000 sq. ft./24 hrs. when tested by the Rubber Manufacturers Association Calcium Chloride test procedure. The RMA [test kit](#) is used prior to the installation of the flooring. The use of the Protimeter Moisture Meter is a non-destructive tool used to test for presence of moisture beneath installed flooring. For floors installed on concrete, readings above 20 on the Protimeter scale indicate moisture vapor passing through concrete is generally higher than the 3 lbs. maximum. For floors installed on wood, readings above 10 on the Protimeter scale indicate excessive moisture in wood. Installations may fail in overly moist environments.

If a defect is verified, Tarkett will arrange for repair or replacement with new material of same color, design, and grade, if available, according to the Limited Warranty of your Tarkett Flooring. If unavailable or discontinued,

- Dissatisfaction due to improper maintenance, improper installation, irregularities or stains caused by the substrate. Recommended [installation instructions](#) are available from your retailer or by writing Tarkett. Refer to underlayment panel manufacturer's migratory stain warranty and installation instructions for use with resilient flooring.
- Loss of gloss.
- Damage due to stains, cuts, gouges, scratches, punctures, tears, indentations cause by loads exceeding the recommended static load limit, fading or other resulting problems from excessive exposure to sunlight or ultraviolet light (after the first year for Performance Rated sheet floors).
- Damage due to stains from rubber backing or dyes used in [floor mats](#) and rugs.
- Damage resulting from lack of or improper furniture rests and floor protectors.
- Extremely high forces exerted by narrow heels will damage [wood floors](#), resilient floors and other commercial floor coverings. Tarkett will not accept claims for damage cause by narrow-heel or high-heel traffic.
- Damage due to heat generation from refrigerators or heating units (including burns) as well as damage caused by household accidents or abuse.
- Color and design variation from samples and printed illustrations to the exact product installed. Variations in color may result from different light sources.
- Non-compliance with installation and/or usage as recommended.
- Labor on merchandise installed with obvious visible defects.
- Flooring material not installed residentially, or in non-recommended light commercial applications.

Tarkett reserves the right to select and supply similar Tarkett material.

Tarkett

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- Discoloration or damage caused by adhesives or floor care products not recommended by Tarkett.
- Flooring qualities which are other than "Regular" or "First Quality."
- Tarkett Inc. does not warrant installation of sheet or tile flooring over gypsum-based underlayments or lightweight aggregate concrete having a dry density of less than 90 lbs./cubic foot.
- Rip, Tear and Gouge: Damage caused by household accidents (for example fire, flooding) or abuse (for example, boots and cleats or spikes, vacuum cleaner beater bar, damage from caster wheels and dropping of heavy or sharp objects).
- Limited warranties are not transferable.
- Problems due to mold, mildew, alkaline substances or hydrostatic pressure (moisture vapor) in concrete floors which exceeds 3 lbs./1000 sq. ft./24 hrs., when tested by Rubber Manufacturers Association Calcium Chloride test procedure. Only those products protected by Aquaguard® are warranted against problems cause by mold, mildew or alkali (see Aquaguard Limited Warranty)
- Original limited warranty for wear and manufacturing defects applies to all replacement floors except in the situation where a floor is discolored due to mildew growth and alkali. The floor will be replaced once under the Aquaguard® and Aquaguard®SB Limited Warranty. Should the replacement floor discolor again, the floor will not be replaced at the manufacturer's expense. This recurring situation indicates that the floor should not have been installed in this location.
- Aquaguard®SB limited warranty does not cover discoloration from bottom-up staining agents other than those listed in the warranty.

5-Year Asphalt Stain Limited Warranty

- Limited to 1 replacement floor.
- Covers material and reasonable labor for the full term. Labor costs are covered only if professional installation was paid for when the original floor was installed

10-Year Rip, Tear and Gouge Limited Warranty (Naturelle and Presence Nature's Touch Only)

- Limited to 1 replacement floor
- Covers material and reasonable labor for years 1 through 5. Labor costs are covered only if professional installation was paid for when the original floor was installed. For years 6 through 10, covers material only.
- Warrants that the product will not rip, tear and gouge from normal household use, will not permanently indent from normal household use.

Good Warranty

Style Brige® - Preference® - Yosemite

5-Year Limited Warranty Against Manufacturing Defects and Wear

- Covers material and reasonable labor costs for years 1 through 5. Labor costs are covered only if professional installation was paid for when

5-Year Aquaguard® Limited Warranty

- Limited to 1 replacement floor.
- Covers material and reasonable labor costs for the full term. Labor costs are covered only if professional installation was paid for when the original floor was installed.
- Covers all Good and Better products except Sierra® and Sandran®.
- See Excessive Moisture Definition

5-Year Asphalt Stain Limited Warranty (Style Brite® Only)

- Limited 1 replacement floor.
- Covers material and reasonable labor for the full term. Labor costs are covered only if professional installation was paid for when the original floor was installed.

5-Year Rip, Tear and Gouge Limited Warranty (Nature's Touch Patterns Only)

- Limited to 1 replacement floor.
- Covers material and reasonable labor for the full term. Labor costs are covered only if professional installation was paid for when the original floor was installed.
- Warrants that the product will not rip, tear or gouge from normal household use, will not permanently indent from normal household use.

Sierra®

3-Year Wear and Manufacturing

the original floor was installed.

**5-Year Wear and Manufacturing
Defects Limited Warranty
Definitions**

Wear - Tarkett warrants to its customers that the floor, when installed residentially, will not wear out for 5 years, as long as the original purchaser continuously occupies the residence where the the flooring is installed.

Manufacturing Defects - Tarkett warrants to its customers that the floor, when installed residentially, will be free of manufacturing defects for 5 years, as long as the original purchaser continuously occupies the residence where the flooring is installed.

Defects Limited Warranty

- Covers material only, not labor, for the full term.

Sanran®

**1-Year Wear and Manufacturing
Defects Limited Warranty**

- Covers material only, not labor, for the full term.