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09-6520 Flooring O&M



OPERATIONS & MAINTENANCE

PROJECT:

Newton Co Fleet and Public Works

Submitted by: Stephen Formato

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1.



RESILIENT WALL BASE INSTALLATION INSTRUCTIONS

Cove and Toeless Profiles

INTRODUCTION

These instructions are written as a guide to be used by professional installers when installing Tarkett products. These instructions, combined with our adhesives and flooring products, create a system. Utilizing this system will ease the installation process and provide the customer with a completed product that will perform to its intended purpose. Always visit www.tarkettna.com for the most current installation and maintenance instructions. Technical videos and tip sheets are also available. Contact Tarkett Technical Services at (800)-899-8916 with any questions.

HANDLING AND STORAGE

1. All Tarkett products must be stored in an indoor, climate controlled space and be protected from the elements. Temperature must be maintained between 65°F (18.3°C) and 85°F (29.4°C) with a relative humidity between 40% and 60%.
2. All cartons must be stored on a dry, flat, level surface. Cartons must be carefully stacked squarely on top of one another and never be stored on edge. Take caution not to over stack the cartons and never double stack pallets. Always protect carton corners from damage by tow-motors and other traffic.
3. Care must be taken not to stretch the wall base when removing it from the cartons or while unrolling the coils. **The wall base will not shrink, but it will relax to its original length, if stretched.** To assist with the installation process, coils should be unrolled and allowed to relax for a minimum of 24 hours prior to installation.
4. Tarkett flooring and adhesives must be site conditioned at room temperature for 48 hours prior to, during, and after installation. Room temperature must be maintained between 65°F (18.3°C) and 85°F (29.4°C) and the ambient relative humidity must be between 40% and 60%. We strongly recommend the permanent HVAC system be fully operating. **NOTE:** If a system other than the permanent HVAC source is utilized, it must provide proper control of both temperature and humidity to recommended or specific levels for the appropriate time duration as stated above.
5. Once the installation is completed, the service temperature of the space must never fall below 55°F (12.8°C).
6. In areas that are exposed to intense or direct sunlight, the product must be protected during the conditioning, installation, and adhesive curing periods, by covering the light source.
7. Tarkett products are not recommended for exterior use. Exposure to excessive UV rays can result in fading, degradation, and/or color variation.
8. The highest quality of materials and workmanship is employed in the manufacture of Tarkett Flooring and careful inspection is made before shipment. A quality installation is the responsibility of the installer. It is the installer's responsibility to verify the accuracy of the order and to ensure the materials are checked for damage, defects, and satisfactory color match. An authorized Tarkett distributor or Tarkett representative must be notified of any defects before installation proceeds. **Tarkett will not pay for labor or material costs claimed on installed materials with visual defects.**
9. Tarkett cannot accept responsibility for any loss or damage that may result due to processing or working conditions and/or workmanship outside our control.
10. Users are advised to confirm the suitability of this product by their own tests.

GENERAL SUBFLOOR PREPARATION

1. **All walls** must be permanently dry, clean, smooth, and structurally sound. The surface must be free of all dust, loose particles, solvents, paint, grease, oil, wax, alkali, sealing/curing compounds, old adhesive, and any other foreign material, which could affect the installation and adhesive bond to the substrate. Permanent and non-permanent markers, pens, crayons, paint, or similar marking tools used to mark the substrate or the back of the wall base material will cause migratory staining. Substrate contamination or markings that bleed through the wall base material causing discoloration or staining are excluded from the Tarkett Limited Warranty. All substrate contaminants must be mechanically removed prior to the installation of the flooring material. **NOTE: Do not use liquid solvents or adhesive removers.** Fill all depressions, cracks, and other surface irregularities with a good quality patching compound appropriate for this purpose.
2. **Do not install** Johnsonite Resilient Wall Base over vinyl wallcoverings.
3. **Do not install** Johnsonite Resilient Wall Base over non-porous surfaces with Tarkett 960 Wall Base Adhesive. Utilize Tarkett 946 Premium Contact Adhesive following the non-porous application instructions for all non-porous surface installations.
4. Never install Johnsonite Resilient Wall Base on surfaces that will be exposed to drastic temperature changes or moisture.
5. **Terrazzo and Ceramic wall** surfaces must be thoroughly sanded to remove all glaze and waxes. Remove or replace all loose tiles and clean the grout lines. Use a Portland cement based leveling compound to fill all grout lines and other depressions.
6. **Steel wall** surfaces must be mechanically abraded to assist with the adhesive bond. The wall must be cleaned to remove all dirt, rust and other contaminants. When applying adhesive the non-porous installation instructions must be followed

INSTALLATION

1. **Adhesive Application:** See adhesive chart below and follow adhesive label instructions for proper use.
2. **Installation Procedures:**
 - a. Allow coiled wall base to lay flat for at least 24 hours, between 65° and 85°F (18.3° and 29.4°C) with HVAC system operating, prior to installation.
 - b. For installations on porous wall surfaces, apply Tarkett 960 Wall Base Adhesive to the ribbed surface (back) of the wall base with a 1/8" square-notched trowel. The adhesive should cover 80% of the back surface. Leave a 1/4" (6.35mm) uncovered space at the top of the wall base to prevent the adhesive from oozing onto the wall above the base when installed.
 - c. For installations on non-porous wall surfaces (i.e.: metal, epoxy paint, ceramics, etc.) apply Tarkett 946 Premium Contact Adhesive to both the wall surface and the back of the wall base. Allow adhesive to thoroughly dry to the touch.
NOTE: Once contact is made to the wall surface, the wall base cannot be moved.
 - d. Position wall base on wall surface and roll with a small hand roller. **Always roll back to starting point to prevent stretching the wall base.**
 - e. Use a clean white cloth dampened with water to remove wet adhesive from wall base, substrate, floor covering and tools.
 - f. Dried adhesive may require the use of denatured alcohol applied to a clean white cloth. (Follow manufacturer's precautions when using denatured alcohol.)

CORNER INSTALLATION

1. Factory Made Outside Corners:

- Install factory made corners before installing wall base.
 - Trowel adhesive to ribbed back of wall base corner.
 - Position corner in place and roll to ensure proper adhesive bond.
 - Attention should be given to a tight and even fit to the corner.
- Note: Tarkett 946 Premium Contact Adhesive may be used to ensure a faster setup at the corner.**

2. Field-Made Inside Corners:

- Install wall base and terminate into the corner.
- Position another piece of wall base on opposing wall, without adhesive, approximately 1" from the installed piece.
- Utilize dividers; place one pin at the top of the installed piece and one pin at the top of the uninstalled piece. Carefully, move the dividers downward in a straight vertical motion, allowing the pin of the dividers to follow the profile of the installed piece. At the same time, place adequate pressure on the pin to transfer and/or scribe the profile onto the surface of the uninstalled piece.
- Use a utility knife to cut the scribe line on the uninstalled wall base, apply adhesive, and position the trimmed section into place.

3. Field-Made Outside Corners

- Stop application of adhesive to wall base approximately 18" (45cm) from the outside corner of the wall.
- Position the wall base at the corner and pencil line the back of the wall base where the bend is required.
- Lay the wall base on the floor with the back up. Utilizing a top-set or pull-type gouge tool, make a shallow notch along the pencil line.
- Note:** The notch depth should not exceed one-quarter the total thickness of the wall base.
- Reposition the wall base corner on the wall. The corner of the wall should fit snugly into the notched recess on the back of the wall base.
- Apply adhesive and roll firmly into place.

Note: Tarkett 946 Premium Contact Adhesive may be used to ensure a faster setup at the corner.

ADHESIVE CLEAN UP

Excess adhesive should be removed during the installation process.

960 Wall Base Adhesive

- Use a clean white cloth dampened with water to remove wet adhesive from floor covering and tools.
- Dried adhesive may require the use of denatured alcohol applied to a clean white cloth. (Follow manufacturer's precautions when using denatured alcohol.)

946 Premium Contact Adhesive

- Use a clean white cloth dampened with water to remove wet adhesive from floor covering and tools.
- Dried adhesive may require the use of denatured alcohol applied to a clean white cloth. (Follow manufacturer's precautions when using denatured alcohol.)

MAINTENANCE

- Wait 72 hours after installation before performing initial cleaning.
- A regular maintenance program must be started after the initial cleaning.
- Tarkett Resilient Wall Base is maintained with regular wiping using a wet, clean, soft, white cloth.
- A mild detergent may be added to the water.
- Coarse scrubbing media or harsh cleaning chemicals may damage the surface of the wall base.

ADHESIVE SELECTION CHART

Products	Adhesive	Application and Coverage		Moisture / pH Limits			Notes
		Porous	Non-Porous	RH%	CaCl ₂	pH	
Cove and Toeless	960 Wall Base Adhesive	1/8 x 1/8 x 1/8 SQ 4" = 200-250 lf. 6" = 100-150 lf. 2.5" = 300-350 lf.	USE 946 PREMIUM CONTACT ADHESIVE	N/A	N/A	N/A	POROUS ONLY
Cove and Toeless	946 Premium Contact Adhesive	Applied with Brush or Roller	Applied with Brush or Roller	80%	5 lbs.	9	Coverage based on both sides
		1 kg (.95 quart) unit 24 – 36 sq. ft.	1 kg (.95 quart) unit 24 – 36 sq. ft.				
		6 kg (1.44 gallon) unit 144 – 215 sq. ft.	6 kg (1.44 gallon) unit 144 – 215 sq. ft.				

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ID_20190124_EN_RUBBER VINYL WALLBASE

Limited Warranty

SECTION	PRODUCT TYPE	JOHNSONITE BRAND PRODUCT LINES
1	Rubber Sheet Flooring	Replay® Rolls
2	Compression Molded Rubber Tile	Circulinity™; CorkTones™; Defiant™; Color Splash; Mesto Configurations™; Minerality™; Organics; Prima® Olio® and Marbleized; Replay® Tiles; Solid Color Rubber Tile; Tactile Walking Surface Indicators; Terra-Turf®; Triumph and Inertia™
3	Stairwell Management	Rubber or Vinyl Stair Treads, Nosings, Risers, Stringers; Tactile Warning Surface and Safe-T-First®
4	Finishing Borders (Wall Base) Finishing Accessories	BaseWorks®; Masquerade®; Millwork®; Perceptions®; TightLock®; Traditional Rubber or Vinyl; Safe-T-First®; Vent Cove; and Transitions
5	Vinyl Sheet and Tile Flooring	A: iQ™ Optima®; iQ™ Granit™; iQ™ Granit™ SD; Granit™ Safe.T; iQ Eminent™; iQ™ Eminent Unisense; iQ Granit Sense B: Acczent®; Acczent® Flourish C: Aria™; Melodia™; Performa™; Training®; iQ™ Optima® Acoustiflor®; iQ Granit Acoustic D: Standard Plus
6	Vinyl Composition Tile	A: Vinyl Composition Tile (VCT): Tarkett VCT II B: Vinyl Enhanced Tile (VET): Azterra™ ; Color Essence™ Solid Vinyl Tile (SVT): Cortina Grande™
7	Linoleum Sheet Flooring	LinoFloor xf2™ ; LinoWall xf2™
8	Luxury/Solid Vinyl Tile and Plank	A: Adaptt™ B: Event; iD Latitude + Techtonic™ and Victory® C: Contour + Techtonic™, Even Plane
9	Underlayment	SureStart™ Underlayment; Tarkolay Underlayment

Tarkett Warranty Overview

Tarkett is pleased to offer the world's most-integrated, high-performance flooring system, bringing together design, function and safety; leading to enhanced productivity in high-performance environments. All Tarkett products are warranted against manufacturers' defects to ensure high standards of quality, performance and aesthetics.

Limited Warranty Information

Section 1: Rubber Sheet Flooring

Limited 5-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of five (5) years of Commercial use that rubber sheet flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-5).

Tarkett warrants that the products will not wear through for the warranty period of five (5) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.



Section 2: Compression Molded Rubber Tile

Limited 5-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of five (5) years of Commercial use that molded rubber tile flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-5).

Tarkett warrants that the products will not wear through for the warranty period of five (5) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 3: Rubber or Vinyl Stair Treads

Limited 5-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of five (5) years of Commercial use that rubber or vinyl stair tread products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-5).

Section 4: Finishing Borders (Wall Base & Accessories)

Limited 2-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of two (2) years of Commercial use that rubber or vinyl wall base and/or accessory products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2).

Section 5A: Vinyl Sheet and Tile Flooring

Limited 20-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of twenty (20) years of Commercial use that vinyl sheet and/or tile flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2-3); Material and 25% Reasonable Labor Costs (Year 4-5); Material Only (Years 6-10); 50% Material Only (Years 11-15); and 25% Material Only (Years 16-20).

Tarkett warrants that the products will not wear through for the warranty period of twenty (20) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 5B: Vinyl Sheet and Tile Flooring

Limited 15-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of fifteen (15) years of Commercial use that vinyl sheet flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2-3); Material Only (Years 4-10); 50% Material Only (Years 11-15).

Tarkett warrants that the products will not wear through for the warranty period of fifteen (15) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 5C: Vinyl Sheet and Tile Flooring

Limited 10-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of ten (10) years of Commercial use that vinyl sheet and/or tile flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2-3); and Material Only (Years 4-10).

Tarkett warrants that the products will not wear through for the warranty period of ten (10) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 5D: Vinyl Sheet and Tile Flooring

Limited 5-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of five (5) years of Commercial use that vinyl sheet and/or tile flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2-3); and Material Only (Years 4-5).

Tarkett warrants that the products will not wear through for the warranty period of five (5) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 6A: Vinyl Composition Tile

Limited 5-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of five (5) years of Commercial use that vinyl composition tile and plank flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the

defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-5).

Tarkett warrants that the products will not wear through for the warranty period of five (5) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 6B: Vinyl Tile Flooring

Limited 10-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of ten (10) years of Commercial use that vinyl tile flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-10).

Tarkett warrants that the products will not wear through for the warranty period of ten (10) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 7: Linoleum Sheet Flooring

Limited 10-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of ten (10) years of Commercial use that linoleum sheet flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-10).

Tarkett warrants that the products will not wear through for the warranty period of ten (10) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 8A: Luxury Tile and Plank

Limited 10-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of ten (10) years of Commercial use that luxury tile and plank flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-10).

Tarkett warrants that the products will not wear through for the warranty period of ten (10) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 8B: Luxury Tile and Plank

Limited 20-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of twenty (20) years of Commercial use that luxury tile and plank flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); Material Only (Years 3-10); 50% Material Only (Years 11-15); and 25% Material Only (Years 16-20).

Tarkett warrants that the products will not wear through for the warranty period of twenty (20) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 8C: Luxury Tile and Plank

Limited 25-Year Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of twenty five (25) years of Commercial use that luxury tile and plank flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); Material Only (Years 3-10); 50% Material Only (Years 11-15); and 25% Material Only (Years 16-25).

Tarkett warrants that the products will not wear through for the warranty period of twenty five (25) years of Commercial use. For claims based on wear-through, the customer must notify Tarkett and permit an inspection of the flooring. If Tarkett determines that the original flooring is worn through, Tarkett will replace or repair the worn flooring at its own cost; however, labor costs will be the customer's responsibility except as provided on the prorated basis described in the prior paragraph.

Section 9: Underlayment

Limited 10-Year Light Commercial Warranty for Manufacturing Defects: Tarkett warrants from the date of purchase for a period of ten (10) years of Light Commercial use of SureStart™ underlayment with approved Tarkett LVT products, subject to subfloors being prepared & meeting Tarkett Installation Instruction guidelines and subject to the terms and conditions specified herein.

The customer must notify Tarkett of any obvious visual defects or concerns prior to install; otherwise this warranty will not apply.

If the defect is found and Tarkett is notified in writing prior to installation, Tarkett will replace any defective product, at no charge.

If the customer believes the product to be defective after installation, the customer must promptly notify Tarkett and permit an inspection of the product. If, upon inspection, Tarkett determines that the product is defective, Tarkett will replace or repair the defective product at its own cost, subject to the limitations in this warranty, and prorated as follows: Material and 100% Reasonable Labor Costs (Year 1); Material and 50% Reasonable Labor Costs (Year 2); and Material Only (Years 3-10).

All Tarkett Commercial Products:

This Limited Warranty applies only for products installed, used and maintained according to the written recommendations and specifications provided at the time of material purchase.

Warranty Claim Procedure

To be eligible for replacement under this warranty, the customer must file a claim by giving Tarkett written notice of the defect. This notice must be filed immediately, but in no event more than 10 days following discovery of the defect. Notice shall be given to Tarkett at its corporate address of 30000 Aurora Road, Solon, Ohio 44139. Phone: (800) 899-8916; Fax: (440) 543-5774.

If defective product has been discontinued or is otherwise unavailable, Tarkett reserves the right to select and supply the customer with Tarkett replacement flooring, similar in quality and quantity to the material claimed to be defective.

Warranty Exclusions

The Tarkett Limited Warranty does not apply to:

- The exact matching of shade, color or mottling.
- Tears, burns, cuts or damage due to improper installation or use or improper cleaning agents and maintenance methods.
- Labor costs outside of prorated schedule defined in the warranty.
- Sales of non-first quality materials, i.e., "seconds," "off goods" or other irregular flooring. Such non-first quality materials are sold "AS IS."
- Issues associated with the use of adhesives other than those recommended by Tarkett.
- Issues caused by moisture or alkali in the subfloor. Pre-installation moisture and alkali testing is required and must be made available to Tarkett upon request.
- Issues of discoloration or staining associated with subfloor contamination or markings that bleed through the flooring material.
- Problems caused by installation, uses and maintenance that are contrary to Tarkett's specifications, recommendations or instructions.
- Material installed with obvious defects not notified to Tarkett prior to installation.
- Exterior installations – Tarkett products are designed for interior applications only.
- Fading and/or discoloration resulting from heavy sunlight penetration and ultraviolet ray exposure from direct or glass-filtered sunlight.
- Damage to flooring products caused by high or spiked heels, improper protectors/casters or furniture rests. Some rolling-type casters on furniture or appliances may damage resilient flooring. Warranty as to the suitability of the factory-installed casters rests with the furniture or appliance manufacturers. To avoid Tarkett warranty exclusions, casters must be suitable for use on resilient flooring.
- Damage to flooring products from pallet jack and tow-motor traffic.
- Premature wear or deterioration from spikes and skate blade exposure.
- Variations in color or embossing between products, photography or printed color illustrations.
- Installation of Tarkett flooring in work or commercial areas exposed to oil and grease, such as commercial kitchens or butcher shops. Defiant™ Oil and Grease-Resistant Rubber tiles are recommended in such situations.
- Additional expense associated with overtime, replacing or moving appliances or furniture, business interruptions, loss of use or other related costs associated with the replacement of the flooring.
- Shifting, cracking, or movement of the substrate or foundation.
- Hydrostatic pressure, flooding, standing water or moisture on the surface of the substrate.
- Issues related to exposure to heavy rolling loads (Light Commercial Products).

Warranty Disclaimer

- EXCEPT AS STATED HEREIN, TARKETT MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. ALL IMPLIED WARRANTIES WHICH MAY ARISE BY LAW, IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING, PERFORMANCE OR USAGE OF TRADE INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED AND EXCLUDED. ANY ORAL STATEMENTS ABOUT THE PRODUCTS DESCRIBED HEREIN ARE NOT WARRANTIES, SHOULD NOT BE RELIED UPON BY BUYER, DO NOT FORM ANY PART OF THE BASIS OF THE BARGAIN, AND ARE NOT PART OF THIS OR ANY OTHER LIMITED WARRANTY. NO AGENT, DISTRIBUTOR OR REPRESENTATIVE OF TARKETT, EXCEPT AN AUTHORIZED OFFICER OF TARKETT, SHALL HAVE AUTHORITY TO AGREE TO ANY TERM, CONDITION OR PROVISION INCONSISTENT HERewith OR NOT CONTAINED HEREIN. IN NO EVENT SHALL TARKETT BE LIABLE TO BUYER FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES OR LOSS OF PROFIT ARISING OUT OF OR RELATING TO ANY BREACH OF THIS WARRANTY, REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT, OR OTHERWISE) UPON WHICH THE CLAIM IS BASED.
- These warranties provide specific legal rights; these and other rights may vary from state to state.

Tarkett North America

30000 Aurora Road
Solon, Ohio 44139
800.899.8916

tarkett.com

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Maintenance Instructions

All maintenance is subject to use and conditions of use. A regular routine of maintenance is required to keep your Boss Flooring looking its best and performing to its design.

REGULAR MAINTENANCE

- Remove all loose dirt by sweeping or vacuuming.
- Damp mop floor using a neutral pH cleaner such as Boss Flooring's Neutral Cleaner. Follow manufacturer's directions for mixing and using.
- When mopping the floor, **DO NOT FLOOD THE FLOOR WITH WATER.** This can cause the adhesive to break down and the floor to loosen.
- If desired and/or as needed, use a **LOW** speed buffer with white pads to scrub floor with a neutral pH cleaner. **DO NOT** use a high speed buffer as this will damage the floor.

PREVENTATIVE FLOOR CARE

- Properly place protective floor matting at any entrance to remove loose dirt and moisture from shoes.
- Maintain a steady routine of cleaning to keep dirt and dust off the floor in order for it to look and perform its best.
- Clean up any spills as they occur.
- Floor protectors should be used on all furniture legs.

SPECIAL NOTES

bossGUARD is an aluminum oxide wear layer that seals the surface of Boss Flooring improving hygiene and chemical resistance. This eliminates the need for floor finishes, however, you may add a finish such as Boss Flooring's Matte or Gloss Finish to change the visual appearance of the floor.



Boss Flooring Carson Collection and Command Collection Limited Warranty

Boss Flooring warrants Carson Collection and Command Collection to the original purchaser only, that these products, when sold as first quality floor covering, will be free from manufacturing defects for a period of one year from the date of original purchase.

CARSON COLLECTION qualities carry a 15 year commercial and a lifetime residential warranty, that Carson Collection qualities will not wear through the color and pattern for that period of time.

COMMAND COLLECTION qualities carry a 10 year commercial and a lifetime residential warranty, that Command Collection qualities will not wear through the color and pattern for that period of time.

This warranty does not include the following:

- *Dissatisfaction due to flooring installed not in accordance with Boss Flooring recommended installation procedures and/or usage recommendations, installation over non recommended subfloor materials, or installation on subfloor containing irregularities.
- *Dissatisfaction due to improper maintenance or problems caused by, or contributed to, use of adhesives and/or floor care products not distributed or authorized by Boss Flooring. Recommended installation instructions and floor care products are available from your retailer, your local distributor, or by writing Boss Flooring.
- *Reduction in gloss or dulling due to use.
- *Damages due to stains, burns, cuts, gouges, scratches, scuffs, indentations, fading, improper storage or other accidents such as fire, flood or abuse.
- *Color, design and texture variations from samples or printed illustrations to the actual product installed.
- *Fading, discoloration or other problems caused by excessive heat, cold, or sunlight.
- *Damage resulting from moisture (including fungus discoloration or hydrostatic pressure in subfloor.)
- *Labor costs on material installed with obvious visible defects.

HOW TO MAKE A CLAIM

If you find a defect or other matter covered by and 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, square feet involved, installation costs (if applicable) and the date of purchase. THE DISTRIBUTOR will then notify a Boss Flooring 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 Boss Flooring is within 60 days. Boss Flooring reserves the right to repair any floor found to be defective, if repairing is not possible replacement will be made with comparable material if the original selection is no longer available.

CONSEQUENTIAL OR INCIDENTAL DAMAGES

Boss Flooring excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean Boss Flooring 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 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 Boss Flooring 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 do not allow the exclusions 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 to you.

YOUR LEGAL RIGHTS

This limited warranty gives 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 Boss Flooring responsibility. No representative, employee, or agent of Boss Flooring is authorized to modify or change the limited warranties as stated herein.