



WARRANTY AND FLOOR CARE GUIDE

CONSUMER WARRANTIES

NAFCO products are backed by a comprehensive consumer protection program. This warranty program is your assurance that the NAFCO floor you have selected will perform as rated. The construction and durability of each floor, combined with its warranty, determines a NAFCO floor's rating. If you should have a valid warranty claim, NAFCO will provide you with new flooring of the same or similar quality free of charge and will pay a reasonable labor charge if installed professionally. We give you all of this protection so that you can buy your new NAFCO floor with peace of mind. Even NAFCO's advanced generation of floors need regular care to look and wear their best. First, make sure your NAFCO floor is professionally installed, using only NAFCO-approved adhesives and materials. Then, be sure to follow a program of regular care and maintenance using instructions described in this booklet. These sensible steps will assure you that your new floor will deliver outstanding performance and provide you years of beauty and lasting satisfaction. General warranty information, including definitions and exclusions can be found on the following pages.

ALL NAFCO WARRANTIES

- Cover only material graded and sold as "first quality" for its recommended use and installed in residential homes.
- 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.
- NAFCO will supply new material of similar grade for repair or replacement free. NAFCO will pay a reasonable labor cost for repair or replacement only if user paid for a professional installation. Reasonable labor cost means the average cost charged in the region by retailers to install and/or repair the amount and the type of flooring that is defective.
- Costs regarding underlayment or any related work are excluded.
- All warranties except for wear and manufacturing defects are one (1) time replacement only.
- Labor costs, when covered by the warranty, will only be covered if professional installation was paid for when the original floor was installed.

PERMASTONE® AND PERMASTONE® MODULAR

Lifetime Extreme Performance Residential Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-Life of floor – Material only.

5 Year Light Commercial Wear and Manufacturing Defects Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.

BEST LIVING COLLECTION

30 Year Extreme Performance Residential Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-30 – Material only.

10 Year Commercial Wear and Manufacturing Defects Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-10 – Material only.

BETTER LIVING COLLECTION

20 Year Extreme Performance Residential Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-20 – Material only.

5 Year Light Commercial Wear and Manufacturing Defects Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.

GOOD LIVING COLLECTION

15 Year Extreme Performance Residential Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-15 – Material only.

Extreme Performance Residential Limited Warranty

This warranty assures you that your new floor:

- Will not contain manufacturing defects.
- Will not wear through.
- Will not rip, tear, gouge or permanently indent from normal household use when installed on concrete or plywood only.
- Will not discolor from moisture.
- Will not stain from common household stains or traffic stains (including asphalt driveway sealer).
- Will not permanently scuff from shoe soles.

10 Year Commercial Wear and Manufacturing Defects Limited Warranty

This warranty assures you that your new floor:

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

5 Year Light Commercial Wear and Manufacturing Defects Limited Warranty

This warranty assures you that your new floor:

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

LIMITED WARRANTY DESCRIPTIONS

Residential: All common areas in a home or apartment.

Light Commercial: Private offices, reception areas, areas in public buildings or businesses that are not subject to frequent and harsh traffic.

Commercial: Hospital and health care patient areas and corridors, public buildings, libraries, banks, supermarkets, automobile showrooms, industrial buildings, elevators, etc.

Wear: Wear or wear out is defined, for purposes of this warranty, as wear to the extent that the flooring's wearlayer is completely worn through and the pattern is lost by normal household traffic. Normal household use is defined as common daily activities in the home.

Manufacturing Defect: Manufacturing defect is defined, for purposes of this warranty, as a visual or construction deficiency resulting from the manufacturing process.

WHAT IS NOT COVERED

- Dissatisfaction due to improper maintenance, improper installation, irregularities or stains caused by the substrate. Recommended installation and maintenance instructions are available from your retailer or by writing to NAFCO.
- Loss of gloss.
- Damage due to stains, cuts, gouges, scratches, punctures, tears and indentations caused by loads exceeding the recommended static load limit; fading or other resulting problems from excessive exposure to sunlight or ultraviolet light.
- Staining from common household stains, including asphalt driveway sealer, unless specifically stated as being covered in the warranties.
- Damage due to stains from rubber or latex backings or dyes used in floor mats and rugs.
- Damage resulting from lack of or improper furniture rests and floor protectors, and movement of large appliances and furniture without proper protection.

- Damage caused by fire, flooding, water leakage, household accidents or intentional abuse.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Extremely high forces exerted by narrow heels will damage wood floors, resilient floors and other commercial floor coverings. NAFCO will not accept claims for damage caused 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. Color and design variation between different production runs. Variations in color may result from different light sources.
- Non-compliance with installation and/or usage as recommended.
- Products replaced or repaired by others without prior written consent from the manufacturer.
- Dissatisfaction due to flooring installed with visible defects, or not in accordance with NAFCO recommended installation procedures,
- Damage or failure due to circumstances beyond the control of NAFCO.
- Labor on merchandise installed with obvious visible defects.
- Discoloration or damage caused by adhesives or floor care products not recommended or distributed by NAFCO.
- Flooring qualities that are other than "first quality."
- NAFCO does not warrant installations over gypsum-based underlayments or lightweight aggregate concrete having a dry density of less than 90 lbs./cubic foot.
- Damage caused by household accidents or abuse (for example, boots and cleats or spikes, vacuum cleaner beater bar, caster wheels, dropping of heavy or sharp objects, or moving appliances without protection).
- Problems due to mold, mildew, alkaline substances or hydrostatic pressure (moisture vapor) in concrete floors that exceeds 3 lbs./1,000 sq. ft./24 hrs., when tested by ASTM F-1869 Calcium Chloride test or a reading of 75% (internal) when tested according to ASTM F-2170 or an industry recognized meter procedure or industry recognized meters.

WALL BASE LIMITED WARRANTY

NAFCO warrants that its first quality wall base will be free from manufacturing defects both in workmanship and material, and will replace defective products for a period of up to one year from date of purchase.

What is not covered

- Dissatisfaction due to improper installation or adhesive, maintenance or irregularities caused by wall or subfloor irregularities.
- Reduction in gloss due to use.
- Damage due to stains, burns, cuts, gouges, scuffs, scratches indentations and other accidents or abuse.
- Problems due to moisture (including fungus discoloration) alkali, hydrostatic pressure or moisture in the subfloor or walls.
- Color variations from samples or printed illustrations compared to actual production runs.
- Installation over vinyl wall covering or surfaces which are not free of paint, oil, wax or dirt.
- Installations where material was not installed with recommended NAFCO adhesive.
- Installations where material was not installed in accordance with NAFCO specifications and recommended usage.

GROUTFIL® LIFETIME LIMITED WARRANTY

This warranty assures you that GroutFil® will be free from manufacturing defects.

Lifetime Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.
- Years 6-Life of floor – Material only.

5 Year Light Commercial Limited Warranty

- Years 1-5 – Material and labor, if professionally installed.

NAFCO 400, 700, 800 AND 850 ADHESIVE LIMITED WARRANTY

NAFCO warrants its floor covering against adhesion failure when NAFCO adhesives and proper notch-size trowels are used to install NAFCO flooring in accordance with NAFCO's recommended installation guidelines. With subsequent adhesion failure directly related to the performance of our adhesives, your floor will be replaced and/or repaired at our expense in accordance with NAFCO's recommended repair and replacement guidelines. The warranty term is for the same period as the warranty term on the NAFCO flooring used in conjunction with these adhesives. The adhesives must be used within one year from the date of purchase. In the event of a claim, written notice must be submitted to the dealer from whom the adhesive was purchased, or Tarkett Claims Department., 1139 Lehigh Ave., Suite 300, Whitehall, PA 18052, with proof of date of purchase and the amount of adhesive purchased.

QUIK-STIK ADHESIVE LIMITED WARRANTY

With subsequent adhesion failure directly related to the performance of Quik-Stik Adhesive, your floor will be replaced or repaired at our expense in accordance with NAFCO's recommended repair and replacement guidelines. Quik-Stik Adhesive is warranted for the same period as the warranty term on the NAFCO flooring it has been applied to.

WARRANTY SUPPORT

Defective material will be repaired or replaced with the same product, design and color, if available. If unavailable, NAFCO reserves the right to select and supply a similar NAFCO product. NAFCO reserves the right to have the floor repaired or replaced using NAFCO-recommended techniques for that product. These 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. No representative, employee or agent of NAFCO or any other person is authorized to assume for NAFCO any liability or responsibility with respect to NAFCO Luxury Vinyl Tile or NAFCO adhesive, in addition to that described above. In no event shall NAFCO be liable for indirect, special, consequential or incidental damages of any kind, no matter what the cause. By this we mean that NAFCO 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 NAFCO disagrees with your claim, NAFCO reserves the right to submit the matter to arbitration by a qualified, impartial third party. If a defect is verified, NAFCO 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 NAFCO flooring. If unavailable or discontinued, NAFCO reserves the right to select and supply similar NAFCO material.

HOW TO MAKE A CLAIM

If you need to make a warranty claim, provide the retailer/contractor who sold you the flooring with written notice describing the problem along with a photo clearly showing the problem and proof of purchase. If you are unable to contact your retailer/contractor or are not satisfied with the response received, contact:

Tarkett Inc.

Claims Department
1139 Lehigh Avenue, Suite 300
Whitehall, PA 18052



CARE AND MAINTENANCE

Although NAFCO 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 NAFCO 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.

If Tarkett 400 or Tarkett 850 adhesives were used when installing your floor, all traffic and furniture should stay off the floor for at least 24 hours to allow the adhesive to dry completely.

Quik-Stik tiles or Tarkett 800 adhesive installations may be walked upon immediately after completion

NOTE: DO NOT WASH ANY INSTALLATION FOR 48 HOURS!

- In order to prevent indentations and scratches, use glass, polished metal or other non-staining cups or casters with flat under surfaces (see diagrams on pages 4 & 5).
- Protect your floor against burns. NAFCO 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.
- Avoid stiletto or damaged high heels on your floor. They can cause permanent damage.
- All NAFCO 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 or solution to use on a specific stain, see the chart on page 4.
- Avoid exposure to direct sunlight for prolonged periods, as this can result in tile discoloration. Excessive temperatures might cause tile expansion. During peak sunlight hours, the use of drapes or blinds is recommended especially on patio doors, etc., that receive direct sunlight.

RESIDENTIAL AND LIGHT COMMERCIAL MAINTENANCE

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.

NAFCO's factory Tritonite™ finish is resistant to scuffing, wear from normal use, and common stains. However, the finish is not indestructible and will scratch when subjected to harsh conditions.

NAFCO luxury vinyl tiles have a surface factory finish top coat. The finish is applied during the manufacturing process and is either high gloss or matte satin, depending upon the product style. All gloss levels are maintained in the same way.

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.

Important To The End User:

Information concerning installation and maintenance for NAFCO floors is provided in each product carton. This must be passed on to the end user upon completion of each installation.

COMMERCIAL MAINTENANCE

NAFCO Best Living Series may be installed in conventional commercial environments. When this is done, we recommend a commercial-type maintenance procedure along with appropriate commercial maintenance products.

When used commercially NAFCO Best Living products should be maintained with floor polish. After initial deep cleaning, the floor is then coated with 2-3 coats of polish. Subsequent maintenance should involve consistent dirt removal, damp mopping when needed, and spray buffing followed by an occasional re-coat of floor polish. At least once or twice a year, the floor should be stripped of all polishes and re-coated as a new floor. These procedures will help to ensure the beauty and durability of your NAFCO floor.

Maintaining Commercial Areas

All vinyl flooring requires effective cleaning and maintenance to ensure its durability, appearance, and safety. How frequently the floor must be maintained depends largely on the amount and type of traffic and the amount and frequency of soiling.

The type of floor and the color are also important. For example, solid-colored floors will show scuffs, scratches, dirt, and general wear more than multi-colored patterns. Likewise, lighter colors will show marks more than darker colors.

Although Tarkett can make general recommendations, the local conditions will determine what specific maintenance is needed. It is the responsibility of the maintenance contractor to set up a maintenance program that meets the needs of the facility. For example, requirements in a 12th floor office suite will be significantly different from those in a supermarket or a restaurant dining area. An effective maintenance program should include:

1. Thorough dirt and grit regulation.
2. Prompt removal of spills and staining materials.
3. Protection of the floor surface.

There have been many improvements in chemical maintenance products, cleaning and buffing pad composition, maintenance machines and procedures. Intensive training programs by nationally known maintenance product manufacturers have significantly improved the expectations for overall protection and appearance of all vinyl tile floors. At the same time, cost per square foot for caring these floors in commercial areas has gone down. High quality maintenance of vinyl flooring is now easier than ever before.

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 46 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.

APPLYING FLOOR FINISHES

1. Pour Tarkett Commercial 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 Commercial 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

How to Remove Stains from Your NAFCO Floor:

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.
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.

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

STAIN REMOVAL CHART

Here are some of the most common household stains and their recommended removal procedures. Refer to procedure numbers above.

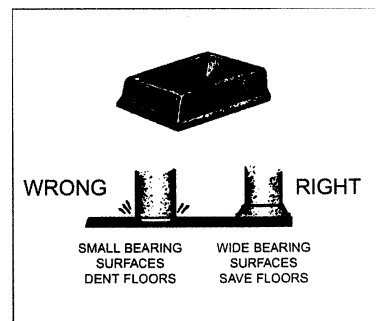
Stain	Procedure To Use
Tar, grease, oil	2, 5, 6, 10
Candle wax, chewing gum	2, 5, 8, 10
Rubber heel marks, shoe polish	7, 8, 10
Coffee stains, alcohol	1, 4, 10
Beverages, fruit juice, ink, iodine, mustard, kechup	7, 8, 10
Cigarette burns, rust, mildew, dye, blood, grass	1, 5, 10 or 7, 8, 10
Paint, varnish, solvents	1, 5, 10 or 7, 8, 10
Shellac	1, 3, 7, 10
Nail polish, lacquer, nail polish remover, dry cleaning fluids	1, 5, 10 or 2, 7, 8, 10
Acids, alkalis, lye, drain cleaners, strong soaps, cleaners, detergents	1, 3, 7, 10

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 under surfaces. Flat under 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.

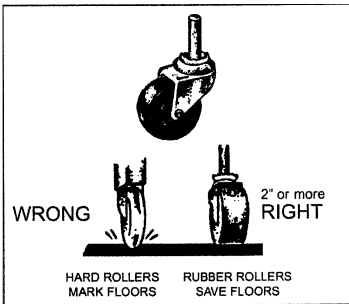
NOTE: Some factory installed rolling-type casters on furniture and appliances can damage resilient flooring. The suitability of using these casters rests solely with the furniture or appliance manufacturers; NAFCO does not warrant such items.



For Desk Chairs and Other Rolling Furniture:

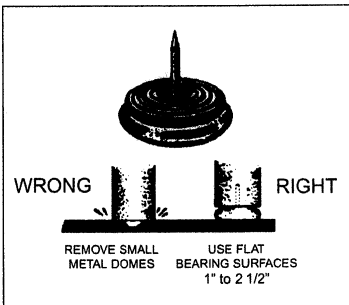
Broad surface, non-staining casters or large diameter wheels (2" or more) should be used on office-type desk chairs or other rolling furniture. Wide, flat and soft non-staining rubber composition tread

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" 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.



June 1, 2009