PLAINTIFF'S EXHIBIT

CON-74

Congoleum
CORPORATION

P.O. Box 605, Kearny, New Jersey 07032 • (201) 991-1000

August 28,1987

TO: Distributor Management

SUBJECT: Consumer Flooring Guide

The attached Consumer Flooring Guide has recently been updated and is now ready for distribution.

All orders for the guide should be submitted on a Form 40 and sent to Sharon Quinn at the General Office.

Doreen Trager
Director of Communications

DT/rm

cc: Field Sales Force
Department Management

Enc.

This Policy does not extend to insurance, realty (including housing of any kind), automotive and camping vehicles, public transportation, travel facilities, catalogues and merchandising portfolios, "Shopping by Mail" items, premiums, advertisements for schools, hotels, summer camps and similar organizations, and institutional advertisements.

Some products must be installed, used and serviced as the manufacturer directs to give proper performance. We cannot be responsible for improper installation or service, or if the product is abused.

Products that are advertised in Good Housekeeping Magazine and which may bear the Good Housekeeping Seal are not manufactured, sold, nor serviced by Good Housekeeping. Therefore, Good Housekeeping is not liable under any implied warranty.

This Policy is a warranty only for purposes of the Magnuson-Moss Warranty Act. It is not an express warranty for state law or any other purposes. Good Housekeeping makes no express warranty or guarantee other than as described in this Policy. ***GOOD HOUSEKEEPING PROVIDES ONLY REPLACEMENT OR REFUND FOR DEFECTIVE PRODUCTS, AND NO OTHER FORM OF DAMAGES OR REMEDY.***

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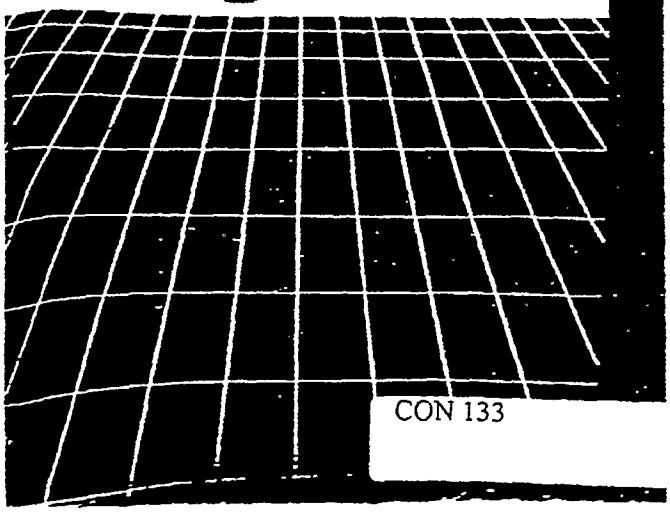

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INTRODUCTION

For over 100 years, Congoleum floors have been manufactured to the most rigorous quality standards to provide only the finest value and performance benefits in flooring. Congoleum warranties represent this long-standing commitment to quality. They provide you with outstanding protection against manufacturing defects and performance failures for one very good reason your satisfaction.

The complete texts of our warranties are provided in the concluding pages of this booklet. However, on the next few pages is a plain talk summary of the remedies available to you under each of four Congoleum Product Warranties, including warranty coverage under the respected Good Housekeeping Seal of Approval.

The remainder of this booklet provides helpful information on how to care for your Congoleum flooring to keep it looking beautiful for years, as well as how to prevent possible problems.

Congoleum recommends that you become familiar with our easy-care maintenance recommendations to insure that you will be totally satisfied with your flooring purchase.

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WHAT OUR WARRANTIES MEAN

Congoleum warranties are our promise that the flooring material you've purchased will be protected from defects that result from the manufacturing process.

Congoleum floors are backed by four basic warranties with varied protection depending upon the particular floor you purchase.

- A General 5-Year Limited Warranty on certain products against manufacturing defects. Manufacturing defects are not the result of use and may show up immediately or after a period of time.
- An exclusive 5-Year Limited High-Performance *Chromabond* System Warranty against color and design changes resulting from mildew, alkali, or wear.
- A 1-Year Limited Warranty against manufacturing defects for Brightlife, Cushionflor and Vinylcrest vinyl flooring.
- The Good Housekeeping Limited Warranty for all products except Cushionflor, Brightlife, Profile, Vinylcrest and The Now Floor.

Congoleum further warrants all products featuring the *Chromabond* Protection System from specific changes in color and design due to mildew or alkali. The extent of the additional coverage provided, as well as the specific time periods, are defined in the actual texts of the warranties.

All *Congoleum* warranties protect you only if you've purchased *Congoleum* residential flooring for your own use and not for resale.

Congoleum warranties do not cover problems resulting from improper installation, use or maintenance, accidents, stains, abuse, conditions of extreme wetness, color/design variations from samples or printed illustrations, or other conditions which may be specified in the warranty. For complete details of all *Congoleum* warranties, see actual warranty texts provided on pages 20 - 24

GENERAL 5-YEAR Limited Warranty

5-YEAR WARRANTY

Products covered:

ESTEEM	CENTENNIAL	FLOR-EVER
FASHIONFLOR	THE NOW FLOOR	PACEMAKER II
REFLECTION	SPRING	PROFILE
INNOVATION	HIGHLIGHT	VALUFLOR

I. When Floor Is Professionally Installed

SITUATION	REMEDY
If a defect in your floor is reported within the first three years from original purchase date	*Congoleum will repair or supply the same (or similar) replacement material at no charge and will pay for reasonable labor costs*
If a defect in your floor is reported more than three years but less than five years from original purchase date	*Congoleum will supply the same (or similar) replacement material at no charge. Labor not included.*

II. When Floor Is NOT Professionally Installed

SITUATION	REMEDY
If a defect in your floor is reported within five years from original purchase date . .	*Congoleum will supply the same (or similar) replacement material at no charge. Labor not included.*

Exclusive 5-YEAR Limited High-Performance *Chromabond* Warranty

Products covered:

FASHIONFLOR INNOVATION	THE NOW FLOOR SPRING	PACEMAKER II PROFILE

I. When Floor is Professionally Installed

SITUATION	REMEDY
If a change in color or design of floor due to wear, mildew or alkali is reported within the first three years from original purchase date . . .	*Congoleum will repair or replace floor at no charge and will pay for reasonable labor costs*
If a change in color or design of floor due to wear, mildew or alkali is reported after three years but within five years from original purchase date . . .	*Congoleum will supply the same (or similar) replacement material at no charge. Labor not included.*

II. When Floor is NOT Professionally Installed

SITUATION	REMEDY
If a change in color or design of floor due to wear, mildew or alkali is reported within five years from original purchase date	*Congoleum will supply the same (or similar) replacement material at no charge. Labor not included.*

1-YEAR Limited Warranty Against Manufacturing Defects

Products covered:

BRIGHTLIFE	CUSHIONFLOR	VINYLCREST

SITUATION	REMEDY
If a manufacturing defect in your floor is reported within one year from original purchase date . .	*Congoleum will repair or replace floor at no charge. Labor not included*

Congoleum Floors Have Earned The Good Housekeeping Seal

Products covered:

ESTEEM	CENTENNIAL	FLOR-EVER
FASHIONFLOR	SPRING	PACEMAKER II
REFLECTION	HIGHLIGHT	VALUFLOR
INNOVATION		

In addition to the warranties provided by *Congoleum*, certain *Congoleum* floors are also covered by THE GOOD HOUSEKEEPING LIMITED WARRANTY, promising replacement or refund if the *Congoleum* floor proves to be defective within one year from original purchase date.

For full warranty texts, see pages 20-24.

REGULAR FLOOR CARE

How To Keep Your *Congoleum* Floor Looking Like New

Use these *Congoleum* floor care products that are especially formulated to keep your floor looking good. They are available from your *Congoleum* flooring retailer.



Congoleum Bright 'N Easy
High-Gloss Floor Finish—3050
Made for high-gloss floors, but excellent for all *Congoleum* floors. Restores lustre to scratched or dull floors. High resistance to heel marks, scuffing. Will not yellow.

Congoleum Bright 'N Easy
No-Rinse Floor Cleaner—3055
Cleans all *Congoleum* flooring...without rinsing. Resists spotting, filming and dulling caused by hard water. Recommended for high-gloss floors.

***Congoleum* Floor Finish—3051**
Gives a rich, satin finish to *Congoleum* sheet vinyl floors. For all flooring products except high-gloss flooring. Will not yellow

***Congoleum* Floor Cleaner—3056**
For safely cleaning all *Congoleum* flooring products. Add household ammonia to remove 3051 Floor Finish.

Safeguard Your Investment:

Your new *Congoleum* floor will stay bright if you give it the minimum attention it deserves. *Congoleum* floor coverings are easy to maintain without waxing. But a simple regular maintenance program is necessary.

Follow these steps as often as necessary, depending upon the particular use your floor gets.

Follow these simple suggestions for all *Congoleum* floors.

1. Dust lightly or vacuum. Dirt and grit are abrasive and can cause the floor to lose its shine.
2. Wet-clean a soiled floor, using a mild liquid detergent such as the *Congoleum* Floor Cleaners listed on page 8. Follow label instructions. A sponge mop with squeeze attachment is preferred. Use clean equipment and clear water. Change rinse water often.
3. Do not use cleaners containing abrasives or solvents. They can dull your floor.
4. Never use undiluted chlorine bleach on your floor or allow diluted solutions to remain for long periods on the floor.
5. Never use single-step cleaner/polish combinations on *Congoleum* floor coverings.

In time, areas of heavy use will lose some gloss. A quality dressing such as the *Congoleum* Floor Finishes listed on page 8 may be used to restore these areas.

It is recommended that label instructions be followed when applying floor finish. Do not pour straight from the bottle onto the floor. Dip a clean sponge mop or applicator into a thin layer of floor finish in a shallow pan. Apply thin coats and avoid leaving puddles. Thick applications may not dry completely, causing excess scuffing and quick soiling.

Between applications of floor finish, clean the floor using one of the *Congoleum* Floor Cleaners listed on page 8. Follow label instructions.

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The maintenance procedures described previously apply to both standard-gloss and high-gloss floors. In addition, there are a few do's and don'ts to keep each type looking its best. (If you do not know what type you have purchased, check with your retailer.)

Normal Care For High-Gloss Floors

(ESTEEM, REFLECTION, CENTENNIAL, HIGHLIGHT AND BRIGHTLIFE)

1. *Congoleum Bright 'N Easy* maintenance products are especially formulated for high-gloss floors. Use them to keep your floor clean, shining and looking its best.
2. Never use mechanical buffing equipment, steel wool or any type of abrasive cleaner on high-gloss floors.

Normal Care For Standard-Gloss Floors

(FASHIONFLOR, INNOVATION, THE NOW FLOOR, SPRING, FLOR-EVER, PACEMAKER II, PROFILE, VALUFLOR, CUSHIONFLOR AND VINYLCREST)

1. *Congoleum* floor finishes and cleaners listed on page 8 are recommended.
2. With regular cleaning, standard-gloss floors have an attractive finish that requires a minimum of maintenance. Use of a mechanical buffer with a lamb's wool bonnet or pad is recommended for maintaining this finish and providing an extra degree of luster. The floor should be clean and completely dry before buffing. Note: High-gloss floors should never be buffed.
3. To avoid loss of gloss, use the least abrasive method of cleaning that works. When wet cleaning, as required to remove soil, use *Congoleum* floor cleaners or liquid dishwashing detergent. Bon Ami® Polishing Cleanser may be used to remove stubborn soil or scuffmarks (not recommended for use on high-gloss floors).

Congoleum Floor Care Products Guide

PRODUCT	RECOMMENDED USE
3055 "Bright 'N Easy" No-Rinse Floor Cleaner	*Preferred Cleaner for Normal Soil Eliminates Rinsing*
3056 Floor Cleaner	*Use for Heavily Soiled Floors or for Normal Cleaning Add Ammonia for Removal of 3051 Floor Finish*
3050 "Bright 'N Easy" Hi-Gloss Floor Finish	*Best for Restoring Luster to Scratched or Dulled Floors High-Gloss Finish*
3051 Floor Finish*	*Restores Cleaning Luster to Floors Best for Standard-Gloss Floor Coverings*

* Not recommended for use on high-gloss floors (Esteem, Reflection, Centennial, Highlight, Brightlife)

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STAINS AND SPILLS

Prevention is best. Artificial colorants are most likely to cause staining. Shoe dyes, food dyes, crayons, finger paints and fruit-flavored sodas may cause staining if not cleaned up promptly.

Acids, Alkalis, Cleansers, Strong Soaps, Alcoholic Beverages, Catsup, Coffee, Food, Dye Markings, Fruit and Fruit Juice, Ink, Iodine, Vegetables, Mercurochrome, Mustard, Candy, Blood. Wash with wet sponge or *Congoleum* 3055 or 3056 Floor Cleaner. If necessary, rub with wet Bon Ami Polishing Cleanser*. Rub lightly with cloth moistened with 10 to 1 dilution of liquid bleach. Dry Mechanically buff* or apply 3050 or 3051 Floor Finish, if necessary.

Rubber Heel Marks, Shoe Polish, Smudges and Scuffs. Remove staining substance as quickly as possible with lighter fluid. Clean with 3055 or 3056 Floor Cleaner; follow label directions. Rub with wet Bon Ami Polishing Cleanser* and rinse. Mechnically buff* or apply 3050 for 3051 Floor Finish.

Asphalt, Candle Wax, Chewing Gum, Grease, Oil, Tar, Adhesives. Remove excess with a dull kitchen knife (avoid sharp instruments that could scratch). Rub lightly with lighter fluid. Apply 3050 or 3051 Floor Finish, if necessary. Mechanical buffing* is optional.

Lacquer, Nail Polish. Blot up excess while wet. If necessary, rub lightly with cloth dipped in lacquer thinner, then rinse. Apply 3050 or 3051 Floor Finish, if necessary. Mechanical buffing* is optional.

Rust, Mildew, Dye, Grass. Rub lightly with a 10 to 1 dilution of liquid bleach, then rinse. If rust stain does not respond, use a solution of cream of tartar or lemon juice. Apply 3050 or 3051 Floor Finish or mechanically buff*, if necessary.

Oil Base Paints, Solvents, Varnish, Dry Cleaning Fluids. Take up at once with blotting action. Then rub lightly with cloth or sponge and floor cleaner. Rinse. If film is dry, try to peel it from the floor.

Urine, Excrement. Use 3050 or 3051 Floor Cleaner. If stain is old and does not respond, use 10 to 1 dilution liquid bleach. Apply 3050 or 3051 Floor Finish or mechanically buff* when dry, if necessary.

NOTE: Reference is made on preceding page to the use of lighter fluid for removal of heel marks and other stains.

CAUTION: Lighter fluid is a flammable solvent. Carefully read cautionary information on label before use.

* Unless high-gloss

HOW TO PREVENT PROBLEMS

Prevent Problems Before They Start

Congoleum floors will give years of wear without losing their appeal provided they receive proper care. Even though they are rugged, they are not indestructible. Here are some tips on preventing the most common problems that can mar the beauty of your floor.

Protect against damage by furniture:
Equip furniture and appliances with large-surface casters, glides or furniture cups. Use hard-plastic casters and cups; some types of rubber may permanently stain light-colored flooring. Use soft plastic protections only on *stationary* furniture. On furniture which slides, like chairs, soft plastic glides can become embedded with grit and severely scratch the floor covering. Metal protectors should be rustproof. Replace broken casters. Remove from furniture legs any small metal dome-shaped glides. These can permanently mar the floor covering.

Protect against burns:
Vinyl surfaces can be burned by cigarettes, matches and other very hot items. Heat-

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producing appliances, such as refrigerators and ranges which direct heat in excess of 120 degrees Fahrenheit onto the floor, even intermittently, may discolor vinyl floors.

Protect against tracked-in dirt and grime: Damage from tracked-in dirt and grime can be avoided by placing floor mats at entries. They save you unnecessary clean-up tasks too!

Accidents Call For Prompt Action

Your *Congoleum* floor is not affected by most spills and stains. Usually all that is needed is a prompt wipe with a damp mop. Any spill should be cleaned up at once to minimize the possibility of staining.

Permanent stains can be caused by the transfer of color from carpets that have dyes that track off, paints that contain bleeding pigments (frequently used on porches and basement floors) and asphalt driveways, particularly those recently installed or resealed with coal tar or asphalt sealers.

Usually this type of stain will be more prominent in the traffic areas of the floor. Regular maintenance and floor mats placed at entries are an aid in protecting your floor.

CAUTION: Rubber-backed mats may cause permanent staining to your floor.

If the specific cause of the spot or stain is known, follow instructions for treatment given on pages 12, 13, 16, and 17

Extreme sunlight: Your *Congoleum* floor is not affected by moderate sunlight conditions. Extreme exposure to the magnified rays of the sun through sliding glass doors should be avoided. The best protection is to draw your drapes during those periods of peak sun exposure.

Accidental damage: Should your *Congoleum* floor become accidentally damaged, a repair may be possible, either by a professional installer or yourself. Protect the damaged area with masking tape and immediately contact your retailer about possible repair. Or you can obtain detailed instructions (M0460 "How to Repair Brochure") by writing *Congoleum* directly

Moving Furniture And Appliances

Heavy furniture, stoves, refrigerators, dishwashers, etc., should be moved with care to avoid gouging your floor covering. Do not attempt to push or pull them without protecting your floor

An easy way to move heavy objects is to slide them across strips of tempered Masonite®. Saw a piece of ¼" x 4' x 4' tempered Masonite into four one-foot wide strips. Lay two strips on the floor in the direction the object is to be moved. Slide the object on the strips to their ends. Place the other two strips tightly against those on the floor and continue to slide the object in this manner to its place in the room. Save the strips for future moving use. As an alternative, rent an appliance dolly.

Most rollers used under appliances are designed to move straight forward or backwards. Provide protection and exercise care when turning or moving sideways.

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HOW TO COPE WITH MAINTENANCE PROBLEMS

PROBLEM	CAUSE	SOLUTION
Dull appearance or soil build-up.	Improper cleaning and rinsing of floor.	Clean floor thoroughly with 3055 or 3056 Floor Cleaner following label instructions. For extreme conditions, use 3056 Floor Cleaner with ammonia added. In areas of hard water, use 3055 No-Rinse Floor Cleaner to minimize dulling film.
	Wrong finish used.	Remove old finish with 3056 Floor Cleaner with ammonia added per label instructions or a solution of ½ cup of ammonia and ¼ cup Spic & Span® to a gallon of water. Recoat floor with 3050 or 3051 Floor Finish. Mechanical buffing with lamb's wool pads is optional if the flooring is other than high-gloss.
	Too much grit being tracked in.	Protect entryways with mats or scatter rugs (avoid rubber-backed mats or rugs).
Yellowed film (build-up of floor finish).	Too many coats of finish in non-traffic areas	Use same procedure as in "wrong finish used" above.
	Wrong finish used.	
"Tacky" finish.	Too much finish.	Use same procedure as in "wrong finish used" above.
	Wrong finish.	
Black heel marks.	Some rubber heels will mark any flooring.	Remove heel marks with lighter fluid. On other than high-gloss floors, use Bon Ami Polishing Cleanser and wet sponge as an option. Rinse thoroughly with clean water. If the floor is dulled, mechanically buff (unless high-gloss) or apply 3050 or 3051 Floor Finish to dulled area.
	Wrong finish.	Use same procedure as in "wrong finish used" above.
Uneven glossy and dull appearance.	Finish applied unevenly	Use same procedure as in "wrong finish used" above.
	Dirty mop or applicator.	Use same procedure as in "wrong finish used" above.
Traffic paths (Yellowing).	Improper maintenance	Scrub floor thoroughly with 3056 Floor Cleaner with ammonia added. Apply 3050 or 3051 Floor Finish or mechanically buff if floor is other than high-gloss. Renew finish or rebuff as needed. Check for track-in sources such as paint, asphalt driveways, asphalt driveway sealers, oil, concrete, crocking carpet, etc.
	Track-in of asphalt, oil soluble pigments or dyes and rubber chemicals.	Yellowing caused by these materials cannot be removed by any practical procedure. They must be avoided, insofar as possible.
NOTE: Reference is made above to the use of lighter fluid for removal of heel marks and other stains.		CAUTION: Lighter fluid is a flammable solvent. Carefully read cautionary information on label before use.

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GENERAL 5-YEAR LIMITED WARRANTY

Congoleum warrants to its customers that all resilient flooring material other than Cushionflor vinyl flooring, Brightlife vinyl flooring and Vinylcrest vinyl flooring sold by it as regulars (first quality) for its recommended use will be free from manufacturing defects for a period of five years from date of original purchase.

FULL THREE-YEAR WARRANTY REMEDIES. If the flooring contains a defect and you provide notice of this defect within three years from the date of original purchase, Congoleum will repair defective areas or will supply at no charge new Congoleum material of the same color, design and grade for the defective areas. If replacement material is required in accordance with this warranty and the defective material or pattern has been discontinued or is unavailable, Congoleum reserves the right to select and supply similar Congoleum replacement material. Where the purchaser has paid for professional installation of the defective material, Congoleum will pay reasonable labor costs for repair or replacement of the defective material. Where the purchaser has not paid for professional installation of the defective material, Congoleum will not pay any labor costs for repair or replacement.

LIMITED FIVE-YEAR WARRANTY REMEDIES. If the flooring (whether or not professionally installed) contains a defect and you provide notice of this defect more than three years, but less than five years from the date of original purchase, then Congoleum will supply, at no charge, new Congoleum material of the same color, design and grade, or if unavailable, similar Congoleum replacement material for the defective areas. Congoleum will not pay any labor costs for replacement of the defective material, after the first three years from date of purchase.

This warranty applies only to Congoleum flooring products other than those sold under the names Cushionflor vinyl flooring, Brightlife vinyl flooring and Vinylcrest vinyl flooring. However, products sold under those names are covered by the Congoleum 1-Year Limited Warranty against manufacturing defects. If the material covered by this warranty also contains the exclusive High-Performance CHROMABOND Protection System, additional warranty coverage may apply under the Congoleum 5-Year Limited High-Performance CHROMABOND Protection System Warranty. Congoleum makes no other express warranty.

If you find a defect covered by this warranty, the retailer who sold the floor covering materials should be notified in writing promptly and must be supplied proof of purchase. This notice must be given within five years from date of original purchase. The retailer will then notify a Congoleum representative who will review the claim or arrange for inspection of the floor. The normal time period for review or inspection after a claim has been filed is 90 days. Any obligation of Congoleum under this warranty will be completed within an additional 90 days.

5-YEAR LIMITED HIGH-PERFORMANCE *CHROMABOND* PROTECTION SYSTEM WARRANTY

Congoleum warrants to its customers that all resilient flooring material containing the exclusive High-Performance CHROMABOND Protection System and sold by it as regulars (first quality) for its recommended use and installed in residences will not change in color or design because of wear, mildew or alkali for a period of five years from date of original purchase.

FULL THREE-YEAR WARRANTY REMEDIES. If the flooring contains a defect covered by the High-Performance CHROMABOND Protection System Warranty and you provide notice of this defect within three years from the date of original purchase, Congoleum will repair defective areas or will supply, at no charge, new Congoleum material of the same color, design and grade for the defective areas. If replacement material is required in accordance with this warranty and the defective material or pattern has been discontinued or is unavailable, Congoleum reserves the right to select and supply similar Congoleum replacement material. Where the purchaser has paid for the installation of the defective material, Congoleum will pay reasonable labor costs for repair or replacement of the defective material. Where the purchaser has not paid for professional installation of the defective material, Congoleum will not pay for any labor costs for repair or replacement.

LIMITED FIVE-YEAR WARRANTY REMEDIES. If the flooring (whether or not professionally installed) contains a defect covered by the High-Performance CHROMABOND Protection System Warranty and you provide notice of this defect more than three years, but less than five years from the date of original purchase, then Congoleum will supply, at no charge, new Congoleum material of the same color, design and grade, or, if unavailable, similar Congoleum replacement material for the defective areas. In this event, Congoleum will not pay any labor costs for repair or replacement.

This warranty applies only to those products containing the exclusive High-Performance CHROMABOND Protection System. Additional warranty protection against manufacturing defects is also available for these products under the Congoleum General 5-Year Limited Warranty.

If you find a defect covered by this warranty, the retailer who sold the floor covering material should be notified in writing promptly and must be supplied proof of purchase. This notice must be given within five years from date of original purchase. The retailer will then notify a Congoleum representative who will review the claim or arrange for inspection of the floor. The normal time period for review or inspection after a claim has been filed is 90 days. Any obligation of Congoleum under this warranty will be completed within additional 90 days.

Each of the above Congoleum 5-Year Limited Warranties does not include:

1. Dissatisfaction due to improper maintenance or installation or irregularities caused by underlayment. Recommended

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maintenance and installation instructions are available from your retailer or by writing Congoleum Consumer Affairs Department, 195 Belgrove Drive, Kearny, New Jersey 07032.
2. Reduction in gloss from use.
3. Damage due to stains including those caused by tracked-in coal tar, asphalt driveway sealers, oil drippings or by rubber-backed mats), burns, cuts, gouges, scuffs, scratches, indentations, fading or other problems from sunlight or heat generation or other accidents or abuse.
4. Problems due to hydrostatic pressure in subfloors (this disclaimer does not pertain to changes in color or design due to mildew or alkali in flooring products containing the Congoleum High-Performance CHROMABOND Protection System.
5. Color or design variation from samples or printed illustrations.
6. Problems due to usage not in accordance with Congoleum recommendations.
7. Labor on merchandise installed with obvious visible defects.
8. Flooring material not installed in residences except FLOR-EVER Commercial Vinyl Flooring, INNOVATION Inlaid Vinyl Flooring, FASHIONFLOR Inlaid Vinyl Flooring which may be used in commercial applications in accordance with Federal specifications L-F001641 Class 1.
9. Discoloration caused by adhesives not manufactured or distributed by Congoleum.

Each warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Effective 1/1/87

GENERAL 1-YEAR LIMITED WARRANTY

Congoleum warrants to its customers that all flooring material sold by it as regulars (first quality) under the trademarks BRIGHTLIFE Vinyl Flooring, CUSHIONFLOR Vinyl Flooring and VINYLCREST Vinyl Flooring for its recommended use will be free from manufacturing defects for a period of one year from date of original purchase.

LIMITED ONE-YEAR WARRANTY REMEDIES. If the flooring contains a manufacturing defect, and you provide notice of this defect within one year of the original purchase date, Congoleum will supply, at no charge, new Congoleum material of the same color, design and grade, or, if unavailable, similar Congoleum replacement material for the defective areas. Congoleum will not pay any labor costs for repair or replacement. Congoleum makes no other express warranty.

If you find a defect covered by this warranty, the retailer who sold the floor covering material should be notified in writing promptly and must be supplied proof of purchase. This notice must be given one year from date of original purchase. The retailer will then notify the Congoleum representative who will review the claim or arrange for inspection of the floor. The normal time period for review or inspection after a claim has been filed is 90 days. Any obligation of Congoleum under this warranty will be completed within an additional 90 days.

THIS WARRANTY DOES NOT INCLUDE

1. Dissatisfaction due to improper maintenance or installation or irregularities caused by underlayment. Recommended

maintenance and installation instructions are available from your retailer or by writing Congoleum Consumer Affair Department, 195 Belgrove Drive, Kearny, New Jersey 07032.
2. Reduction in gloss from use
3. Damage due to stains including those caused by tracked-in coal tar or asphalt driveway sealers, oil drippings or by rubber-backed mats), burns, cuts, gouges, scuffs, scratches, indentations, fading or other problems from sunlight or heat generation or other accidents or abuse
4. Problems due to hydrostatic pressure in subfloors
5. Color or design variations from samples or printed illustrations
6. Problems due to usage not in accordance with Congoleum recommendations
7. Flooring material not installed in residences

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Effective 1/1/87

GOOD HOUSEKEEPING
The Magazine America Lives By
Good Housekeeping Consumers' Policy

Since 1885, Good Housekeeping has provided unique consumer education and consumer protection. The magazine maintains high levels of good taste and exercises strict editorial judgments in the consideration of products it will accept for advertising and in reviewing the advertising copy it publishes. These judgments comprise the basis of the Good Housekeeping Consumers' Refund or Replacement Policy.

This is the Good Housekeeping LIMITED WARRANTY.

If any product which bears our Seal or which is advertised in this issue of the magazine proves to be defective at any time within one year from the date when it was first sold to a consumer, we, Good Housekeeping, will replace the product or refund the price paid for it. This policy covers you, the consumer, whether you bought the product or it was given to you by the buyer. If you believe such a defect exists you should write to:

Director
Consumer Complaint Department
Good Housekeeping
959 8th Avenue
New York, N.Y. 10019

Please tell us any defect as soon as possible. When we receive your letter, we will send you a simple complaint form to fill out and return. The form asks you to describe the product and tell where and when it was bought, the price paid for it, and the problem you have had with it. You then may be asked to ship the product to us at our expense. Where that is not possible because of size or installation, our representative may call on you and inspect the product. If the product is defective, we will, at your choice, promptly replace it if possible, or refund to you the price you paid for it.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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