

## ARMSTRONG FLOORING LIMITED WARRANTY – PRYZM™ LUXURY FLOORING

### WHAT IS COVERED?

#### LIFETIME LIMITED RESIDENTIAL WARRANTY

For residential installations, Armstrong Flooring warrants its regular (first quality) floor products to be free from manufacturing defects; if installed according to the PRYZM™ installation instructions and the approved application listing, F-5061, the products:

- Will not wear through(1)
- Will not stain from common household stains
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use (2)
- Will not bottom-up discolor from underlayment panels (including luan), as well as alkali, mold or mildew growth
- In their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor.
- The edges of the flooring will not curl

#### 15-YEAR LIMITED COMMERCIAL WARRANTY

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops with flooring installation up to 3,000 square feet. Refer to recommended applications chart for more detail.), Armstrong Flooring warrants its regular (first quality) floor products are warranted to be free from manufacturing defects and will not wear through the printed image for 15 years from the date of purchase, installed according to the PRYZM™ installation instructions and the approved application listing, F-5061 available at [www.armstrongflooring.com](http://www.armstrongflooring.com)

### WHAT DOES 100% WATERPROOF MEAN?

When exposed to water, PRYZM™ planks are waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, all PRYZM™ flooring installation systems (ArmaLock™ installation, full-spread adhesive and locking) will continue to create a secure bond. In the case of standing water or flooding, PRYZM™ flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

### WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage to the cork resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects.
  - When vacuuming, we recommend using the wand attachment on your vacuum.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded "irregular" or sold "as is" without warranty.
- Discoloration from moisture or underlayment panels after having been repaired or replaced by Armstrong Flooring one time.
- Construction or installation-related damage - including installation defects due to installations not using the recommended Armstrong Flooring products.
- Armstrong Flooring will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.
- Failure of the floor to adhere to the subfloor per our installation instructions due to, for example, moisture, alkaline or hydrostatic pressure from the subfloor.
- A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Improper care and maintenance (see our Care instructions).
- Inappropriate end-user activities.
- Non-intended Commercial Applications:
  - Anywhere commercial cleaning machines will be used
  - Assisted-Living
  - Large commercial applications (education/institutional, hospital/health care, large retail, office, hospitality) – over 3,000 sq ft

### WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

ARMSTRONG FLOORING EXCLUDES ANY LIABILITY FOR LOST PROFITS AND WILL NOT PAY ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THIS WARRANTY. BY THIS WE MEAN ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. NO IMPLIED WARRANTIES EXTEND BEYOND THE TERMS OF THIS WRITTEN WARRANTY. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

**Please note:** Some jurisdictions do not allow exclusion or limitations 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.

**Also note:** This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

### WHAT WILL ARMSTRONG DO IF ANY OF THE ABOVE HAPPENS?

#### RESIDENTIAL

If any of the above should occur within the specified limited warranty periods for each flooring product, Armstrong Flooring will furnish comparable Armstrong® flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. And, if your floor was professionally installed, Armstrong Flooring will also pay reasonable labor costs for the direct repairs or replacement.

Armstrong Flooring will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of PRYZM™.

These are the exclusive remedies under this limited warranty if a defect or other warranted condition occurs, we reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

#### Footnotes:

1 Wear-through is defined as loss of the floor design due to normal household use.

2 Includes high heels. We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

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### COMMERCIAL

#### Within One Year:

If a defect covered by this limited warranty is reported to Armstrong Flooring in writing within one year of purchase, Armstrong Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material.

Armstrong Flooring will also pay reasonable labor costs.

#### Within Two Years:

If a defect covered by this limited warranty is reported to Armstrong Flooring in writing after one year but within two years of purchase, Armstrong Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong Flooring will also pay fifty percent of the reasonable labor costs.

#### After Two Years:

If a defect covered by this limited warranty is reported to Armstrong Flooring in writing after two years but within (see applicable products and years below) of purchase, Armstrong Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material.

Armstrong Flooring will not pay labor costs. Armstrong Flooring will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

### WHAT COMMERCIAL APPLICATIONS ARE RECOMMENDED FOR ARMSTRONG FLOORING RESIDENTIAL PRODUCTS?

Durability, ease of installation and care make many of our residential products great options for light commercial and small commercial applications. When choosing a floor, consider the space where it will be installed and select a wear layer and visual that will withstand to the expected level foot traffic. Guidelines are included below. If you have questions about a specific application, please contact your Armstrong Flooring representative prior to purchase.

### WORKMANSHIP

Armstrong Flooring does not warrant the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your Armstrong® floor should be professionally installed by contractors who have demonstrated expertise in installing respective commercial or residential applications.

### WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your Armstrong Flooring product. If you're not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 1 800 233 3823.

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER. Armstrong Flooring needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

### WARRANTY OWNER

This limited warranty extends only to the original end-user

### CARE INSTRUCTIONS

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

#### Do

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Sweep or vacuum using the wand attachment, then follow with the Armstrong Flooring recommended floor care products. Armstrong Hardwood and Laminate Cleaning System kit (S-304) contains a swivel head mop, washable mop cover, and an Armstrong Hardwood and Laminate Floor Cleaner (S-302) spray bottle.
- Remove tough spots like shoe polish, tar and asphalt driveway sealer with nail polish remover containing acetone. Then wipe with a damp cloth.
- For other stains, please call Armstrong Flooring Customer Relations and Technical Services, at 1 800 233 3823.

#### Don't

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

#### Before installation

- You and your installer are responsible to inspect flooring prior to installation. We accept no responsibility for liabilities, claims, or expenses, including labor costs, where flooring with visible defects has been installed
- Maintain a minimum room temperature between 45 and 95 degrees Fahrenheit for 48 hours before, during and after installation is completed.
- If room temperature of where PRYZM™ flooring is stored is outside of the 45 to 95 degree Fahrenheit range, then you must acclimate PRYZM for 4 hours prior to installation.

#### Immediately after installation

- Maintain room temperatures between 45°F (°C) and 95°F (°C) thereafter.
- We recommend that you do not scrub or wash your floor for five days.

#### Proactive protection for your floor

- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- For added indentation resistance, use Armstrong® floor protectors on chairs and other furniture. The heavier the item, the wider the floor protector should be.

### Application Guidelines for Armstrong Flooring Products

Maximum level of foot traffic	Applications	Areas in application
Light	<p>PRIVATELY OWNED BUSINESSES, MULTIFAMILY UNITS, AND ACTIVITY COMMON AREAS UP TO 3,000 SF:</p> <p>SMALL RETAIL SHOPS SMALL SALONS SMALL RESTAURANTS DOCTOR/DENTIST OFFICES SMALL DAYCARE</p>	SALES FLOORS, DINING AREAS, COMMON AREAS, ACTIVITY ROOMS, CORRIDORS, RESIDENCES

For large commercial and institutional applications, please refer to the Armstrong Flooring Commercial Product Guide, available online at <http://www.armstrong.com/assets/commflooringna/literature/downloads/F4249.pdf>.

Non-intended Commercial Applications:

- Anywhere commercial cleaning machines will be used
- Assisted-Living
- Large commercial applications (education/institutional, hospital/health care, large retail, office, hospitality) – over 3,000 sq ft

PLEASE SEND CORRESPONDENCE TO:  
[customerservice@armstrongflooring.com](mailto:customerservice@armstrongflooring.com)