

## ARMSTRONG FLOORING LIMITED WARRANTY - VINYL FLOORING

### INSTALLATION REQUIREMENTS

Proper installation plays a key role in the performance of Armstrong floors. For installation of vinyl tile, these basic guidelines should be followed:

- Product Acclimation & Room Conditioning chart guidelines in this warranty.
- If room is heated by radiant coils in the subfloor, the TEMPERATURE OF THE FLOOR should not exceed 85°F.
- The subfloor must be level, clean, and free of wax, grease, oil or dust.
- If necessary, patch or fill any cracks in the subfloor with Armstrong Patch, or Armstrong Latex Underlayment.
- Use Armstrong Embossing Leveler to smooth any texture or embossing on the old floor.
- Install over smooth, well-bonded resilient floors or over dry concrete and wood floors with a plywood overlay.
- This limited product warranty does not cover the installation of the product, even though Armstrong will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed and the floor product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.

### WHAT IS EXCLUDED FROM THESE WARRANTIES?

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER

THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

- 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.
- THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

### LIFETIME LIMITED RESIDENTIAL WARRANTY

Product Line(s): Adiamo™, Clear Creek™, Caliber™ and Natural Visuals™ Plank

#### WHAT IS COVERED AND FOR HOW LONG?

The Armstrong lifetime limited residential warranty for Armstrong vinyl tile means that for the life of the floor, the floor listed above:

- Will not wear through.\*\*
- Will not contain manufacturing defects.
- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.\*\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the tile will not curl.

### 25-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Classics™ Collection and Natural Images™

#### WHAT IS COVERED AND FOR HOW LONG?

The Armstrong 25-year limited residential warranty for Armstrong vinyl tile means that for 25 years from the date of purchase, the floor above:

- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.\*\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the tile will not curl.

In addition, for the lifetime of the floor:

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

### WHAT IS NOT COVERED BY THESE WARRANTIES?

- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
- When vacuuming, we recommend using the wand attachment on your vacuum.
- Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.
- If some dulling occurs over time, depending on the amount of traffic, care, and maintenance the floor receives, restore the shine to your high gloss floor, using Armstrong Shinekeeper™ Floor Finish. For low gloss floors use Armstrong Satinkeeper™ Low Gloss Floor Finish.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are not graded "regular".
- Floors that are installed in other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted for light commercial applications outlined here within)
- Installation-related errors or damage including improper conditioning of jobsite and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by Armstrong one time.
- Floors damaged by excessive moisture from sources such as flooding and water leakage.
- Installation defects and installations not using the recommended Armstrong adhesives.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. 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.

### WHAT DOES 100% WATERPROOF MEAN?

When exposed to water, American Personality™ 12 planks are waterproof and will not swell, buckle or lose integrity. In the case of standing water or flooding, American Personality™ 12 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.

### 15-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Natural Living™\* (Urethane coated professionally installed and vinyl no-wax DIY installed) American Personality™ 12\*

### Product Acclimation & Room Conditioning

	AMERICAN PERSONALITY™ 12	ALL OTHER PRODUCTS IN THIS WARRANTY
<b>Product Acclimation</b>	None if stored within 40°F (5°C) - 100°F (38°C)	48-hours at 65°F (18°C) - 100°F (38°C)
<b>Space Conditioning:</b>		
48-hours before installation	65°F (18°C) - 100°F (38°C)	
During installation		
48-hours after installation		
Thereafter - Normal use	55°F (13°C) - 100°F (38°C); Completed installations may occasionally be heated up to 140°F (60°C) for a maximum of 24-hours***	55°F (13°C) - 100°F (38°C)

\*See additional commercial warranty coverage for light commercial applications. \*\* Wear through is defined as loss of the floor design due to normal household use.

\*\*\* We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be. Temperatures above 100°F may accelerate indent – indentations at higher temperatures are not covered by warranty.

## ARMSTRONG FLOORING LIMITED WARRANTY - VINYL FLOORING

### WHAT IS COVERED AND FOR HOW LONG?

The Armstrong 15-year limited residential warranty for Armstrong vinyl plank means that for 15 years from the date of purchase, the floor above:

- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.\*\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the plank will not curl.

In addition, for the lifetime of the floor:

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

### 10-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Afton™

### WHAT IS COVERED AND FOR HOW LONG?

The Armstrong 10-year limited residential warranty for Armstrong vinyl tile means that for 10 years from the date of purchase, the floor above:

- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.\*\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the tile will not curl.

In addition, for the lifetime of the floor:

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

### 7-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Natural Personality™ (vinyl no-wax and Natural Personality™ 2)

### WHAT IS COVERED AND FOR HOW LONG?

The Armstrong 7-year limited residential warranty for Armstrong vinyl planks means that for 7 years from the date of purchase, the floor above:

- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.\*\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the tile/plank will not curl.

In addition, for the lifetime of the floor:

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

### 5-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Banbury™, Elston™ and Units™

### WHAT IS COVERED AND FOR HOW LONG?

The Armstrong 5-year limited residential warranty for Armstrong vinyl tile & planks means that for 5 years from the date of purchase, the floor above:

- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.\*\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth.
- The edges of the tile/plank will not curl.

In addition, for the lifetime of the floor:

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

### 7-YEAR LIMITED COMMERCIAL WARRANTY

Product Line(s): American Personality™ 12

### WHAT IS COVERED AND FOR HOW LONG?

For light commercial installations (example: common areas in multi-unit dwellings and low traffic retail shops) the product is warranted to be free from manufacturing defects for 7 years from the date of purchase. If a defect covered by this warranty is reported to Armstrong in writing within 7 years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material.

### 6-YEAR LIMITED COMMERCIAL WARRANTY

Product Line(s): Adiamo™ and Clear Creek

### WHAT IS COVERED AND FOR HOW LONG?

For light commercial installations (example: common areas in multi-unit dwellings and low traffic retail shops) the product is warranted to be free from manufacturing defects for 6 years from the date of purchase. If a defect covered by this warranty is reported to Armstrong in writing within 6 years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material.

### 5-YEAR LIMITED COMMERCIAL WARRANTY

Product Line(s): Natural Living™ (Urethane coated product only)

### WHAT IS COVERED AND FOR HOW LONG?

For light commercial installations (example: common areas in multi-unit dwellings and low traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to Armstrong in writing within 5 years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material.

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

(For ALL residential vinyl tile limited product warranties)

If any of the above should occur within the warranty periods specified above for each flooring product, Armstrong 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 will also pay reasonable labor costs for the direct repairs or replacement. Armstrong 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 vinyl tile or plank.

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

We want you to be happy with your Armstrong floor. 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.

### WARRANTY OWNER

This warranty applies only to Professionally Installed or Do-It-Yourself (DIY) installations by a homeowner for his or her own residential end use. This warranty extends only to the original end user and is not transferable.

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.

Armstrong needs the flooring receipt in order to verify date and proof of purchase to resolve any problems that may occur. For professionally installed floors, the original receipt for installation labor may also be required.

This warranty applies to floors purchased after February 1, 2008.

### Limited Warranty Term Length for Applicable Products and Years

Use	Lifetime	25-Years	15-Years	10-Years	7-Years	6-Years	5-Years
<b>Residential</b>	ABINGDON™ ADIAMO™ CLEAR CREEK™ CALIBER™ GRANVILLE™ NATURAL VISUALS™ PLANK	CLASSICS™ COLLECTION NATURAL IMAGES™	NATURAL LIVING™ (Urethane coated professionally installed and vinyl no-wax DIY installed)  AMERICAN PERSONALITY™ 12	AFTON™	NATURAL PERSONALITY™ (Vinyl no-wax)  NATURAL PERSONALITY™ 2		BANBURY™ ELSTON™ UNITS™
<b>Commercial</b>					AMERICAN PERSONALITY™ 12	ADIAMO™ CLEAR CREEK™	NATURAL LIVING™ (Urethane coated product only)

\*See additional commercial warranty coverage for light commercial applications. \*\* Wear through is defined as loss of the floor design due to normal household use.

\*\*\* We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

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