

# guarantee

Rhino  
elements

10

YEAR GUARANTEE

## The Armstrong Wear Warranty

Your Armstrong floor covering is guaranteed to give you more peace of mind through the warranty that we offer.

RhinoElements vinyl tile carries a 10-year Armstrong residential\* wear warranty.

### Helpful tips

Excessive or abnormal wear is often due to poor installation. Armstrong recommends professional installation of all their floor coverings.

All floors can be damaged by abrasive grit and other matter walked in from outside; prevent such wear by using simple mats at outside doorways (avoid using mats with rubber backs).

### The Armstrong Wear Warranty guarantees the following:

I. That the 'wear-layer' (the solid-vinyl top layer) of your vinyl floor covering will not wear through within the warranty duration  
II. That the floor covering's structure (which is made up of layers) will not de-laminate (come apart) within the applicable warranty duration  
III. That the floor's surface is not spoiled by manufacturing defects such as printing errors, blemishes, cracks, blisters or foreign matter (if present these are normally noticeable immediately after installation).

We hope this wear warranty will give you all the confidence you need to live with your floor with complete peace of mind. We also make clear what is not covered by the warranty.

### Armstrong Wear Warranty Limitations

\*see item 1 below  
This warranty essentially guarantees that the floor will not wear out in normal domestic use. However other forms of physical damage are not covered; more specifically the warranty does not cover the following:

1. Use of the floor covering in a commercial interior (e.g. A commercial office, or shop) those achieving EN 685 Class 32. For 'light commercial' installations (up to maximum EN685 Class 31) the applicable Armstrong wear warranty is one of 5 years. Your Armstrong floor is not recommended for commercial installations exceeding EN 685 Class 31. Consult your retailer/contractor for further information.
2. Use of the floor covering in an outside/external location.
3. Defects or staining arising from poor installation (this includes – damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic, vinyl or bitumastic tiles, floorboards, cushioned vinyl, or by failure in the underlayment; joints 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat; discoloration caused by 'bottom up' staining (this is staining caused by the sub-floor that may have contained excessive moisture, residual old adhesive or other staining agent – a competent professional installer would prevent such damage);

visible trowel marks; Armstrong recommends that any defects thought to be related to poor installation are referred in the first instance to the supplier from whom the floor covering was purchased).

4. Cuts, tears, gouges, burns or damage caused by stiletto or sharp high heels (these will even damage concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, etc.
5. Minor scratching and loss of gloss or sheen; superficial scuffing marks from shoes etc.
6. Damage caused by asphalt, tar, turmeric, battery acid, bleach or other similar corrosives.
7. Gloss reduction (due to gradual abrasion it may in time become desirable to apply a suitable floor polish to heavily used 'traffic lanes' to restore sheen).

For other legal conditions of this guarantee see 'Other Conditions' (below).

### How to claim

If you experience a problem with your Armstrong floor that you believe is covered by the Wear Warranty described above:

- I. Refer in the first instance to the retailer/supplier from whom you purchased the flooring. This is normally the quickest way of dealing with your claim.
- II. If the retailer/supplier is either unavailable or unwilling to consider your claim, contact Armstrong at the address below – we will send you a claim form that you will need to complete and return with a proof of purchase (ideally the retailer/supplier's receipt).

### Dealing with your claim

In either event Armstrong will evaluate your claim and, subject to all of the conditions stated below, will arrange for one of the

following, either:

- I. Replacement of defective material with material of a similar quality (subject to availability). This material will normally be supplied by your original retailer or by a retailer designated by Armstrong's authorised distributor; or
- II. A refund of up to 100% of the original cost of the material (the percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase: within 5 years – 100%; within 7 years – 70%; within 10 years – 50%; the original cost is taken at face value and excludes inflationary increases).

### Other conditions

1. This offer does not extend to products sold or described as second-hand or grade 2 in quality, or as irregulars, off-goods, remnants, seconds, or any similar description, at time of sale, and excludes minor deviations from samples and printed illustrations.
2. Damage arising out of installation, improper use and/or maintenance contrary to Armstrong's then current recommendations.
3. The floor covering must be available for inspection by Armstrong or the retailer/supplier if requested.
4. Refunds will be based on the original cost of the material excluding inflationary increases.
5. Armstrong reserves the right of final judgment of any claim and may disallow claims in certain circumstances.
6. Distributors, retailers, contractors, house builders, housing associations, and other commercial operators are excluded from claiming.
7. Claims must be received within the stated duration of the relevant warranty period.
8. Only Armstrong material costs are covered by this warranty; fitting, labour,

delivery and other ancillary costs are excluded.

9. Armstrong reserves the right to alter or withdraw the warranty at any time.
10. All warranties described herein are non-transferable.
11. All warranties described are as far as the law permits in lieu of and exclude all other conditions, warranties and terms whether expressed or implied in respect of the condition of the product, its merchantability or fitness for any particular purpose.
12. The warranties described are in addition to, and do not affect your statutory rights.
13. Armstrong expressly excludes any liability for consequential losses.

### Installation Recommendations

Armstrong recommends that all our residential floorcoverings be installed by a professional wherever possible. Full installation instructions can be found inside your RhinoElements pack. Installers should pay particular attention to the sections on sub-floor preparation and adhesives. For normal installations the use of a good quality acrylic adhesive is recommended, where the installation may be subject to wet or moderately high temperature conditions (i.e a conservatory or bathroom) the use of an epoxy adhesive is recommended. Use of a suitable articulated floor roller is recommended in all situations taking care around the perimeter of the installation.