VINYL SHEET FLOORING – FLOOR CARE AND WARRANTY GUIDE

CARE AND MAINTENANCE
Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below.

CAUTION: Most damage to new floors is done when moving kitchen appliances. Caution should be observed so any heavy objects, particularly kitchen appliances, do not gouge or tear material. When moving heavy objects into place, always use hardboard or underlayment panels to protect floor. Use strips of hardboard under feet of appliances as they are moved into final position. Lift appliance slightly to remove strips. To further protect against heavy, sharp-edged furniture and appliance legs, the use of floor protectors is recommended. Your Armstrong Flooring retailer can help select the right protectors.

For Best Results:
- Protect all seams on vinyl sheet flooring for 8 hours immediately after installation. This will ensure the proper seam bond. If your seams are disturbed before they’re dry, permanent damage may result.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across the panel. This protects your floor from scuffing and tears. Never slide furniture or appliances directly over your floor.
- Rolling casters may damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel types are the best option.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We strongly recommend mats without a latex or rubber backing since these backings may cause permanent discoloration.
- When using a vacuum cleaner, disengage the beater bar or use the “bare floor” setting to avoid damaging your floor.

Daily/Regular Floor Care:
- Sweep, dust mop or vacuum thoroughly to remove all loose dust, dirt, grt and debris. Use a vacuum cleaner for low users. Grout, as it is too harsh and will degrade the grout.
- Floors installed with grouted seams: After the grout is dry, permanent damage may result. Floors installed with adhesive should not be washed for the first four days after installation. This prevents excessive moisture from interfering with the adhesive bond and/or seam treatments. All other floors can be damp mopped immediately, using Armstrong Once ‘n Done Resilient & Ceramic Floor Cleaner.
- Armstrong New Beginning® is not recommended for cleaning tile floors installed using Armstrong Premixed Sanded Acrylic Grout, as it is too harsh and will degrade the grout.

Initial Floor Care:
- Remove any dried adhesive residue with a clean white cloth dampened with low odor mineral spirits, carefully following warnings on container.
- Sweep, dust mop or vacuum thoroughly to remove all loose dust, dirt, grt and debris. Floors installed with adhesive should not be washed for the first four days after installation. This prevents excessive moisture from interfering with the adhesive bond and/or seam treatments. All other floors can be damp mopped immediately, using Armstrong Once ‘n Done Resilient & Ceramic Floor Cleaner.
- Floors installed with grouted seams: After the grout joints have dried and hardened, a very light application of properly diluted Armstrong Ons ‘n Done Resilient & Ceramic Floor Cleaner and a white 3M pad may be used to remove the slight haze of grout residue that remains. Again, two buckets of clear, cool water should be used. Pick up residue with a clean damp sponge. Use the second bucket and sponge for a final rinse and cleanup. Buff dry with a soft cloth.
- If the shine on your floor begins to dull, Armstrong Flooring has two products that will help rejuvenate the luster. Armstrong Satinkeeper Resilient Low Gloss Floor Finish for low gloss floors and the Armstrong Shinekeeper Resilient Floor Finish for medium to high gloss floors. Armstrong New Beginning may also be used to remove Armstrong Satinkeeper Resilient Low Gloss Floor Finish or Armstrong Shinekeeper Resilient Floor Finish.

WARRANTY

WARRANTY REQUIREMENTS
Proper installation plays a key role in the performance of Armstrong® floors. Installation defects are not covered by our warranty and are the responsibility of your installer. Armstrong floors should be installed according to the Armstrong Flooring Guaranteed Installation System. This means that Armstrong Flooring installation products specifically designed for Armstrong floors should be used when installing Armstrong floors. If the Armstrong Flooring Guaranteed Installation System is not followed, we guarantee that, for the specified warranty period, from the date of purchase:
- The floor edges won’t curl
- The floor seams won’t open
- The floor will stay bonded. If installed with an Armstrong Flooring permanent adhesive
- Armstrong Flooring adhesives, underlayments and seam treatments won’t stain the floor
- The floor will not crack over underlayment joints
- The floor will not crack over underlayment joints

WHAT IS THE ARMSTRONG FLOORING PET-FRIENDLY WARRANTY?
When exposed to soiling from pets (domestic dogs and cats), Duality and CushionStep Better vinyl sheet flooring will resist stains during the specific warranty time-frame. However, accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

WARRANTY DEFINITIONS
- Wear or wear-through means loss of the floor design due to normal household use
- Normal household use means common daily activities in the home
- Manufacturing defect means a visual or construction deficiency resulting from the manufacturing process
LIFETIME LIMITED RESIDENTIAL WARRANTY
For the lifetime of your floor, your floor:
- Will not rip, tear or gouge from normal household use.
- Will not permanently indent when proper floor protectors are used†
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product* 

25-YEAR PLUS LIMITED RESIDENTIAL WARRANTY
For 25 years from the date of purchase, your floor:
- Will not rip, tear or gouge from normal household use.
- Movement of large appliances requires special handling.
- Will not permanently indent when proper floor protectors are used†
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product*

10-YEAR LIMITED RESIDENTIAL WARRANTY
For 10 years from the date of purchase, your floor:
- Will not rip, tear or gouge from normal household use.
- Movement of large appliances requires special handling.
- Will not permanently indent when proper floor protectors are used†
- Will not wear through* 
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

7-YEAR LIMITED RESIDENTIAL WARRANTY
For 7 years from the date of purchase, your floor:
- Will not permanently indent when proper floor protectors are used†
- Will not wear through* 
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

1-YEAR LIMITED RESIDENTIAL WARRANTY
For 1 year from the date of purchase, your floor:
- Will not contain manufacturing defects

Armstrong Flooring Residential Warranties
- Cover the flooring material from date of original purchase for the time period specified
- Apply to original purchaser for floors in owner occupied or tenant occupied residences.
- Cover only floors graded as regular or “first quality”
- Are limited to one replacement floor for rip, tear, gouge or discoloration from moisture or underlayment panels (if covered in warranty description above)

15-YEAR LIMITED RESIDENTIAL WARRANTY
For 15 years from the date of purchase, your floor:
- Will not rip, tear or gouge from normal household use.
- Movement of large appliances requires special handling.
- Will not permanently indent when proper floor protectors are used†
- Will not wear through* 
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels

10-YEAR LIMITED LIGHT COMMERCIAL WARRANTY
WHAT IS COVERED AND FOR HOW LONG?
The Armstrong Flooring 10-year limited light commercial warranty means that for 10 years from the date of purchase, the floor listed above:
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

Installation
Armstrong Flooring warrants the installation integrity of these products for 10 years from the date of purchase. Installation integrity means that the products are installed according to the Armstrong Flooring Guaranteed Installation manual, F-5061. The F-5061 manual is revised on a yearly basis, and floors must be installed according to the recommendations contained in the issue of F-5061 that is current and available at the time of installation.

Terms
Within Two Years: If a defect covered by this warranty is reported to Armstrong Flooring in writing 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 reasonable labor costs.

Within Five Years: If a defect covered by this warranty is reported to Armstrong Flooring in writing after two years but within five 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 reasonable labor costs.

After Five Years: If a defect covered by this warranty is reported to Armstrong Flooring in writing after five years but within ten 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 not pay labor costs. Per the terms above, Armstrong Flooring, at our discretion, reserves the right to recommend a repair as the primary option, if one can be facilitated. Full replacement will only be sought if circumstances exist where repair is not feasible.

Inspection of the material prior to installation is recommended. Armstrong Flooring will not pay labor costs to repair or replace material with defects that were apparent before or noticed at the end of installation. If a defect covered by this warranty is reported to Armstrong Flooring in writing, Armstrong Flooring will provide a one-time only replacement of the floor per unit, and not for multiple complaints of the same nature, for the lifetime of the floor.

Exclusions
The following are not covered by this warranty:
- Improper maintenance
- Improper installation
- Buckling of the floor when installed by the loose lay method
- Differences between products and samples or photographs
- Indentation from improper loading including high heels, spike shoes,
- Rolling loads, chairs, or other furniture not using floor protectors
- Failure of the floor to adhere to the subfloor due to, for example,
  - Moisture, alkaline or hydrostatic pressure from the subfloor
  - Inappropriate end-user activities
- Damage caused by fire, flooding or intentional abuse.

† The heavier the item, the wider the floor protectors should be.
*Wear-through is defined as less than half of the floor design due to normal household use.
5-YEAR LIMITED LIGHT COMMERCIAL WARRANTY

WHAT IS COVERED AND FOR HOW LONG?

The Armstrong Flooring 5-year limited light commercial warranty means that for 5 years from the date of purchase, the floor listed above:

- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

Installation

Armstrong Flooring warrants the installation integrity of these products for five years from the date of purchase. Installation integrity means that the products are installed according to the Armstrong Flooring Guaranteed Installation manual, F-5061. The F-5061 manual is revised on a yearly basis, and floors must be installed according to the recommendations contained in the issue of F-5061 that is current and available at the time of installation.

Terms

Within One Year: If a defect covered by this 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 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 50% of the reasonable labor costs.

After Two Years: If a defect covered by this warranty is reported to Armstrong Flooring in writing after two years but within five 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 reasonable labor costs.

Exclusions

The following are not covered by this warranty:

- Improper maintenance
- Improper installation
- Buckling of the floor when installed by the loose lay method
- Differences between products and samples or photographs
- Indentation from improper loading including high heels, spike shoes,
- Rolling loads, chairs, or other furniture not using floor protectors
- Failure of the floor to adhere to the subfloor due to, for example,
- Moisture, alkaline or hydrostatic pressure from the subfloor
- Inappropriate end-user activities
- Damage caused by fire, flooding or intentional abuse.

Applications

Duality Premium and StrataMax Best ASTM F1303, Type I, Grade 2 specifications

Intended Applications:

- Home and multifamily dwellings and common areas up to 100 SY
- Privately owned in-house businesses to include day care centers, doctor/dentist offices, and beauty salons/barber shops
- Residence bathrooms and kitchens in multifamily units.

Non-intended Applications:

- Anywhere commercial cleaning machines will be used
- Corridors
- Large dining areas
- Assisted-living
- Commercial applications (education/institutional, hospital/health care/retail/mercantile, office, hospitality)

THERE ARE NOT WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS OF A PARTICULAR PURPOSE, ARE EXCLUDED. ARMSTRONG FLOORING EXCLUDES ANY LIABILITY FOR LOSSES OR DAMAGES UNDER THIS LIMITED WARRANTY, WHICH INCLUDES 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 LIMITED WARRANTY.

What is NOT covered by this warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, spiked heel shows, and cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Commercial use of residential products
- Construction or installation related damage
- Floors damaged by excessive moisture such as water leakage
- Installation defects
- Dissatisfaction due to improper maintenance
- Damage caused by improper furniture rests and floor protectors, and 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.
- Discoloration or damage caused by adhesives or floor care products not recommended by Armstrong Flooring
- Floors that are installed in other than owner occupied or tenant occupied residences

Warranty Support

If any of the above should occur within the specified warranty period, Armstrong Flooring will either repair the defective area or replace the floor with comparable Armstrong Flooring of similar color, pattern, and quality at our option. And, if your floor was professionally installed using the Armstrong Flooring Guaranteed Installation Systems, Armstrong Flooring will also pay reasonable labor costs, one time only, for the warranty period specified (with the exception of lifetime warranty where labor is covered for 25 years) for the direct repairs or replacement.

WARRANTY OWNER

This warranty extends only to the original end-user.

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, begin to process a claim. If you have further questions, please contact us at 1 800 233 3823. PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER. The receipt is required to verify proof of purchase and purchase date. This warranty applies to floors purchased after November, 2016.

In Canada, these warranties are offered by Armstrong World Industries Canada, LTD.