



Linoleum, Vinyl Sheet,
Vinyl Tile, Vinyl Composition Tile,
Luxury Vinyl Tile and Weld Rods

Warranty for Commercial Flooring Products

PRODUCTS

Armstrong warrants its regular (first quality) commercial floor products (linoleum, vinyl sheet, vinyl tile, vinyl composition tile, luxury vinyl tile and weld rods) to be free from manufacturing defects for five (5) years from the date of purchase. This warranty is extendable to ten (10) years should the recommended Armstrong Engineered Installation Systems be followed.

INSTALLATION

Armstrong warrants the installation integrity of these products for ten (10) years from the date of purchase. Installation integrity means that the products are installed according to the Armstrong Engineered Installation Systems. Floors must be installed according to the recommendations contained in the installation guide that is current and available at the time of installation.

WORKMANSHIP

Armstrong does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Armstrong commercial floor should be professionally installed by contractors or installers who have demonstrated expertise in installing commercial floors. Contractor or installer should carefully inspect the product(s) before installation for any visual, manufacturing, colour or dimension defects. We accept no responsibility where a product with visible defects has been installed.

HOW TO CLAIM ON THIS WARRANTY

Should you observe any defects during the Warranty period, please contact us for advice. If you wish to make a claim, our Customer Services Center will let you know what information we need to process your claim, including establish whether any of the Warranty conditions or conditions apply. This may involve us inspecting the premises where the products have been installed and removing samples for technical analysis.

TERMS

Prior to Installation:

Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced.

Installation in accordance with Armstrong Engineered Installation Systems:

Within One(1) Year of Purchase: If a defect covered by this warranty is reported to Armstrong in writing within one(1) year of purchase, Armstrong will replace/repair at its discretion the defective product including reasonable labour charges for installation. Armstrong will replace it with similar quality first grade material or repair the defect. The replaced or repaired material is warranted for the time then remaining under this original Warranty.

Within Two(2) Years of Purchase: If a defect covered by this warranty is reported to Armstrong in writing within two(2) years of purchase, Armstrong will replace or repair at its discretion the defective product and pay 50% of a reasonable labour charge for installation.

After Two(2) Years of Purchase: If a defect covered by this warranty is reported to Armstrong in writing after two(2) years but within ten(10) years of purchase, Armstrong will replace or repair at its discretion defective material only (excluding cost of installation).

Otherwise:

Within Five(5) Years of Purchase: Installation is not according to Armstrong Engineered Installation Systems. If a defect covered by this warranty is reported to Armstrong in writing within five(5) years of purchase, Armstrong will replace or repair at its discretion defective material only (excluding cost of installation).

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

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CONDITIONS

This Warranty does not apply for the following conditions:

- Any person other than yourself as the ultimate purchaser of the flooring at the time of installation. This Warranty is not transferable.
- Armstrong flooring products sold at auction, clearly sold as irregulars or seconds and/or without a Warranty.
- Armstrong flooring products with obvious defects or of inferior quality that would reasonably have been identified by examination before the sale or which were drawn to the purchaser's attention before the sale.
- Improper shipment, delivery or storage.
- Product not installed in accordance with applicable local government or building construction codes or standards, or contrary to Armstrong Installation Instructions for the particular product. Concerns relating to quality of installation should be addressed to the contractor or retailer that installed the product.
- Failure of Armstrong flooring product due to structural or general defects in the building, deficiencies related to subfloor/floor joist assemblies, subfloor/substrate preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, unevenness or movement of the subfloor/substrate, deflection or voids in the subfloor/substrate or flooring laid in an inappropriate location. Flooring not cleaned or maintained in accordance with Armstrong recommended cleaning or maintenance procedures or where you otherwise fail to take reasonable steps to prevent the flooring from becoming of unacceptable quality.
- Normal wear and tear. Changes in colour due to exposure to sunlight and age.
- Exposure to abnormally corrosive conditions, excessive heat, moisture or dampness, acids, alkalis, animal urine, pebbles, sand, or other abrasives or hydrostatic pressure.
- Floors damaged or adhesive breakdown caused by subfloor/substrate moisture or water damage, including due to broken or leaking water pipes, gutter overflow, flooding, water spills or weather conditions.
- Improper usage /misuse/abuse over and above normal wear and tear or improper loading including burns, cuts, tears, scratches from high heels, spiked shoes, pets, rolling loads, or chairs or other furniture not using suitable and properly maintained floor protectors.
- Minor difference in colour or pattern between samples or photographs and the actual material.
- Acts of God/force majeure, acts of terrorism, damage caused by vermin, insect infestation, fire, flood or any other act or circumstance beyond Armstrong's reasonable control.

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

ARMSTRONG EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Armstrong China Holdings, Ltd.
G. Warranty 09-12 (S.E. Asian Version)

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