

# ARMSTRONG FLOOR CARE AND WARRANTY GUIDE

## Care Instructions –

for ALL Armstrong Laminate Flooring Installations

### ROUTINE CLEANING

- Sweep or vacuum using the wand attachment, then follow with Armstrong recommended floor care products. The Armstrong™ Hardwood & Laminate Cleaning System kit (S-304) contains a swivel head mop, washable mop cover, and an Armstrong Hardwood & Laminate Floor Cleaner\* (S-302) spray bottle.
- In very sandy areas, sweep or vacuum more frequently.
- For spills or wet areas, immediately wipe with a cloth or sponge and clean with Armstrong Hardwood & Laminate Floor Cleaner.
- Laminate Flooring, like other types of smooth floors, can become slippery when wet. Allow time to dry after cleaning.
- Do not use soap-based detergents or “mop and shine” products, as these may leave a dull film on your floor.
- Do not wax or polish your floor.
- Do not use abrasive cleaners, steel wool or scouring powder that can scratch your floor.

### TOUGH SPOTS

- 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 Customer Relations and Technical Services, at **1 800 233 3823**.

### PROTECT YOUR BEAUTIFUL NEW FLOOR

- Place a natural or colorfast mat at outside entrances to collect tracked-in dirt and absorb excess moisture.
- For added indentation resistance, use Armstrong floor protectors on chairs and other furniture. The heavier the item, the wider the floor protector should be.
- You may purchase Armstrong floor care products and floor protectors at your local flooring retailer or online at [www.armstrong.com](http://www.armstrong.com).

### KITCHEN AND HIGH-MOISTURE AREAS

For all installation systems, it is generally a good idea to use 100% silicone caulk in areas of rooms where excessive moisture may be present such as at kitchen sinks, dishwashers, icemakers and around pipes.

### Full Bathroom Installations

**ArmaLock® Installation System:** 100% silicone caulk must be used around the entire perimeter and 3/32" bead of glue on the top of the tongue ONLY. Full bathroom installation for residential use only.

\* Eye & Skin Irritant – please follow instructions on label.

\*\*May be combustible/flammable; please follow instructions on label.

	Residential Wear Warranty (in years) (2)	Residential Fade Warranty (in years) (3)	Residential Stain Warranty (in years) (4)	Residential Topical Water Damage Warranty (in years) (5)	Free from Manufacturing Defects Warranty (in years) (6)	Light Commercial Warranty (in years) (7)
<b>LIFETIME (1)</b>						
Armstrong Commercial	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	5
<b>30-YEAR</b>						
Coastal Living™ Collection						
Sand Dollar Oak L3048	30	30	30	30	30	10
White Wash Walnut L3051	30	30	30	30	30	10
Oyster bay Pine L3052	30	30	30	30	30	
Rustics™ Premium	30	30	30	30	30	10
Grand Illusions™ Collection						
Kirksville™						
Norwood™						
Frangula™						
Olivette						
Michala	30	30	30	30	30	
Nature's Gallery® Collection						
Galway™	30	30	30	30	30	5
Rustics™ Collection	30	30	30	30	30	5
Exotics™ Collection	30	30	30	30	30	5
Stone Collection	30	30	30	30	30	5
Pacific Heights™ Collection						
Ambrosia™	30	30	30	30	30	5
<b>25-YEAR</b>						
Classics & Origins™ Collection						
Beyond™						
Forrester™	25	25	25	25	25	5
<b>20-YEAR</b>						
Cumberland™						
Collection	20	20	20	20	20	
Woodland Park™						
Collection	20	20	20	20	20	

#### Footnotes

- (1) "Lifetime" means that we warrant to you (the original purchaser) the covered products, under normal household use when maintained in accordance with our care instructions for your floor for a period of 50 years.
- (2) We warrant to you (the original purchaser) that for the period indicated, the floor will not wear through the decorative print layer under normal household use when maintained in accordance with our recommended maintenance guidelines. Mere reduction in gloss is not "wear".
- (3) We warrant to you (the original purchaser) that for the period indicated, the floor will not fade from sunlight or artificial light, under normal household use when maintained in accordance with our recommended maintenance guidelines.
- (4) We warrant to you (the original purchaser) that for the period indicated, the floor will not stain under normal household use when maintained in accordance with our recommended maintenance guidelines.

- (5) We warrant to you (the original purchaser) that for the period indicated, the floor will resist topical water damage, meaning that the planks or tiles will not swell, delaminate or peak at the seams due to topical spills, provided that liquid is promptly wiped up and the floor is allowed to dry.
- (6) We warrant to you (the original purchaser) that for the period indicated, the floor, in its original manufactured condition, will be free from manufacturing defects.
- (7) We warrant to you (the original purchaser) that for five years from the date of original purchase, and in a light commercial indoor setting, your floor will not stain, fade from sunlight or artificial light, will not show wear and will be free from manufacturing defects, when installed and maintained in accordance with our recommended installation and maintenance guidelines. Mere reduction in gloss is not "wear".

## **UNDERLAYMENT WARRANTY:**

**Quiet Comfort™ Premium Flooring Underlayment**  
**Quiet Comfort Advanced Flooring Underlayment**  
**Quiet Comfort Basic Underlayment**

### **What is covered and for how long?**

**Armstrong guarantees to the original purchaser that for the warranty period of your Armstrong flooring, or up to 30 years from the original purchase when installed under any other brand flooring, when used in an indoor setting, that our underlayment:**

- Will be free from manufacturing defects
- Is a barrier for moisture emissions up to 5 lbs/1,000 sf/ 24 hours when seams are properly taped.

### **WHAT WILL ARMSTRONG DO IF ANY OF THE THINGS LISTED ABOVE HAPPEN?**

If you make a claim and follow our service procedures within the first year after date of purchase:

Armstrong will provide materials either to repair or replace the defective area of the floor at our option. If the floor was professionally installed, Armstrong also will pay reasonable labor costs to repair or replace the defective area of your floor.

If you make a claim after the first year after date of purchase and before the end of your limited warranty period:

Armstrong will provide or pay a percentage of the reasonable material and labor costs (if the floor was professionally installed), for repair or replacement, at our option, of the warranted product. This percentage will be based on the number of years from the date of purchase and the remaining warranty period of the product, up to 30 years after date of purchase. For example, for a professionally installed product, which is covered by a 30 year warranty, Armstrong will pay 24/30<sup>th</sup> (or 80%) of the reasonable material and labor costs on an approved claim submitted 6 years after the date of purchase.

If you make a claim on a product covered for a Lifetime:

Within 30 years after date of purchase, Armstrong will provide or pay a percentage of the reasonable material and labor costs (if the floor was professionally installed), for repair or replacement, at our option, of the warranted product. This percentage will be based on the number of years from the date of purchase and the remaining period up to 30 years. Or the original purchaser has an option within the 30 years after purchase to instead receive a 5% discount on material only on the consumer's next purchase of an Armstrong laminate product.

If you make a claim 30 years after date of purchase, Armstrong will provide you, the original purchaser, with a 5% discount on material only on your next purchase of an Armstrong laminate product.

NOTE: Any repair or replacement is limited to colors and styles of products available at the time of repair or replacement. If the original design is no longer available, Armstrong has the right to substitute another Armstrong design of similar value. The product must be of a similar structure and the customer may choose the design.

## **HOW DO I GET SERVICE?**

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**.

## **PLEASE KEEP YOUR RECEIPT.**

Armstrong needs the receipt in order to verify date and proof-of-purchase to resolve any problems that may occur. Your warranty applies only to you, the original purchaser, for one installation. Removal, reinstallation or unauthorized repairs shall void this warranty.

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

This warranty does not cover damage caused by:

- Improper care and maintenance (see our Care Instructions).
- Accidents, abuse, or misuse.
- Abnormal wear and tear such as damage caused from spike heel shoes, insufficient protection from furniture, pebbles, sand and other abrasives.
- Improper installation or workmanship, not in accordance with Armstrong's installation instructions.
- Water trapped beneath the floor due to improper subflooring or underlayment.
- Exposure to extremes of temperature or relative humidity.
- Water due to excessive moisture in a concrete slab when Armstrong VapArrest S-135 Professional Moisture Retardant System has not been properly applied to the concrete in accordance with product guidelines, hydrostatic pressure, or flooding caused by malfunctions from appliances such as dishwashers, ice makers, refrigerators, sinks, pipes or from natural disasters.
- Planks coming apart at the seams because they have been engaged/disengaged more than three (3) times (Armstrong ArmaLock Laminate Flooring only).
- Damage caused by vacuum cleaner beater bars and hard or metal caster wheel.
  - When vacuuming, we recommend using the wand attachment on your vacuum.
  - If rolling casters are used, we recommend only soft wheels that are wide enough to support the load
- Hard or metal caster wheels (if rolling casters are used, we recommend only soft wheels that are wide enough to support the load).
- Damage caused by pet urine which has not been promptly wiped up and removed

## **WHAT IS EXCLUDED FROM THIS WARRANTY?**

None of our installers, retailers, distributors or employees has the 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.

This warranty is effective October 29, 2007.