

## ARMSTRONG COMMERCIAL HARDWOOD WARRANTY

### FULL WARRANTIES

The warranties described herein are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The warranties cover only approved product applications as recommended by Armstrong<sup>®</sup> Commercial Hardwood Floors and are effective on Armstrong products purchased after July 1, 1999 (See applicable products and years below).

### FULL LIFETIME STRUCTURAL INTEGRITY WARRANTY

Armstrong Commercial Hardwood Floors warrants its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading. Structural Integrity means that products will remain free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the home or commercial flooring. Armstrong additionally warrants that all its engineered hardwood flooring products, even when applied on a radiant heated concrete subfloor with a surface temperature not exceeding 85° F (29° C), will not buckle, cup or warp for as long as the original purchaser owns the home or commercial flooring, when properly installed and maintained according to Armstrong installation instruction procedures and when properly maintained in accordance with such instructions and the floor care directions provided on [floorexpert.com](http://floorexpert.com). Hardwood flooring, being a natural product, will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If such separations occur, they are not covered by this warranty.

### FULL LIFETIME ADHESIVE BOND WARRANTY

Armstrong Commercial Hardwood Floors also warrants its Armstrong-approved recommended adhesive, when properly installed with engineered hardwood flooring products, that meet all the technical specifications that Armstrong Commercial

Hardwood Flooring products meet, will maintain its bond for as long as the original purchaser owns the home or commercial flooring. Proper job site pre-inspection, installation and maintenance procedures must be followed. Adhesive breakdown caused by subfloor moisture damage and/or water damage, including but not limited to, broken water pipes or flooding, is not covered under this warranty.

**Finish and Impregnated Wood Surface Warranties** exclude any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand, other abrasives or insufficient protection on furniture. Using manufacturer's current recommended floor care products and floor protection products will allow you to maintain your floor's endless, rich beauty. Use of floor care products other than those especially formulated for use on manufacturer's flooring, may damage your floor and void the warranty.

### PERMION<sup>®</sup> COATING FINISH WARRANTY

Products are warranted to the original owner/purchaser that the Permion urethane surface wear layer will not wear through or separate from the wood floor for the number of years outlined in below chart from the date of purchase when used under normal commercial traffic conditions.

### ARMSTRONG WARRANTY PROTECTION MEANS

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Armstrong, at its sole option, to the original purchaser, will repair, refinish or replace such portion, AT NO COST TO YOU, with the same product or another product of equal value. In the unlikely event Armstrong is unable to correct the failure after a reasonable number of attempts, Armstrong will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Armstrong retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact us at:

Armstrong Floor Products Claim Center  
P.O. Box 3001  
Lancaster, PA 17604-3001.

Claims must also be filed within the warranty coverage period, and information verifying date of purchase will be required. Armstrong reserves the right to have a designated Armstrong representative inspect the floor and remove samples for technical analysis.

### WARRANTY DISCLAIMERS AND EXCLUSIONS

- Color variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Due to color variations of product and/or samples, Armstrong is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- Gloss reduction is not considered surface wear.
- Wood characteristics naturally occurring such as variations in grain, color, mineral streaks and knots are not considered defects.
- Armstrong warranties are not transferable.
- No installer, retailer, distributor or agent, or employee of Armstrong may alter the obligations or limitations of any Armstrong warranty.

## Applicable Products and Years

Warranty	Years	Products
Structural Integrity	Full Lifetime	PERFORMANCE PLUS™ HERITAGE CLASSICS™ COLLECTION
Adhesive Bond	Full Lifetime	PERFORMANCE PLUS HERITAGE CLASSICS COLLECTION
Permion Finish	10-Year	PERFORMANCE PLUS
Permion Finish	3-Year	HERITAGE CLASSICS COLLECTION METRO CLASSICS

**WARRANTY EXCLUSIONS** ARMSTRONG WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT OR EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND, OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEEL SHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, FAILURE TO FOLLOW ALL THE MANUFACTURER'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE, OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT. ARMSTRONG WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS, OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY. NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS THRIFT, ANTIQUE, TAVERN, BARGAIN OR CABIN GRADES, SECONDS, ECONOMY GRADE, OR NON-STANDARD ITEMS. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS". THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. ARMSTRONG ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND FOR DEFECTIVE PRODUCTS.