

Armstrong floors ... *More peace of mind*

Your Armstrong cushioned vinyl floor covering is guaranteed to give you *more* peace of mind through the warranties that we offer. While all of our floors are manufactured to the highest standards, Armstrong makes a wide range of performance qualities: In short, the higher the grade of product the better the performance. This is reflected in the warranty we offer: The type and duration of warranty depends on which floor covering you have purchased:

| Type of Warranty ► Floor Covering ▼ | The Armstrong Wear Warranty | The Rhinoguard Pledge |
|--|-----------------------------|-----------------------|
| RHINOFLOOR® Diamant | ✓ 7 years | ✓ 7 years |
| Other Armstrong floors | ✓ 5 years | ✗ |

If you are uncertain about which warranty applies to your floor, consult your retailer.

An explanation of each warranty is as follows:

The Armstrong Wear Warranty *More years of guaranteed durability*

Helpful tips

- Excessive or abnormal wear is often due to poor installation – Armstrong recommend 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).

For further information request a copy of the Armstrong current installation and maintenance literature from your retailer or direct from Armstrong

The Armstrong Wear Warranty guarantees the following:

- That the 'wear layer' (the solid vinyl top layer) of your cushioned vinyl floor covering will not wear through within the applicable warranty duration (see above – the number of years covered begins at the date of purchase).
- That the floor covering's structure (which is made up of layers) will not delaminate (come apart) within the applicable warranty duration.
- 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 – see *Armstrong Wear Warranty Limitations below*.

Armstrong Wear Warranty Limitations

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); this applies to all grades of product except those achieving EN32 classification
2. Use of the floor covering in an outside / external location.
3. Defects arising from poor installation (this includes damage arising from subfloor 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 or bitumastic tiles, floor boards, cushioned vinyl, or by failure in the underlayment seams '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 subfloor which 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 retailer 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; scuffing (see points 3 and 4 of Rhinoguard Pledge Limitations - below).

The Rhinoguard Pledge

More freedom from household chores

Helpful Tips

- *All floors get dirty and need cleaning – the amount of routine cleaning required will depend on your household.*
- *Some staining agents are extremely powerful – try to make sure that any spills are mopped up as soon as possible.*
- *All floors can be damaged by matter walked in from outside, particularly tar and asphalt from newly laid roads or driveways; prevent such damage by using simple mats at outside doorways (avoid using mats with rubber backs).*

For further information request a copy of Armstrong's current installation and maintenance literature from your retailer or from Armstrong.

Armstrong believe that no other cushioned vinyl can match a Rhinofloor. That's because Rhinofloors are protected by *NEW IMPROVED RHINO GUARD* – an ingredient that we believe guarantees you *more* ease of cleaning and *more* resistance to household dirt and stains than other cushioned vinyl floor coverings.

Specifically, the Rhinoguard Pledge guarantees the following:

- I. That your Rhinofloor is easier to clean than any uncoated cushioned vinyl.
- II. That your Rhinofloor will not stain from normal household substances (see limitations below).
- III. That you will not need to apply floor polish to prevent staining (just regular cleaning as required).

The Rhinoguard Pledge applied to all Rhinofloor qualities for the duration of the applicable Armstrong Wear Warranty (see below).

Armstrong believe that Rhinofloors with Rhinoguard offer the best maintenance performance of any cushioned vinyl floor covering currently available, offering you *more* freedom from tiresome household chores and *more* protection from staining. However no floor covering is indestructible and so we wish to clearly point out that the Rhinoguard Pledge does not cover the following:

Rhinoguard Pledge Limitations

1. Stains or visual deterioration arising from use of the product in commercial or exterior locations.
2. Stains caused by asphalt, tar, tumeric, battery acid, bleach or other similar corrosives.
3. Superficial scuffs from shoes – these may be removed with a nylon pad (other Armstrong floors without Rhinoguard should be polished to prevent damage from scuffing).
4. 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).
5. Staining caused by poor installation (see point 3 of *Armstrong Wear Warranty Limitations*).

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

How to Claim

If you experience a problem with your Armstrong cushioned vinyl floor which you believe is covered by either the Armstrong Wear Warranty or The Rhinoguard Pledge described above:

- I. Refer in the first instance to the retailer from whom you purchased the flooring. This is normally the quickest way of dealing with your claim.
- II. If the retailer is either unavailable or unwilling to consider your claim contact Armstrong on Freecall 1800 800 518 or write to:

Armstrong World Industries (Australia) Pty. Ltd.,
40 Fox Road,
Acacia Ridge. Qld. 4110.

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 depends upon the time elapsed since installation

Structures with a 5 year guarantee

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|----------------------|--|
| First year: | 100% of material and installation labour costs |
| Years two and three: | 100% of material and 50% of labour costs |
| Years four and five: | 100% of material and no labour costs |

Structures with 7 year guarantee

| | |
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| First three years: | 100% of material and installation labour costs |
| Years four and five: | 100% of material and 50% of labour costs |
| Years six and seven: | 100% of material and no labour costs |



Make More Floors

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 the Armstrong then current recommendations.
3. The floor covering must be available for inspection by Armstrong or the retailer if requested.
4. Refunds will be based on the original cost of the material excluding inflationary increases.
5. Armstrong reserve the right of final judgement 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 and other ancillary costs are subject to the conditions above.
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.