



HARDWOOD FLOORING

ELITE

HARDWOOD COLLECTION

Product Warranty Guidelines

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Product Warranty Guidelines

Note: You may have rights and remedies under certain statutes in relation to goods supplied by Armstrong World Industries (Australia) Pty Ltd ("Armstrong"). This warranty is in addition to any rights and remedies available to you under statute.

Armstrong offers a wide range of choices in hardwood species and an assortment of constructions. You can choose the floor that is right for you, your lifestyle, and your budget with warranty back-up from Armstrong.

While you should have years of enjoyment of your new investment with peace of mind, you cannot rely on quality products and warranties alone. It is extremely important to observe that proper installation and maintenance is carried out, and also the specific relative humidity conditions within your home are well maintained.

Exposure to excessive heat, dryness or moisture may cause damage to your engineered hardwood flooring. It is natural that some minor contraction and expansion may occur due to the wood's inherent properties. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained.

Over time, natural colour change may also occur on your hardwood flooring, especially when exposed to direct sunlight, which is not considered as a defect.

Who is Covered and for How Long?

The limited warranties described are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after September 1, 2004. All warranties run from the date of retail purchase for the applicable period described below.

What are you Responsible for Under our Warranties?

To be covered under our warranties (except under the Pre-installation Defects Warranty) you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring. To be covered under our Lifetime Subfloor Moisture Protection Warranty, keep your proof of pre-installation moisture test results and sales slip confirming use of our recommended adhesives. To be covered under our Radiant-heated Subfloor Warranty, keep the flooring surface at or below 29°C and the relative humidity between 35% and 55%. You must also properly care for your new floor using our easy to follow maintenance instructions in the Product Care & Maintenance Guidelines brochure. We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care products other than those we have specially formulated for use on our flooring products may damage your floor and void this warranty.

STRUCTURAL WARRANTY

Warranties on Both Solid and Engineered Floors

Full Lifetime Structural Warranty

Armstrong warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects in lamination, assembly, milling, dimension and trading for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.

WOOD WEAR LAYER WARRANTY

Full Twenty-Five Year Wood Wear Layer Warranty on all Pattern Plus 5000 Floors (Commercial and Residential use)

Armstrong warrants to the original purchaser that the impregnated wood wear layer will not wear through for the lesser of twenty-five full years or as long as the original purchaser owns the home or commercial floor for all Pattern Plus 5000 floors.

FINISH WARRANTY

Armstrong warrants to the original purchaser that the Armstrong surface finished products, from the date of purchase, when used under recommended residential or commercial traffic conditions and maintained under the recommended Armstrong Maintenance System or equivalent, will not wear through or separate from the wood for the period specified for each of the respective warranties below, on all such products purchased after September 1, 2004.

Full Twenty-Five Year Finish Warranty. All Elite Hardwood Collection range of products (Residential use only).

Armstrong warrants to the original purchaser that the finish will not wear through for the lesser of twenty-five full years or as long as the original purchaser owns the home for all Elite Hardwood Collection products with the Armstrong Surface Finish.

Full Three Year Finish Warranty. Pattern Plus 5000 Floors and Valenza (Commercial use only).

Armstrong warrants to the original purchaser that the Permion Surface Finish will not wear through for the lesser of three years or as long as the original purchaser owns the commercial flooring on all Pattern Plus 5000 and Valenza floors with the Permion Surface Finish.

Finish Warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives or insufficient protection on furniture, wet mopping or failure to follow all of the manufacturer's written maintenance instructions. Use of floor care products other than those specially formulated for use on Armstrong flooring may damage your floor and may void the warranty.

ADDITIONAL WARRANTIES

Pre-Installation Warranty

Armstrong warrants to the original purchaser that each of these products meet our quality standards. You and/or your installer should carefully inspect the material before installation. Any uncut pieces that appear to have defects should be returned to the original place of purchase and those pieces that do not meet our specifications will be replaced at no cost to you. Since this is a natural wood product, there will be variation in colour, tone and grain. Such variations are not covered by this warranty. Further, this warranty provision is void upon installation of the flooring.

ADDITIONAL WARRANTIES EXCLUSIVE TO ENGINEERED FLOORS

Armstrong engineered flooring is constructed of an odd number of plies so that each alternating layer runs at a 90 degree angle with the adjacent layer. This cross-grained construction provides increased dimensional stability to the flooring. Because of the unique advantages of this type of construction, Armstrong provides to the original purchaser the following specific benefits for engineered floorings as long as you own your home or the commercial flooring.

FULL LIFETIME ADHESIVE BOND WARRANTY

Armstrong warrants that its recommended adhesive, when properly installed with Armstrong engineered flooring products, will maintain its bond for as long as the original purchaser owns the home or the commercial flooring installation. Proper job site 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, leakage or flooding is not covered under this warranty. Subfloor moisture is detailed below under the “Full Lifetime Subfloor Moisture Protection Warranty”.

FULL LIFETIME SUBFLOOR MOISTURE PROTECTION WARRANTY

Armstrong provides an additional subfloor moisture protection warranty against adhesive failure only for Armstrong engineered hardwood flooring products when properly installed with the Armstrong recommended adhesive for as long as the original purchaser owns their home.

This adhesive has been specially formulated for use with Armstrong engineered hardwood flooring products. Before installation begins, all subfloors must be inspected for moisture problems to ensure they are dry. Written documentation of this inspection must be obtained to validate this subfloor moisture protection warranty. Subfloors with known moisture problems are not covered by this warranty. This Full Lifetime Subfloor Moisture Protection Warranty is limited to one repair or replacement.

What will we do if any of the Covered Events Occur?

If any of the covered events listed in this guide occur within the warranty periods specified for the respective flooring product, Armstrong will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar colour, pattern and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labour costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less. These warranties do not include removal or replacement of cabinets and other fixtures.

For our products with the Lifetime Subfloor Moisture Protection Warranty, we will replace or repair such flooring no more than once, which is your exclusive remedy under this warranty. If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our hardwood floors.

These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

What is Not Covered by these Warranties?

- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Product Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and castors (see Product Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Product Care and Maintenance Guidelines).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Product Care and Maintenance Guidelines).

- Colour, shade or texture variations between samples, printed colour photography or replacement flooring and the actual material.
- Colour variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than the mis-manufacture of the flooring.
- Naturally occurring wood characteristics such as variations in grain, colour, mineral streaks and knots.
- Changes in colour due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as “thrift”, “antique”, “tavern”, “bargain”, “cabin grade”, “seconds”, “economy grade”, “rustic”, “close-out”, “off-goods” or “non-standard”. Such products are sold “AS IS”.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOUR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

Elite Hardwood Collection

	Lifetime Structural Integrity Warranty (1)	Residential Finish Warranty (in years) (2)	Commercial Finish Warranty (in years) (3)	Wood Wear Layer Warranty (in years) (4)	3 times Sanding Warranty (5)	Lifetime Adhesive Bond Warranty (6)	Lifetime Subfloor Moisture Protection Warranty (7)	Pre-Installation Defects Warranty (8)	Radiant-heated Subfloor Warranty (9)
25-YEAR ENGINEERED									
Pattern Plus 5000	X	25	3	25		X	X	X	X*
Valenza	X	25	3	25	X	X	X	X	X
Harborlight	X	25				X	X	X	X
Beckford	X	25				X	X	X	X

* This radiant heated subfloor warranty does not include Pattern Plus 5000 Maple products.

Footnotes:

- (1) We warrant that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) owns the floor.
- (2) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines.
- (3) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines.
- (4) We warrant to you (the original purchaser) that for the period indicated, the acrylic impregnated wear layer will not wear through under normal household or commercial use when maintained in accordance with our recommended maintenance guidelines.
- (5) We warrant to you (the original purchaser) that the covered products may be professionally sanded and refinished at least 3 times if proper sanding and refinishing procedures are followed (Valenza only).
- (6) We warrant to you (the original purchaser) that for as long as you own your floor, each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines.
- (7) We warrant that each of the covered products, when properly installed with our recommended adhesives according to our installation instructions (including proper subfloor moisture testing), will not release from the subfloor for as long as you (the original purchaser) own your floor. This means that prior to installation, your subfloor must be inspected to assure your subfloor does not exceed maximum allowable moisture levels. To ensure your warranty remains effective, keep your proof of pre-installation moisture test results. Subfloors with known moisture problems are not covered by this warranty. This is a one-time repair and replacement warranty only.
- (8) We warrant that the covered products meet our quality standards. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. 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. Since wood is a natural product, there will be natural variations in colour, tone and grain that are not covered by this warranty. The pre-installation warranty expires upon installation.
- (9) We warrant to you (the original purchaser) that the covered products, when properly installed according to our installation instructions over radiant-heated subfloors that are engineered for the R-rating of the wood flooring product, will not buckle as long as the finished flooring surface does not exceed 29°C during the life of the floor and the relative humidity levels are maintained between 35% and 55%.

What is Excluded from these Warranties?

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.

What Should you do if you have a Problem?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong World Industries (Australia) Pty Ltd

29 - 39 Mills Road, Braeside 3195 Victoria Australia

Phone: 1800 800 518

Website: www.armstrong-aust.com.au

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

Armstrong Floor Care Products

Hardwood Spray Cleaner: A unique cleaner that lifts soil from the surface of the urethane finish without leaving a film. Just apply the cleaner onto a clean cloth for cleaning small areas or spray directly onto the floor and use an Armstrong hardwood floor swivel-head mop with terry cloth cover for cleaning the entire area.

Floor Care Kit: A quick, easy to use cleaning kit for all urethane finished hardwood floors. Kit includes one bottle of Hardwood Spray Cleaner and one Armstrong hardwood floor swivel-head mop with terry cloth cover, a mega-size mop with swivel handle that makes cleaning quick and easy, even under furniture.

Hardwood Floor Restore Finish: Is applied on areas of heavy traffic to rejuvenate the floor. The Armstrong restorer can easily be applied for added protection and sheen.

Touch-up Kit: Used for blending scratches and nicks on urethane finished floors. The kit contains touch-up markers and filler sticks that blend with the factory-finished stains plus complete instructions and materials to easily repair many problems.

Wood Filler: Designed to conveniently fill gaps, small openings and broken edges. Simply apply the material on the area to be repaired and wipe away excess with a damp towel.

Replacement Mop Covers: Soft, absorbent, terry cloth covers, elastic-fitted for quick and easy replacement on the Armstrong hardwood floor swivel-head mop.

For further Armstrong information

Freecall 1800 800 518

www.armstrong-aust.com.au