



## HARDWOOD FLOORING

### FLOATING FLOOR PRODUCTS

*Lifestyle*



*Easy*LOC

### Product Warranty Guidelines



## 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.

### General Exclusions

**Except as otherwise required by law, this warranty shall not apply to:**

1. Armstrong material sold as irregulars, seconds or sold without warranty.
2. Materials not installed with Armstrong recommended adhesives or in accordance with Armstrong recommended practices.
3. Materials installed with obvious defects that should reasonably have been identified.
4. Difference in colour between samples or photographs and the actual material.
5. Excessive alkali or hydrostatic pressure of the subfloor and unevenness or movement of the subfloor.
6. Structural or general defects in buildings beyond the responsibility of Armstrong giving rise to failure of Armstrong products.

### Lifetime Structural Warranty

Armstrong warrants its engineered pre-finished hardwood flooring against any manufacturing defects caused by improper milling, assembly, grading and finish coating. This warranty applies only to the original purchaser and installation site, and is not transferable.

The Lifetime Structural Warranty means that Armstrong's engineered pre-finished hardwood flooring products will remain free from delamination (separation between plies), buckling, warping, twisting, cupping or crowning in normal environmental conditions.

Normal environmental conditions mean that heating and ventilation systems shall be designed to maintain interior relative humidity level between 40% to 60% RH all year round.

Whenever this warranty is applicable, Armstrong's liability shall be limited to replacing, or repairing the defective flooring board(s)

(due to manufacturing defects) material only. Any replacement product cannot be guaranteed to colour match the original floor. Damage due to transportation, storage, installation, extreme indoor conditions (heat, dryness, or moisture) or extreme sunlight exposure are not covered.

### Surface Finish Warranty

Armstrong warrants to the original purchaser, that when used under normal residential traffic conditions, the factory applied surface finish (either Aluminium Oxide Finish or UV Acrylic Lacquer) **will not wear through** or separate from the wood in the original installation site for a period of:

- 25 (twenty-five) years from the date of purchase, for Armstrong special Aluminium Oxide Finish,

OR

- 5 (five) years from the date of purchase, for Armstrong standard UV Acrylic Lacquering.

This warranty applies only to the original purchaser and installation site and is not transferable. These warranties apply on the condition that regular and preventative maintenance have been carried out (as outlined under the Care and Maintenance Guidelines).

Armstrong's warranties exclude any indentations, scratches or surface damage caused by lack of proper maintenance, pets, insects, misuse, improper modification, negligence, accidents, erosion, spike heeled shoes, sand, grit, other abrasives, water spill, wet mopping, insufficient prevention and/or protection (as outlined under the Care and Maintenance Guidelines) and any normal deterioration due to wear and/or exposure such as fading due to sunlight exposure.

Surface wear is defined as readily visible wear on at least 10% of the surface area. Gloss reduction is not considered as surface wear.

The application of floor care products other than those specially recommended for use on Armstrong pre-finished flooring may damage your floor and void the warranty. To obtain Warranty Service, the end-purchaser shall contact the authorised retailer within 30 (thirty) days after defect is discovered. Original proof-of-purchase, Bill of Sale or other original documents must be retained to be presented on demand.

### CONSEQUENTIAL OR INCIDENTAL DAMAGES

**Except and unless otherwise required by law**, Armstrong World Industries (Australia) Pty. Ltd. excludes and will not pay consequential or incidental damages under this warranty.

### IMPLIED WARRANTIES AND CONDITIONS

**The liability of Armstrong World Industries (Australia) Pty. Ltd. for a breach of warranty or condition that cannot by law be excluded, is limited at Armstrong's option to replacing the goods, or obtaining equivalent goods or having the goods repaired or paying the cost of repairing or replacing the goods.**

**For further Armstrong information**

**Freecall 1800 800 518**

**[www.armstrong-aust.com.au](http://www.armstrong-aust.com.au)**