



LAMINATE FLOORING

# ARMALOCK

**Floorcare and Maintenance Guidelines**  
**Warranty Guidelines**

[ Between us, ideas become reality.™ ]

# Floorcare and Maintenance Guidelines

## PROTECT YOUR BEAUTIFUL NEW FLOOR

- Place a natural or colourfast mat at outside entrances to collect tracked-in dirt and absorb excess moisture.
- For added indentation resistance, use felt floor protectors on chairs and other furniture. As a rule of thumb, the heavier the item, the wider the floor protector should be.
- You may purchase Armstrong floor care products at your local flooring retailer.

## ROUTINE CARE

- Vacuum, use a dust mop or wipe with a damp cloth.
- For spills, just wipe up with a cloth or sponge.
- Do not use soap-based detergents or “mop and shine” products, as these may leave a dull film on your floor.



- Do not use abrasive cleaners, steel wool, or scouring powder, which can scratch your floor. And, in very sandy areas or the beach, sweep or vacuum regularly.
- Do not wax or polish your floor.
- Laminate flooring, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing. Immediately wipe up wet areas from spills, foreign substances, or wet feet.

## SPRING CLEANING

- Use a well-squeezed damp mop with Armstrong Hardwood and Laminate Floor Cleaner. A light damp mop is all you need or you can use the swivel head mop obtained from the Armstrong Hardwood and Laminate Cleaning System.

# Warranty Guidelines

## 20 Year Limited Residential Warranty ARMSTRONG LAMINATE FLOORING

### Who is covered and for how long?

Armstrong guarantees to the original purchaser that, for 20 years from the date of original purchase, and in a dry residential indoor setting, your Armstrong Laminate Floor:

- Will not stain.
- Will not fade from sunlight or artificial light.
- Will not show wear-through.
- Will be free from manufacturing defects.
- Will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used.
- Will not unlock at the seams.

### What will Armstrong do if any of the things listed above happen?

If you make a claim within the warranty period and follow our servicing procedures, Armstrong will provide materials either to repair the defective area or replace the floor at our option. If the floor was professionally installed, and if you make your claim within the first five years (first year for light commercial installations), Armstrong will pay reasonable labour costs to repair the defective area or replace the floor.

### 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 1800 800 518.

**PLEASE KEEP YOUR RECEIPT.** Armstrong needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

### 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 workmanship, or installation not in accordance with Armstrong's installation instructions.
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, pipes or natural disasters.
- Planks coming apart at the seams because they have been engaged/disengaged more than three (3) times.
- Damage caused by vacuum cleaner beater bars and hard or metal castor wheels.
- When vacuuming, we recommend using the wand attachment on your vacuum.
- If rolling castors are used, we recommend only soft wheels that are wide enough to support the weight.
- Damage caused by pet urine (which has not been promptly wiped up and removed).

### What is excluded from this warranty?

Armstrong and the retailer exclude and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

### How to claim

If you experience a problem that you believe is covered by the warranty above, please do the following:

- i. Refer firstly to the retailer from whom you purchased the floor. This is normally the quickest way of handling your claim.
- ii. If the retailer is either unavailable or unwilling to consider your claim, contact Armstrong on 1800 800 518. We will send you a claim form which you will need to complete and return with a proof of purchase (ideally the retailer's receipt).

### Dealing with your claim

Armstrong will evaluate your claim and, subject to all the conditions above, will arrange one of the following options:

- i. Repair of the floor covering - Armstrong reserves the right to repair the floor either itself or by designating third parties.
- ii. Replacement of defective material. This material will normally be supplied by your original retailer or by the retailer designated by Armstrong. The replacement of the goods relates to the material costs only. If the product originally supplied is no longer available the customer will be offered a similar product from the then current Armstrong range.
- iii. A refund of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase, within five (5) years - 100%, within seven (7) years - 70%, within ten (10) years - 50%, the original cost is taken at face value and excludes inflationary increases.

### Other Conditions

1. This offer does not extend to products sold or described as second hand or grade two 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. The floor must be available for inspection by Armstrong or the retailer if requested.
3. Armstrong reserves the right of final judgement of any claim and may disallow claims in certain circumstances.
4. Distribution, retailers, contractors, house builders, housing associations and other commercial operators are excluded from claiming.
5. Claims must be received within the stated duration of the applicable warranty period.
6. Armstrong reserves the right to alter or withdraw the warranty at any time.
7. All warranties described herein are non-transferable.
8. 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 purpose.
9. The warranties described are in addition to and do not affect your statutory rights.
10. Armstrong expressly excludes any liability for consequential losses.

**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.