

# **ARMSTRONG VINYL SHEET FLOORING RESIDENTIAL** **WARRANTY GUIDE**

## **THE ARMSTRONG 12-YEAR LIMITED RESIDENTIAL WARRANTY FOR:**

*Memories™*

### **What Is Covered and For How Long?**

The Armstrong 12-year limited warranty means that for 12 years from the date of purchase, the floors listed above:

- Will not rip, tear, or gouge from normal household use
- Will not permanently indent from normal household use\*
- Will not wear through\*\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains, including asphalt driveway sealer
- Will not permanently stain from rubberback mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

\* We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

\*\*Wear through is defined as loss of the floor design due to normal household use

### **What Will Armstrong Do If Any Of The Above Happens?**

If any of the above should occur within the warranty periods specified above for each flooring product, Armstrong will furnish comparable Armstrong flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. And, if your floor was professionally installed, Armstrong will also pay reasonable labor costs for the direct repairs or replacement.

Armstrong will replace or repair a floor discolored from mold, mildew or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of sheet vinyl.

### **What Is Not Covered By This Warranty?**

- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
  - When vacuuming, we recommend using the wand attachment on your vacuum.
  - Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.
  - If some dulling occurs over time, depending on the amount of traffic, care, and maintenance the floor receives, restore the floor's shine, using Armstrong's Shinekeeper Floor Polish.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are not graded "regular".
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.

- Floors discolored from moisture or underlayment panels after having been repaired or replaced by Armstrong one time.
- Floors damaged by excessive moisture from sources such as flooding and water leakage.
- Installation defects.

**Additionally NOT Covered By All 10-Year and 5-Year Limited Warranties for NON-ToughGuard vinyl sheet floors:**

- Damage caused by abuse such as moving appliances across the floor without adequate protection
  - When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.

**Additionally NOT Covered for *Sundial™, CaspianII™, Canyon Creek™, Ashton™, Initiator™, Metro™, Epiq™ and Royelle™* vinyl sheet floors:**

- Staining from latex or rubber-backed mats.
  - We strongly recommend mats without a latex or rubber back since these backings can cause permanent discoloration to these products.

**What Is Excluded From This Warranty?**

Armstrong excludes 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 terms of this written warranty.

Please note: 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.

Also note: This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

This warranty applies to floors purchased after May 1, 2007.

**What Should You Do If You Have A Problem?**

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 **1 800 233 3823**.

**PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.**

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

\*Candide II available only in Canada

In Canada these warranties are offered by Armstrong World Industries, Canada, Ltd.

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