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RESILIENT  
SHEET

RESIDENTIAL  
FLOOR CARE  
AND  
WARRANTY  
GUIDE





## THE ARMSTRONG 20-YEAR PLUS LIMITED RESIDENTIAL WARRANTY FOR:

Natural Fusion™

### ● What Is Covered And For How Long?

The Armstrong 20-year limited warranty means that for 20 years from the date of purchase, your floor:

- Will not rip, tear, or gouge from normal household use
- Will not permanently indent from normal household use
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed 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

The Armstrong lifetime limited warranty means that from the date of purchase, your floor:

- Will not wear through for the lifetime of the product\*
- Will not contain manufacturing defects for the lifetime of the product

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

## THE ARMSTRONG 15-YEAR PLUS LIMITED RESIDENTIAL WARRANTY FOR:

Highland Park™      Urban Settings™  
Rhythms™            Destinations®  
Starstep®            Traditions™  
Candide® II†

### ● What Is Covered And For How Long?

The Armstrong 15-year limited warranty means that for 15 years from the date of purchase, your floor:

- Will not rip, tear, or gouge from normal household use
- Will not permanently indent from normal household use
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed 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

The Armstrong lifetime limited warranty means that from the date of purchase, your floor:

- Will not wear through for the lifetime of the product\*
- Will not contain manufacturing defects for the lifetime of the product

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

† Candide II available only in Canada

## 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, your floor:

- 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 rubber-backed 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

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

## THE ARMSTRONG 10-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Station Square™  
Successor®  
Successor® Select

### ● What Is Covered And For How Long?

The Armstrong 10-year limited warranty means that for 10 years from the date of purchase, your floor:

- 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 rubber-backed 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

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

## Installation Requirements

Proper installation plays a key role in the performance of Armstrong® floors. Installation defects are not covered by our warranty and are the responsibility of your installer. Armstrong floors should be installed according to the Armstrong Guaranteed Installation System. This means that Armstrong installation products specifically designed for Armstrong floors should be used when installing Armstrong floors. If the Armstrong Guaranteed Installation System is followed, we guarantee that, for the specified warranty period, from the date of purchase:

- The floor edges won't curl
- The floor seams won't open
- The floor will stay bonded
- Armstrong adhesives, underlayments, and seam treatments won't stain the floor
- The floor will not crack over underlayment joints

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

If any of the above should occur within the specified warranty period, Armstrong will, at our option, either repair or replace the defective material in the room with comparable Armstrong flooring of similar color, pattern and quality. And, if your floor was professionally installed, Armstrong will also pay reasonable labor costs for the direct repairs or replacement. After corrective action is taken, warranty coverage will be limited to the remaining time of the original warranty.

Please note that 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 vinyl sheet flooring. If a rip, tear or gouge defect covered by the warranty is reported to Armstrong in writing, Armstrong will repair or replace the floor one time only. If a repair or replacement fails in the same manner a second time, it will not be eligible for replacement.

## 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.
- 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.
- 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 Shinekeeper® Floor Polish.\*\*
- Labor costs to repair flooring with obvious visual defects that were not properly inspected on delivery.
- Discoloration or damage caused by adhesives, sealers or floor care products not recommended by Armstrong.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Only floors graded "regular" are covered by this warranty.
- This warranty applies only to floors installed in owner occupied or tenant occupied residences. Commercial installations of residential products are not covered. Construction or installation related damage is not covered.
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by Armstrong one time, or caused by excessive moisture from sources such as flooding and water leakage, are not covered by this warranty.
- Installation defects are not covered by this warranty.

## 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. 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 December 12, 2008.

## 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.

YOU MUST HAVE YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER. Armstrong must have the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

## Care and Maintenance

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below.

### Immediately After Installation

- For eight hours after seam application, protect the sealed seams on your flooring. This will ensure proper seam bond. If your seams are disturbed before they're dry, permanent damage may result.
- Maintain room temperature at 65° F (18° C) for 48 hours after installation is completed. This assures proper curing, setting and bonding of products.
- The adhesive under your floor needs time to thoroughly dry after installation. Therefore, we recommend that you do not scrub or wash your floor for five days.

### Proactive Protection for Your Floor

- When moving appliances or heavy furniture, it is always wise to lay a plywood panel on your floor and "walk" the item across it. This further protects your floor from scuffing and tears.
- Use floor protectors, such as Armstrong Floor Protectors, on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We strongly recommend mats without a latex or rubber backing since these backings can cause permanent discoloration.
- All Armstrong floor care products have been specifically developed to care for Armstrong floors. You may purchase Armstrong floor care products at your local flooring retailer.

### Caring for Your Floor

- Sweep or vacuum regularly to remove loose dirt which can scratch your floor. NOTE: We do not recommend vacuums that have a beater bar since it can visibly damage your flooring surface. Additionally, we do not recommend electric brooms with hard plastic bottoms with no padding as use may result in discoloration and deglossing.
- Wipe up spills as soon as possible. Remove dried spills with Armstrong® New Beginning® Floor Stripper & Cleaner\*\* on a clean white cloth and rinse. Never use highly abrasive scrubbing tools on any resilient floor.
- See stain removal instructions on reverse side for instructions on removing specific stains.
- Wash your floor regularly with Armstrong Once 'n Done® Floor Cleaner\*\*.
- For heavy duty cleaning, use Armstrong New Beginning Floor Stripper & Cleaner\*\*.
- Do NOT use detergents, abrasive cleaners, or "mop and shine" products. These products may leave a dull film on your floor.
- Over time, if the shine on your floor begins to dull, Armstrong Shinekeeper® Floor Polish\*\* can be used to renew your floor's shine. Do NOT use paste wax or solvent-based polishes.
- Vinyl 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.

\*\*  **WARNING** Eye and Skin Irritant

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

# STAIN REMOVAL

TO REMOVE THE STAIN, FOLLOW THESE INSTRUCTIONS, IN ORDER, UNTIL NO TRACE OF STAIN REMAINS

## CRAYON

- Rub the stain with mineral spirits\* or turpentine\* on a clean white cloth.
- Scrub the area with Armstrong® New Beginning® Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## LIPSTICK

- Rub the stain with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- If stain is still visible, rub the stain with mineral spirits\* or turpentine\* on a clean white cloth.
- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## GRAPE JUICE/WINE

- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.
- If stain is still visible, rub the stain with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.

## MERCUROCHROME/MERTHIOLATE

- Rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## MUSTARD

- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## PEN INK

- Rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- If stain is still visible, rub the stain with mineral spirits\* or turpentine\* on a clean white cloth.
- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## PERMANENT MARKER

- Rub the stain with mineral spirits\* or turpentine\* on a clean white cloth.
- If stain still shows, very carefully wipe with fingernail polish remover\* containing acetone (follow use instructions on label) on a clean white cloth.
- If stain still shows, rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## ASPHALT DRIVEWAY SEALER/SHOE POLISH

- Rub the stain with mineral spirits\* or turpentine\* on a clean white cloth.
- If stain still shows, rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## HAIR DYE

- Rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- If stain still shows, use mineral spirits\* or turpentine\* on a clean white cloth.
- If stain still shows, very carefully wipe with fingernail polish remover\* containing acetone (follow use instructions on label) on a clean white cloth.
- Scrub the area with Armstrong® New Beginning® Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## PAINT/VARNISH

- If paint stain is wet, wipe up the stain with water on a clean white cloth.
- If paint stain is dry, carefully scrape residue with a thin spatula.
- If stain still shows, rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.
- If stain still shows, use mineral spirits\* or turpentine\* on a clean white cloth.
- If stain still shows, very carefully wipe with fingernail polish remover\* containing acetone (follow use instructions on label) on a clean white cloth.
- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.

## NAIL POLISH

- Very carefully wipe stain with fingernail polish remover\* containing acetone (follow use instructions on label) on a clean white cloth.

## RUST

- Apply Armstrong New Beginning Floor Stripper & Cleaner\*\* to the stain and let it stand for five minutes. Scrub vigorously with a stiff-bristle brush or nonabrasive white scrubbing pad, wipe, rinse, and let dry.
- If traces remain, rub with a soft cloth dipped in a solution of oxalic acid and water (1 part acid to 10 parts water).

NOTE: Please follow instructions and cautions on label, as oxalic acid is poisonous.

## CIGARETTE BURNS

- The procedure depends on the exact construction of your floor. Consult your retailer.

## BLACK HEEL MARKS

- Scrub the area with Armstrong New Beginning Floor Stripper & Cleaner\*\* and a nonabrasive white scrubbing pad, following instructions on the label.
- If stain still shows, rub the area with a nonabrasive cleaner.
- If stain still shows, rub the area with rubbing alcohol (isopropyl alcohol)\* on a clean white cloth.

\*May be combustible/flammable; please follow instructions on label.

\*\*  **WARNING** Eye & Skin Irritant

Armstrong Consumer Line: 1 800 233 3823  
www.armstrong.com



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PLEASE SEND  
CORRESPONDENCE TO:  
**Customer Relations and Techni-  
cal Services**  
**Armstrong World Industries, Inc.**  
**PO Box 3001**  
**Lancaster, PA 17604-3001**