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FLOOR CARE AND WARRANTY GUIDE

Care Instructions

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

DO

- Wipe up spills as soon as possible. Remove dried spills with Armstrong™ Once 'n Done® Resilient & Ceramic Floor Cleaner using a clean white cloth.
- Wash your floor occasionally with Armstrong Once 'n Done® Resilient & Ceramic Floor Cleaner.
- Use Armstrong Shinekeeper® Resilient Floor Finish (Global, Cork, Solids, Parquet and Retro Collections) or Armstrong Satinkeeper™ Resilient Low Gloss Floor Finish (Planks Collection, Stones) to restore your floor's original shine if it begins to dull over time.

DON'T

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use floor stripper – it can damage the adhesive under the tile.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

PROACTIVE PROTECTION FOR YOUR FLOOR

- 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.
- 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.
- Be careful with rolling casters. They can damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel type are the best option.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a nonstaining vinyl-backed mat or a woven rug that is colorfast. Most of these products are identified "colorfast" by the manufacturer.
- 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.

IMMEDIATELY AFTER INSTALLATION

- Maintain a minimum room temperature of 65 degrees Fahrenheit for 48 hours after installation is completed. This assures proper curing, setting and bonding of the traditional adhesives or QuickTac™ 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.

LIFETIME LIMITED RESIDENTIAL WARRANTY FOR MODE™ FLOORING

(Stones, Global, Cork, Solids, Parquet and Retro Collections)

See additional light commercial warranty coverage below.*

What is covered and for how long?

The Armstrong lifetime limited warranty for Armstrong MODE flooring means that for the life of the floor, the products listed above:

- Will not wear through**
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use†
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth
- The edges of the flooring will not curl
- The Parquet Collection will not permanently stain from rubber-backed mats.

15-YEAR LIMITED RESIDENTIAL WARRANTY FOR MODE FLOORING

(Planks Collection – urethane coated product only)

See additional light commercial warranty coverage below.*

What is covered and for how long?

The Armstrong 15-year limited warranty for Armstrong MODE plank flooring means that for 15 years from the date of purchase, the floor listed above:

- Will not rip or tear from normal household use
- Will not permanently indent from normal household use†
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold, or mildew growth
- The edges of the flooring will not curl
- Will not permanently stain from rubber-backed mats.

In addition, for the lifetime of the floor:

- Wear-through will not occur**
- It will not contain manufacturing defects

5-YEAR LIMITED RESIDENTIAL WARRANTY FOR MODe FLOORING

(Planks Collection – vinyl no-wax product only)

What is covered and for how long?

The Armstrong 5-year limited warranty for Armstrong MODe plank flooring means that for 5 years from the date of purchase, the floor listed above:

- Will not rip or tear from normal household use
- Will not permanently indent from normal household use†
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold or mildew growth
- The edges of the flooring will not curl

In addition, for the lifetime of the floor:

- Wear-through will not occur**
- It will not contain manufacturing defects

*5-YEAR LIMITED LIGHT COMMERCIAL WARRANTY FOR MODe FLOORING

(Stones, Global, Cork, Solids, Parquet, Retro and Planks Collections – urethane coated product only)

What is covered and for how long?

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to Armstrong in writing within 5 years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material.

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 vinyl tile or plank.

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™ Shinekeeper Resilient Floor Finish (Global, Cork, Solids, Parquet and Retro Collections) or Armstrong Satinkeeper™ Resilient Low Gloss Floor Finish (Planks and Stones Collection).
- 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. (Except products that are noted as warranted light commercial.)
- 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 and installations not using the recommended Armstrong adhesives or Quick Tac™ System as appropriate.
- 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.

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, 2006.

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.

† 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.