



Floor Care and
Product Warranty Guide
for Armstrong®
Hardwood Flooring



Care and Maintenance Guidelines for Armstrong® HartGuard®, HartGuard Deluxe and Permion® Finish Floors

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

Initial Care:

Following installation, clean with Armstrong Hardwood & Laminate Floor Cleaner. If the floor was glued down, remove any residual adhesive with Armstrong Adhesive Cleaner.

Ongoing Routine Care and Maintenance:

1. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. An Armstrong swivel-head mop with terry cloth cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Armstrong Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
3. Regularly clean the floor with Armstrong Hardwood & Laminate Floor Cleaner using the recommended swivel-head mop with cloth cover. Spray the floor cleaner directly onto the floor or on the mop cover. DO NOT allow excess cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
4. **NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
5. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
6. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
7. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
8. Keep animal nails trimmed to minimize finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
10. Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
11. To prevent surface damage, avoid rolling heavy furniture and appliances on the floor. Use plywood, hardboard or appliance lifts if necessary.
12. Use protective casters/caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
13. Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor.
14. Replace hard, narrow furniture rollers with wide rubber rollers.
15. Keep the relative humidity in your home between 35% and 55%.

16. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows.

Quick Fix Tips

Spots caused by food, water or animals

- Apply Armstrong® Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Armstrong Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.

Chewing Gum, Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Armstrong Hardwood & Laminate Floor Cleaner.

Minor Abrasions/Scratches

- Use an Armstrong Touch-Up Kit or Armstrong Acrylic Filler to make minor repairs.
- Apply Armstrong Restore Hardwood Floor Finish to recondition larger areas.

Chips, broken edges and gaps

- Blend area with appropriate Armstrong touch-up pen or fill stick from an Armstrong Touch-Up Kit or the appropriate Armstrong Acrylic Filler.

Deep Scratches/Gouges

- Individual planks, strips or parquets that are heavily gouged or damaged may be repaired with Armstrong Acrylic Filler or Armstrong Touch-Up Kit. Major damage will require board replacement.
- If needed, the entire floor can be refurbished by applying one or more coats of Armstrong Restore Hardwood Floor Finish.

Care and Maintenance Guidelines for Armstrong HartWood® Plank, HartWood Parquet and Pattern Plus®5000 (Non-urethane finish).

Follow these instructions in addition to the previous maintenance and floor care tips:

Residential:

- **Initial Care:** Remove any existing adhesive on the flooring with **Armstrong Adhesive Cleaner** and a clean cloth. Clean the floor thoroughly by sweeping and using **Armstrong Hardwood & Laminate Floor Cleaner**. When the flooring is clean and dry, apply several thin coats of **Armstrong Pattern-Plus® Shine** with a swivel-head mop with terry cloth cover per direction on the label. Let dry thoroughly before using. No buffing required.
- **Routine Care:** Sweep, vacuum or dust mop regularly to keep clean. Wipe up spills or spots with a damp cloth or swivel-head mop with terry cloth cover using **Armstrong Hardwood & Laminate Floor Cleaner**. Large areas can be cleaned by misting **Armstrong Hardwood & Laminate Floor Cleaner** on the area and wiping until clean and dry with a soft towel or swivel-head mop. As needed, apply **Armstrong Pattern-Plus Shine** and let dry. No buffing required.
- **Reconditioning:** To renew color in small scratched or worn areas, apply **Armstrong® Spray Tone**. Mist the **Armstrong Spray Tone** on the floor and rub briskly with a soft clean cloth until it has been completely absorbed into the wood. Allow no excess to remain on the surface. Allow the **Armstrong Spray Tone** to dry overnight. Once the color has been enriched and the **Armstrong Spray Tone** has thoroughly dried, apply **Armstrong Pattern-Plus® Shine** per direction on the label.

- **Renewing gloss levels:** Apply several thin coats of **Armstrong Pattern-Plus Shine** as necessary to maintain the appearance of the floor.

Commercial HartWood™ Finish:

- **Initial Care:** Remove any existing adhesive on the flooring with **Armstrong Adhesive Cleaner** and a clean cloth. Clean the floor thoroughly by sweeping and using **Armstrong Hardwood & Laminate Floor Cleaner**.
- **Routine Care:** Sweep or vacuum. For spot cleaning, dampen a cloth with **Armstrong Hardwood & Laminate Floor Cleaner** and rub until clean. For cleaning large areas, mist **Armstrong Hardwood & Laminate Floor Cleaner** on the floor and buff with a commercial low speed buffer (less than 500 rpm) and a red nylon pad (3M or equivalent) until clean. **Armstrong Spray Shield** should be applied as needed.
- **Reconditioning:** To enrich color in worn or scratched areas, apply **Armstrong Spray Tone** and buff according to directions on the label. Once the color has been enriched and the **Armstrong Spray Tone** is thoroughly dry, apply **Armstrong Spray Shield** and buff.
- **Renewing gloss levels:** Use a commercial buffer equipped with a red pad for machines of 175 rpm or less. Use a white pad for higher speeds. Mist **Armstrong Spray Shield** in front of the machine and buff until dry. Apply as many coats as necessary to achieve the appearance needed. With minimal usage the floor can be maintained at a satin gloss level. More frequent applications can adjust the gloss to a very high level.

Warranty

Who Is Covered?

All warranties in this Limited Warranty Guide are given only to the original retail purchaser of our product. Our warranties are not transferable.

What Is Covered And For How Long?

The limited warranties described at right are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after November 1, 2008. All warranties run from the date of retail purchase for the applicable period described at right.

What Are You Responsible For Under Our Warranties?

To be covered under our warranties (except under the Pre-installation Defects Warranty) you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring. To be covered under our Lifetime Subfloor Moisture Protection Warranty, keep your proof of pre-installation moisture test results and sales slip confirming use of our recommended adhesives. To be covered under our Radiant-heated Subfloor Warranty, keep the flooring surface at or below 85° F (29° C) and the relative humidity between 35% and 55%. You must also properly care for your new floor using our easy-to-follow maintenance instructions on the reverse side of this brochure. We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care products other than those we have specially formulated for use on our flooring products may damage your floor and void this warranty.

What Will We Do If Any Of The Covered Events Occur?

If any of the covered events listed in this guide occur within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less. These warranties do not include removal or replacement of cabinets and other fixtures.

For our products with the Lifetime Subfloor Moisture Protection Warranty, we will replace or repair such flooring no more than once, which is your exclusive remedy under this warranty. If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our hardwood floors.

These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

What Is Not Covered By These Warranties?

- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and casters (see Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Care and Maintenance Guidelines).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Care and Maintenance Guidelines).
- Color, shade or texture variations between samples, printed color photography or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than the mismanufacture of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "rustic," "close-out," "off-goods" or "non-standard." Such products are sold "AS IS."

- Any form of indentation and/or scratches, regardless of the cause.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

What Is Excluded From These Warranties?

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

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.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

What Should You Do If You Have A Problem?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong Floor Products Claim Center
P.O. Box 3001
Lancaster, Pennsylvania 17604-3001
1 800 233 3823

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

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|--|--|---|---|---|-----------------------------|-------------------------------------|--|---------------------------------------|--------------------------------------|
| Lifetime Structural Integrity Warranty (1) | Residential Finish Warranty (in years) (2) | Commercial Finish Warranty (in years) (3) | Wood Wear Layer Warranty (in years) (4) | 3 times Sanding Warranty (in years) (5) | 1 time Sanding Warranty (5) | Lifetime Adhesive Bond Warranty (6) | Lifetime Subfloor Moisture Protection Warranty (7) | Pre-installation Defects Warranty (8) | Radiant-heated Subfloor Warranty (9) |
|--|--|---|---|---|-----------------------------|-------------------------------------|--|---------------------------------------|--------------------------------------|

35-YEAR

ENGINEERED

| | | | | | | | | | | |
|----------------------|---|----|---|----|---|--|--|---|---|---|
| Premier Performance™ | x | 35 | 3 | 35 | | | | x | x | x |
| Highgrove™ Manor | x | 35 | 3 | 35 | x | | | | | x |

25-YEAR

ENGINEERED

| | | | | | | | | | | |
|---|---|----|---|----|---|--|---|---|---|---|
| Armstrong® Locking Hardwood | x | 25 | | | | | | | | x |
| Armstrong Locking Hardwood w/Permion® | x | 25 | 3 | | | | | | | x |
| Artesian Classics™ Collection | x | 25 | | | | | x | x | x | |
| Binghamton™ Maple Plank | x | 25 | | | | | x | x | x | |
| Blackwater Classics™ | x | 25 | | | | | x | x | x | |
| Century Estate™ | x | 25 | | | | | x | x | x | |
| Century Farm™ Hand-sculpted Collection – Cherry/Walnut | x | 25 | | | | | x | x | x | |
| Century Farm Hand-sculpted Collection – Birch/Hickory/Maple | x | 25 | 3 | | | | x | x | x | |
| Exotic Fusion™ | x | 25 | | | | | x | x | x | |
| Fifth Avenue™ Plank | x | 25 | | | x | | x | x | x | |
| Halifax™ Hand-sculpted Collection | x | 25 | | | | | x | x | x | |
| HartWood® Parquet | x | | | 25 | | | x | x | x | |
| HartWood Plank | x | | | 25 | | | x | x | x | |
| HartWood Plank w/Permion | x | 25 | 3 | 25 | | | x | x | x | |
| Heritage Classics™ | x | 25 | 3 | | | | x | x | x | |
| Metro Classics™ | x | 25 | | | | | x | x | x | |
| New Traditional™ Plank | x | 25 | | | x | | x | x | x | |
| Pattern Plus® 5000 | x | | | 25 | | | x | x | x | |
| Pattern Plus 5000 w/Permion | x | 25 | 3 | 25 | | | x | x | x | |
| Pecan™ Plank | x | 25 | | | | | x | x | x | |
| Provincial Plus™ Strip | x | 25 | | | | | x | x | x | |
| Provincial Plus Strip LG | x | 25 | | | | | x | x | x | |
| Regent™ | x | 25 | | | | | x | x | x | |
| Rural Living™ | x | 25 | | | | | x | x | x | |
| The Valenza™ Collection | x | 25 | 3 | | x | | x | x | x | |

SOLID

| | | | | | | | | | | |
|--------------------------------|---|----|---|--|--|---|---|---|--|---|
| Barrel Creek™ | x | 25 | 3 | | | | x | x | | x |
| Gastby™ Collection | x | 25 | | | | | | | | x |
| Global Exotics™ | x | 25 | | | | | | | | x |
| Kingsford Solid Strip | x | 25 | | | | x | x | | | x |
| Somerset™ Solid Plank LG | x | 25 | | | | | | | | x |
| Somerset Solid Strip LG | x | 25 | | | | | | | | x |
| Sugar Creek™ Solid Maple Plank | x | 25 | | | | x | | | | x |
| Sugar Creek Solid Maple Strip | x | 25 | | | | x | | | | x |
| The Valenza™ Collection | x | 25 | | | | x | | | | x |

15-YEAR

ENGINEERED

| | | | | | | | | | | |
|---|---|----|---|--|--|--|---|---|---|---|
| Armstrong Locking Hardwood (Select SKU's) | x | 15 | | | | | | | | x |
| Beaumont™ Plank | x | 15 | | | | | x | x | x | x |
| Beaumont Plank LG | x | 15 | | | | | x | x | x | x |
| Beckford™ Plank | x | 15 | 3 | | | | | | | x |
| Binghamton Plank | x | 15 | | | | | | | | x |
| Global Exotics | x | 15 | | | | | | | | x |
| Hayling™ Plank | x | 15 | | | | | | | | x |
| Pulaski™ Plank | x | 15 | | | | | | | | x |

Armstrong® Recommended Floor Care Products

Armstrong Hardwood & Laminate Floor Cleaner: Can be used on all Armstrong flooring. Just apply the cleaner onto a clean cloth for cleaning small areas or spray directly onto the floor and use an Armstrong swivel-head mop with cloth cover for cleaning the entire area. Another recommended floor cleaner is Bruce® Hardwood & Laminate Floor Cleaner.

Armstrong Hardwood & Laminate Cleaning System: An all-in-one, easy-to-use, quick-cleaning kit for all urethane-finished hardwood and laminate floors. Kit includes one spray bottle of Armstrong Hardwood & Laminate Floor Cleaner; one large, swivel-head mop that collapses for easy reach under furniture and appliances; and one cloth mop cover that is both reversible and machine washable. The Bruce Hardwood & Laminate Cleaning System may also be used.

Armstrong Replacement Mop Covers: Each pack contains two soft, absorbent, terry cloth covers, elastic-fitted for quick and easy replacement on the swivel-head mop. Covers are reversible and machine washable.

Armstrong Restore Hardwood Floor Finish: Restore is an easy do-it-yourself touch-up for all pre-finished urethane hardwood floors. A great alternative to sanding and recoating, it restores the original gloss level of your floor even after years of traffic and wear. Restore is available in two gloss levels – regular gloss for semi to high gloss floors and low gloss for ultra low to low gloss floors.

Touch-Up Kit: Used for blending scratches and nicks on urethane-finished floors. The kit contains touch-up markers and filler sticks that blend with the factory-finished stains plus complete instructions and materials to easily repair many problems.

Acrylic Filler: Designed to conveniently fill gaps, small openings and broken edges. Simply apply the material on the area to be repaired and wipe away excess with a damp towel.

For HartWood™ (non-Permion®) finished products ONLY.

Do not use the following products on urethane-finished floors.

Armstrong Spray Shield: A protective finish used for maintaining gloss levels in commercial applications. Spray and buff.

Armstrong Spray Tone: Reconditions and renews worn acrylic-infused floors without the Permion finish. Used for light scratches or color loss. Spray, buff and follow with Armstrong Spray Shield.

Armstrong Pattern Plus® Shine: Used to renew gloss levels and maintain the finish in residential applications of Pattern Plus, Pattern Plus 5000 and HartWood® Parquet. Apply with the Armstrong swivel-head mop with cover. Does not require buffing.

Armstrong Pattern Plus Shine Remover: Used to remove Armstrong Pattern Plus Shine and Armstrong Spray Shield.



Armstrong Customer Relations and Technical Services
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www.armstrong.com

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