SoundScapes® Ceiling and Wall Solutions

One (1) Year Limited Warranty

EFFECTIVE NOVEMBER 2026

Please read the following terms carefully, as they are affected by the installation conditions. Armstrong World Industries, Inc. ("Armstrong") does not assume nor does it authorize any person to assume or extend on its behalf any other warranty obligation or liability. This express warranty constitutes the entire obligation of Armstrong and there are no other warranties expressed or implied, including any warranty of merchantability or fitness for any purpose whatsoever.

Armstrong SoundScapes® Ceiling and Wall Solutions products are warranted to be free from defects in materials or factory workmanship for one (1) year from the date of installation (except for obvious defects in materials or workmanship, of which Armstrong must be notified within 30 days of the date of installation).

For the combined system warranty when the SoundScapes Light Panel product is installed with SoundScapes ceiling products, please refer to the separate SoundScapes Ceiling system warranty.

This limited warranty is subject to further conditions listed below.

All Armstrong warranties are subject to use under normal conditions. Abnormal conditions include exposure to chemical fumes, corrosive agents (e.g. chlorine), vibrations, presence of standing water, moisture coming into direct contact with the product, such as could result from building leaks or condensation, excessive humidity, direct exposure to heat greater than 158° F, excessive dirt or dust buildup.

What will Armstrong World Industries do?

Subject to the conditions and limitations set out below, and subject to Armstrong's confirmation of product failure after examination following return of the claimed defective product, Armstrong shall deliver, at Armstrong's expense, F.O.B., to the place of installation, new product, of the same or similar type and grade, in an amount equal to that which is determined to be defective. In no event does this limited warranty cover any costs relating to labor, uninstallation, re-installation or fabrication expense or any other direct or indirect loss or expense.

What does this warranty not cover?

Damage which may occur from vibrations, fire, water, freezing temperature, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty. If subject to Abnormal Conditions, the products should be removed immediately and replaced once the conditions are normal. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong. All products should be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth.

This warranty does not extend to variations in the natural characteristics of fiberglass, such as deflection, which may be affected by the type of hanging system used.

Additionally, the limited warranty does not apply to any products that have been subject to the following external causes: mishandling, unusual wear and tear, improper specification, failure to maintain according to product usage guidelines; accidents or abuse, alterations or repairs, damage resulting from the failure of a third-party's product, natural variations in dye, natural fading, gauge, texture, and finish, improper storage, alteration, installation, maintenance or service, or product damage resulting from any wet exposure, exterior or extreme temperature applications. Wet exposure is defined as any location where moisture exists unless a wet rated product is used. Exterior location is defined as any location outside of the enclosed, climate-controlled interior of a building. Extreme temperature range is defined as temperatures below 40° F (4° C) and above 120° F (49° C).

Additional Warranty Conditions

Prior to installation, the product must be kept clean and dry and in an environment where the temperature is between 40°F (4°C) and 120°F (49°C). All wet work (plastering, concrete, etc.) must be complete and dry. These temperature conditions must be met throughout the lifetime of the warranty. The SoundScapes product hanging systems must not hang from any commercial ceiling suspension system. The product must not be used to support any other material. The product must not be altered in any way, including field painting.

This product cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the product. Installation of SoundScapes products for interior applications shall be carried out where the temperature is between 40°F (4°C) and 120°F (49°C). These temperatures must be maintained throughout the lifetime of the warranty.

All Armstrong products shall be installed in accordance with written Armstrong SoundScapes installation instructions and/or approved shop drawings in effect at the time of installation, as well as customary Ceilings and Interior Systems Contractors Association (CISCA) practices. Armstrong shall have no responsibility for defective processing or alteration to the products by others after shipment. Any additional mounting parts such as lighting or ventilation facilities shall be suspended separately.

How do you get service?

You must notify Armstrong of any product failure covered by this warranty within 30 days of first observation of failure by writing to the following address: Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604, or call us at 1 877 276-7876.

Reference to Armstrong in this section shall mean, for the United States, Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604; and shall mean, for Canada: Armstrong World Industries, Canada, Ltd., 255 Montpellier blvd., Saint-Laurent, Montreal, Quebec, H4N 2G3.

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Limitation of Liability

THIS EXPRESS WARRANTY CONSTITUTES THE ENTIRE OBLIGATION OF ARMSTRONG AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER, ANY WARRANTIES THAT MAY ARISE FROM COURSE OR DEALING OR USAGE OF TRADE, AND ALL OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR LABOR. LIABILITY IS LIMITED TO THAT SET FORTH HEREIN AND IN NO EVENT SHALL ARMSTRONG BE LIABLE FOR ANY INSTALLATION OR REMOVAL COSTS, FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, FOR DAMAGES RESULTING FROM THE PURCHASE, USE, MISUSE OR INABILITY TO USE THE PRODUCT, OTHER DAMAGES ARISING FROM DEFECTS IN THE PRODUCT, OR DAMAGES ARISING FROM PERSONAL INJURY OR PROPERTY DAMAGE.

How does state law apply?

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

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