Commercial Suspension Systems

Ten (10) Year Limited Warranty

EFFECTIVE APRIL 2022

Please read the following terms carefully, as they are affected by the installation conditions. Armstrong World Industries 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 World Industries, Inc. and there are no other warranties expressed or implied, including any warranty of merchantability or fitness for any purpose whatsoever.

Products:

360° Painted, PRELUDE® PLUS Aluminum, AXIOM® (all families), PRELUDE® PLUS XL® Stainless Steel, CLEAN ROOM™ Co-extruded Aluminum, CLEAN ROOM™ Co-extruded Steel, DRYWALL Grid System, SIMPLESOFFIT®, DYNAMAX® LT Structural Grid System, DYNAMAX® MD Structural Grid System, DYNAMAX® PLUS Structural Grid System, INTERLUDE®, PRELUDE® Concealed, PRELUDE® ML, PRELUDE® PLUS XL® Fire Guard™, PRELUDE® XL®, PRELUDE® XL® for Exterior Applications, PRELUDE® XL® Fire Guard™, SERPENTINA® Classic and Semi-concealed Systems, SHORTSPAN®, SILHOUETTE® XL® 1/4" and 1/8" Reveal, SINGLESPAN™ Suspension System Components that are supplied with a hot-dipped galvanized coating, stainless steel or aluminum base material, Skylo™ 2" Flat, 2" AMHS, 5" Flat, and 5" Plenum Cap Walkable Suspension System, SUPRAFINE® ML, SUPRAFINE® XL®, and SUPRAFINE® XL® Fire Guard™.

Armstrong® Commercial Suspension Systems (listed above) are warranted to be free from defects in materials or factory workmanship and are also warranted against the occurrence of 50% red rust as designated by ASTM D610 test procedures for a period of ten (10) years from the date of installation (except for obvious defects in materials or factory workmanship, of which Armstrong World Industries must be notified within 30 days of the date of shipment to the customer).

This limited warranty is subject to further conditions listed below.

All Armstrong World Industries limited warranties are subject to use under normal conditions. abnormal conditions include exposure to chemical fumes, vibrations, moisture from conditions such as building leaks or condensation, excessive humidity, or excessive dirt or dust buildup.

What will Armstrong World Industries do?

Subject to confirmation by Armstrong World Industries of such product failure, Armstrong World Industries will deliver, at Armstrong World Industries' expense, Free On Board (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.

What does this warranty not cover?

Damage, which may occur from vibrations, fire, water, chemical fumes, 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 product should be removed immediately and replaced once the conditions of installation are normal.

Performance issues which may result from the presence of standing water, or where moisture is in direct contact with the system such as those resulting from conditions such as building leaks or condensation, are not covered by this warranty nor are they the responsibility of Armstrong World Industries. The exceptions are PRELUDE PLUS Aluminum, PRELUDE PLUS Stainless Steel and PRELUDE XL for Exterior Applications and Drywall Grid Systems with G90 coating.

THIS EXPRESS WARRANTY CONSTITUTES THE ENTIRE OBLIGATION OF ARMSTRONG WORLD INDUSTRIES AND THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER. LIABILITY IS LIMITED TO THAT SET FORTH BELOW AND ARMSTRONG IN NO EVENT SHALL BE LIABLE FOR ANY INSTALLATION OR REMOVAL COST, OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR PERSONAL INJURY.

Warranty Conditions

All material shall be installed in accordance with written Armstrong World Industries installation instructions for that product in effect at the time of installation.

Prior to installation, the suspension system must be kept clean and dry and between 32°F (0°C) and 120°F (49°C) and not subject to any of the abnormal conditions set out above.

Installation may be carried out in temperature conditions up to 120°F (49°C) and in spaces before the building is enclosed, where Heating, Ventilating, and Air Conditioning (HVAC) systems are cycled or not operating. (These systems cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the ceiling.) Use PRELUDE XL for exterior applications (wind uplift should be considered). exterior applications (wind uplift should be considered).

Armstrong®
World Industries

How do you get service?

You must notify Armstrong World Industries 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 Boul. Montpellier, Saint-Laurent, Montréal, Québec, H4N 2G3.

How does state law apply?

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

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