



## LAMINATE FLOORING



FLOOR CARE AND WARRANTY GUIDE

# I. LAMINATE FLOORING LIMITED WARRANTY

## What Is Covered And For How Long?

All warranties in this Warranty Guide are given to the original retail purchaser/ end user of our products. Our warranties are not transferable. Under the Armstrong® Laminate Flooring Limited Warranty, we warrant to the original retail purchaser of the products that from the date of original purchase for the applicable period set forth in the chart below, the floor:

- (1) Will not wear through the decorative print layer under normal household use when maintained in accordance with our recommended maintenance guidelines. Gloss reduction does not constitute "wear".
- (2) Will not fade from sunlight or artificial light, under normal household use when maintained in accordance with our recommended maintenance guidelines.
- (3) Will not stain under normal household use when maintained in accordance with our recommended maintenance guidelines.
- (4) Will resist topical water damage, meaning that planks or tiles will not swell, delaminate or peak at the seams due to topical spills, provided that the liquid is wiped up and the floor is allowed to dry.
- (5) In its original manufactured condition, will be free from manufacturing defects.
- (6) In a light commercial indoor setting, will not, when installed and maintained in accordance with our installation and maintenance guidelines, stain, fade from sunlight or artificial light, show wear and will be free from manufacturing defects. Gloss reduction does not constitute "wear".
- (7) In a commercial indoor setting, will be free from manufacturing defects. If installed according to the Armstrong Installation/Maintenance tip sheet LF-1394 and maintained in accordance with our installation and maintenance guidelines, Armstrong will warrant the installation integrity. See Armstrong Commercial Floor Warranty LF-1395 or visit [www.armstrong.com/com laminate](http://www.armstrong.com/com laminate).

	Residential Wear Warranty (2)	Residential Fade Warranty (3)	Residential Stain Warranty (4)	Residential Topical Water Damage Warranty (5)	Free from Manufacturing Defects Warranty (6)	Light Commercial Warranty (7)	Commercial Warranty (8)
<b>LIFETIME (1)</b>							
Premium Lustre and Premium Commercial Collections	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	15	15
<b>50-YEAR</b>							
Architectural Remnants™	50	50	50	50	50	10	10
Coastal Living™ Patina*	50	50	50	50	50	10	10
Rustics™ Premium**	50	50	50	50	50	10	10
<b>30-YEAR</b>							
Coastal Living Collection							
Sand Dollar Oak L3048	30	30	30	30	30	10	5
White Wash Walnut L3051							
Boardwalk L3063							
Campfire L3064							
Oyster Bay Pine L3052	30	30	30	30	30	5	
Coastal Living Patina							
Weathered L3080	30	30	30	30	30	10	5
Rustics Premium							
Homestead Plank	30	30	30	30	30	10	5
New England Long Plank	30	30	30	30	30	10	5
Premier Classics™	30	30	30	30	30	5	
Grand Illusions™ Collection	30	30	30	30	30	5	
Exotics™ Collection	30	30	30	30	30	5	
Illusions™ Collection	30	30	30	30	30	5	
Stones & Ceramics Collection	30	30	30	30	30	5	
<b>20-YEAR</b>							
Timeless Naturals™	20	20	20	20	20		

\*Except L3080

\*\*Except Homestead Plank Design

# II. UNDERLAYMENT LIMITED WARRANTY

## Quiet Comfort™ Premium Underlayment

### Quiet Comfort Underlayment

## What Is Covered And For How Long?

Armstrong guarantees to the original purchaser that for the warranty period of your Bruce® flooring, or up to 30 years from the original purchase date when installed under any other brand flooring, when used in an indoor setting, that our underlayment:

- Will be free from manufacturing defects.
- Is a barrier for moisture emissions up to 5 lbs/1,000 sf/ 24 hours when seams are properly taped.

## What Will Armstrong Do If Any Of The Things Listed In Sections I and II Happen?

If you make a claim and follow our service procedures within the first year after date of purchase:

Armstrong will provide materials either to repair or replace the defective area of the floor at our option. If the floor was professionally installed, Armstrong also will pay reasonable labor costs to repair or replace the defective area of your floor.

If you make a claim after the first year after date of purchase and before the end of your limited warranty period:

Armstrong will provide or pay a percentage of the reasonable material and labor costs (if the floor was professionally installed), for repair or replacement, at our option, of the warranted product. This percentage will be based on the number of years from the date of purchase and the remaining warranty period of the product, up to 30 years after date of purchase. For example, for a professionally installed product, which is covered by a 30 year warranty, Armstrong will pay 24/30th (or 80%) of the reasonable material and labor costs on an approved claim submitted 6 years after the date of purchase.

NOTE: Any repair or replacement is limited to colors and styles of products available at the time of repair or replacement. If the original design is no longer available, Armstrong has the right to substitute another Armstrong design of similar value. The product must be of a similar structure and the customer may choose the design.

## What Is Not Covered By This Warranty?

This warranty does not cover damage caused by:

- Improper care and maintenance (see our Care Instructions).
- Accidents, abuse, or misuse.
- Abnormal wear and tear such as damage caused from spike heel shoes, scratches, insufficient protection from furniture, pebbles, sand and other abrasives.
- Improper workmanship, or installation not in accordance with Bruce's installation instructions.
- Any noise and/or sound issues related to the floor (e.g. squeaking, hollow sound, etc.).
- Water trapped beneath the floor due to improper subflooring or underlayment.
- Exposure to extremes of temperature or relative humidity. Water due to excessive moisture in a concrete slab when Armstrong® VapArrest™ S-135 Professional Moisture Retardant System has not been properly applied to the concrete in accordance with product guidelines, hydrostatic pressure or flooding caused by malfunctions from appliances such as dishwashers, ice makers, refrigerators, sinks, pipes or from natural disasters.
- Damage caused by vacuum cleaner beater bars and hard or metal caster wheels.
  - When vacuuming, we recommend using the wand attachment on your vacuum.
  - If rolling casters are used, we recommend only soft wheels that are wide enough to support the load.
- Damage caused by pet urine which has not been promptly wiped up and removed.

## What Is Excluded From This Warranty?

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 EXCLUSIONS 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.

This warranty is effective September 1, 2013.

#### How Do I Get Service?

We want you to be happy with your Bruce® Laminate 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.** A receipt is required in order to verify date and proof-of-purchase to resolve any problems that may occur. Your warranty applies only to you, the original purchaser, for one installation. Removal, reinstallation or unauthorized repairs shall void this warranty.

## CARE INSTRUCTIONS – FOR ALL LAMINATE FLOORING INSTALLATIONS

### ROUTINE CLEANING

- Sweep or vacuum using the wand attachment, then follow with Bruce® recommended floor care products. The Bruce Hardwood & Laminate Cleaning System kit (CKS01) contains a swivel head mop, washable mop cover, and a Bruce Hardwood & Laminate Floor Cleaner\* (WS109) spray bottle.
- In very sandy areas sweep or vacuum more frequently.
- For spills or wet areas, **immediately** wipe with a cloth or sponge and clean with Bruce Hardwood & Laminate Floor Cleaner\*.
- Laminate Flooring, like other types of smooth floors, can become slippery when wet. Allow time to dry after cleaning.
- Do not use soap-based detergents or “mop and shine” products, as these may leave a dull film on your floor.
- Do not wax or polish your floor.
- Do not use abrasive.

### TOUGH SPOTS

- Remove tough spots like shoe polish, tar and asphalt driveway sealer with nail polish remover containing acetone\*\*. Then wipe with a damp cloth.
- For other stains, please call Customer Relations and Technical Services, at **1 800 233 3823**.

### PROTECT YOUR BEAUTIFUL NEW FLOOR

- Place a natural or colorfast mat at outside entrances to collect tracked-in dirt and absorb excess moisture.
- For added indentation resistance, use Bruce floor protectors on chairs and other furniture. The heavier the item, the wider the floor protector should be.
- You may purchase Bruce floor care products and floor protectors at your local flooring retailer.

### HIGH-MOISTURE AREAS

For all installation systems, it is generally a good idea to use 100% silicone caulk in areas of rooms where excessive moisture may be present such as at sinks, dishwashers, icemakers and around pipes.

### FULL BATHROOM INSTALLATIONS

100% silicone caulk must be used around the entire perimeter and 3/32" bead of glue on the top of the tongue **ONLY**. Full bathroom installation for residential use only.

\* **⚠WARNING!** Eye & Skin Irritant – please follow instructions on label.

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

Armstrong Customer Relations  
and Technical Services:  
1 800 233 3823  
www.bruce.com

PLEASE SEND CORRESPONDENCE TO:  
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