



## FELT & FIBERGLASS PRODUCTS

## VINYL SHEET FLOORING



FLOOR CARE AND WARRANTY GUIDE

## **WARRANTY**

### **WARRANTY REQUIREMENTS**

Proper installation plays a key role in the performance of Armstrong® floors. Installation defects are not covered by our warranty and are the responsibility of your installer. Armstrong floors should be installed according to the Armstrong Guaranteed Installation System. This means that Armstrong installation products specifically designed for Armstrong floors should be used when installing Armstrong floors. If the Armstrong Guaranteed Installation System is followed, we guarantee that, for the specified warranty period, from the date of purchase:

- The floor edges won't curl
- The floor seams won't open
- The floor will stay bonded if installed with an Armstrong permanent adhesive
- Armstrong adhesives, underlayments and seam treatments won't stain the floor
- The floor will not crack over underlayment joints

### **LIFETIME LIMITED RESIDENTIAL WARRANTY**

**Product Line(s): Duality Premium & Premium Plus**

For the lifetime of your floor, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used<sup>†</sup>
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product\*

Years 1-25 – Material and labor if professionally installed

Years 26 – life of the floor – Material only

<sup>†</sup>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

### **25-YEAR PLUS LIMITED RESIDENTIAL WARRANTY**

**Product Line(s): CushionStep Best & Premium**

For 25 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used<sup>†</sup>
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product\*

<sup>†</sup>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.

### **20-YEAR PLUS LIMITED RESIDENTIAL WARRANTY**

**Product Line(s): Starstep**

For 20 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used<sup>†</sup>
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product\*

<sup>†</sup>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.

## 15-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Memories, CushionStep Better

For 15 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used†
- Will not wear through\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

†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.

## 10-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Station Square, CushionStep Good, FlexStep Good

For 10 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used†
- Will not wear through\*
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

†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.

## 7-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Canyon Creek, FlexStep Value, Initiator

For 7 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used†
- Will not wear through\*
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

†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.

## 5-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): CushionStep Value

For 5 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used†
- Will not wear through\*
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

†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.

## 1-YEAR LIMITED RESIDENTIAL WARRANTY

Product Line(s): Royelle

For 1 year from the date of purchase, your floor:

- Will not contain manufacturing defects

### Armstrong Residential Warranties

- Cover the flooring material from date of original purchase for the time period specified
- Apply to original purchaser for floors in owner occupied or tenant occupied residences.
- Cover only floors graded as regular or "first quality"
- Are limited to one replacement floor for rip, tear, gouge or discoloration from moisture or underlayment panels (If covered in warranty description above)

### Warranty Support

If any of the above should occur within the specified warranty period, Armstrong will either repair the defective area or replace the floor with comparable Armstrong flooring of similar color, pattern, and quality at our option. And, if your floor was professionally installed using the Armstrong Guaranteed Installation Systems, Armstrong will also pay reasonable labor costs, one time only, for the warranty period specified (with the exception of lifetime warranty where labor is covered for 25 years) for the direct repairs or replacement.

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. 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 November 1, 2010.

In Canada, these warranties are offered by Armstrong World Industries Canada, LTD.

## 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, begin to process a claim. If you have further questions, please contact us at 1 800 233 3823. PLEASE KEEP YOUR RECEIPT. The receipt is required to verify proof of purchase and purchase date.

## What is NOT covered by this warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, spiked heel shoes, and cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Commercial use of residential products
- Construction or installation related damage
- Floors damaged by excessive moisture such as water leakage
- Installation defects
- Dissatisfaction due to improper maintenance
- Damage caused by improper furniture rests and floor protectors, and 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.
- Discoloration or damage caused by adhesives or floor care products not recommended by Armstrong
- Floors that are installed in other than owner occupied or tenant occupied residences

## Warranty Definitions

- Wear or wear-through means loss of the floor design due to normal household use
- Normal household use means common daily activities in the home
- Manufacturing defect means a visual or construction deficiency resulting from the manufacturing process

## 15-YEAR LIMITED LIGHT COMMERCIAL WARRANTY

Product Line(s): Duality Premium Plus

### What is covered and for how long?

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

- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

### Installation

Armstrong warrants the installation integrity of these products for 15 years from the date of purchase. Installation integrity means that the products are installed according to the Armstrong Guaranteed Installation manual, F-5061. The F-5061 manual is revised on a yearly basis, and floors must be installed according to the recommendations contained in the issue of F-5061 that is current and available at the time of installation.

## Terms

**Within Five Years:** If a defect covered by this warranty is reported to Armstrong in writing within five years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong will also pay reasonable labor costs.

**Within Ten Years:** If a defect covered by this warranty is reported to Armstrong in writing after five years but within ten years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong will also pay 50% of the reasonable labor costs.

**After Ten Years:** If a defect covered by this warranty is reported to Armstrong in writing after ten years but within fifteen years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong will not pay labor costs. Per the terms above, Armstrong, at our discretion, reserves the right to recommend a repair as the primary option, if one can be facilitated. Full replacement will only be sought if circumstances exist where repair is not feasible.

Inspection of the material prior to installation is recommended. Armstrong will not pay labor costs to repair or replace material with defects that were apparent before or noticed at the end of installation.

If a defect covered by this warranty is reported to Armstrong in writing, Armstrong will provide a one-time only replacement of the floor per unit, and not for multiple complaints of the same nature, for the lifetime of the floor.

## Exclusions

The following are not covered by this warranty:

- Improper maintenance
- Improper installation
- Buckling of the floor when installed by the loose lay method
- Differences between products and samples or photographs
- Indentation from improper loading including high heels, spike shoes,
- Rolling loads, chairs, or other furniture not using floor protectors
- Failure of the floor to adhere to the subfloor due to, for example,
- Moisture, alkaline or hydrostatic pressure from the subfloor
- Inappropriate end-user activities
- Damage caused by fire, flooding or intentional abuse.

## 10-YEAR LIMITED LIGHT COMMERCIAL WARRANTY

Product Line(s): Duality Premium

### What is covered and for how long?

The Armstrong 10-year limited light commercial warranty means that for 10 years from the date of purchase, the floor listed above:

- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

## Installation

Armstrong warrants the installation integrity of these products for 10 years from the date of purchase. Installation integrity means that the products are installed according to the Armstrong Guaranteed Installation manual, F-5061. The F-5061 manual is revised on a yearly basis, and floors must be installed according to the recommendations contained in the issue of F-5061 that is current and available at the time of installation.

## Terms

**Within Two Years:** If a defect covered by this warranty is reported to Armstrong in writing within two years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong will also pay reasonable labor costs.

**Within Five Years:** If a defect covered by this warranty is reported to Armstrong in writing after two years but within five years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong will also pay 50% of the reasonable labor costs.

**After Five Years:** If a defect covered by this warranty is reported to Armstrong in writing after five years but within ten years of purchase, Armstrong will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong will not pay labor costs. Per the terms above, Armstrong, at our discretion, reserves the right to recommend a repair as the primary option, if one can be facilitated. Full replacement will only be sought if circumstances exist where repair is not feasible.

Inspection of the material prior to installation is recommended. Armstrong will not pay labor costs to repair or replace material with defects that were apparent before or noticed at the end of installation.

If a defect covered by this warranty is reported to Armstrong in writing, Armstrong will provide a one-time only replacement of the floor per unit, and not for multiple complaints of the same nature, for the lifetime of the floor.

## Exclusions

The following are not covered by this warranty:

- Improper maintenance
- Improper installation
- Buckling of the floor when installed by the loose lay method
- Differences between products and samples or photographs
- Indentation from improper loading including high heels, spike shoes,
- Rolling loads, chairs, or other furniture not using floor protectors
- Failure of the floor to adhere to the subfloor due to, for example,
- Moisture, alkaline or hydrostatic pressure from the subfloor
- Inappropriate end-user activities
- Damage caused by fire, flooding or intentional abuse.

## Applications

### Duality Premium and Premium Plus meets ASTM F1303, Type I, Grade 2 specifications

Intended Applications:

- Home and multifamily dwellings and common areas up to 100 SY
- Privately owned in-house businesses to include day care centers, doctor/dentist offices, and beauty salons/barber shops
- Residence bathrooms and kitchens in multifamily units.

Non-intended Applications:

- Anywhere commercial cleaning machines will be used
- Corridors
- Large dining areas
- Assisted-living
- Commercial applications (education/institutional, hospital/health care, retail/mercantile, office, hospitality)

THERE ARE NOT WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS OF A PARTICULAR PURPOSE, ARE EXCLUDED. ARMSTRONG EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES.

THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

## WARRANTY OWNER

This warranty extends only to the original end-user.

### 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, begin to process a claim. If you have further questions, please contact us at 1 800 233 3823. PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER. The receipt is required to verify proof of purchase and purchase date.

This warranty applies to floors purchased after November, 2010.

## CARE AND MAINTENANCE

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

**CAUTION:** Most damage to new floors is done when moving kitchen appliances. Caution should be observed so any heavy objects, particularly kitchen appliances, do not gouge and tear material. When moving heavy objects into place, always use hardboard or underlayment panels to protect floor. Use strips of hardboard under feet of appliances as they are moved into final position. Tilt appliance slightly to remove strips. To further protect against heavy, sharp-edged furniture and appliance legs, the use of floor protectors is recommended. Your Armstrong retailer can help select the right protectors.

### Immediately After Installation

- Protect the sealed seams on your flooring per the installation instructions. This will ensure proper seam bond. If your seams are disturbed before they're dry, permanent damage may result.
- Maintain room temperature at 65° F (18° C) for 48 hours after installation is completed. This assures proper curing, setting and bonding of products.
- If your floor has been installed with the full-spread installation method, then 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.

## Caring for Your Floor

- Sweep or vacuum regularly to remove loose dirt, which can scratch your floor. NOTE: We do not recommend vacuums that have a beater bar as it can visibly damage your flooring surface. Additionally, we do not recommend electric brooms with hard plastic bottoms with no padding as use may result in discoloration and deglossing.
- Never use highly abrasive scrubbing tools on any Armstrong floor.
- Wash your floor regularly with Armstrong® Once 'n Done® Resilient & Ceramic Floor Cleaner.
- For heavy duty cleaning, use Armstrong New Beginning® Resilient Deep Cleaning Floor Stripper.
- Do NOT use detergents, abrasive cleaners, or “mop and shine” products. These products may leave a dull film on your floor.
- Over time, if the shine on your floor begins to dull, Armstrong Shinekeeper Resilient High Gloss Floor Finish, or Satinkeeper® Resilient Low Gloss Floor Finish can be used to renew your floor's shine. Do NOT use paste wax or solvent-based polishes.
- Vinyl flooring, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing. Immediately wipe up wet areas from spills, foreign substances, or wet feet.

## 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. Never slide furniture or appliances directly over your floor.
- Use floor protectors, such as Armstrong Floor Protectors, on furniture to reduce indentation. The heavier the item, the wider the floor protector needed.
- Do not use rolling casters. They can damage the floor.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We strongly recommend mats without a latex or rubber backing since these backings can cause permanent discoloration.
- 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.

Customer Relations and Technical Services  
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