Bruce® Hardwood Floors Warranty Guide
Lowe's Products

All Products

Lifetime Structural Integrity Warranty

We warrant that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor.

Pre-Installation Defects Warranty

We warrant that the covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by our warranties. The pre-installation warranty expires upon installation.

Radiant-Heated Subfloors

Floors installed over radiant heated subfloors, but not indicated as suitable for radiant heat, will void all warranty coverage.

	Residential Finish Warranty - in years (1)	**Commercial Finish Warranty -** in years (2)	**Wood Wear Layer Warranty -** in years (3)	**3 Times Sanding Warranty** (4)	**1 Time Sanding Warranty** (4)	**Adhesive Bond Warranty** (5)	**Subfloor Moisture Protection Warranty** (6)	**Suitable for Radiant-Heated Subfloors**
LIFETIME								
Engineered								
America's Best Choice	50					X	X	X
Locking								
America's Best Choice	50					X	X	X
Locking Smooth Face	50					X	X	X
Solid								
America's Best Choice	50			X				
American Treasures	50			X				
Beltsville Kennedale Prestige Plank	50			X				
Beltsville Kennedale Strip	50			X				
Somerset Strip	50			X				
Sterling Prestige Plank	50			X				
Sterling Strip	50			X				
Valley View Plank	50			X				
Westchester Strip	50			X				
35-YEAR								
Engineered								
High Performance	35	3	25			X	X	X

	Residential Finish Warranty - in years (1)	**Commercial Finish Warranty -** in years (2)	**Wood Wear Layer Warranty -** in years (3)	**3 Times Sanding Warranty** (4)	**1 Time Sanding Warranty** (4)	**Adhesive Bond Warranty** (5)	**Subfloor Moisture Protection Warranty** (6)	**Suitable for Radiant-Heated Subfloors**
25-YEAR								
Engineered								
Annadale Turlington American Exotics	25					X	X	X
Anacostia Originals	25	3				X	X	X
Bladensburg Baltic Plank	25					X	X	X
Chadwick	25	3				X	X	X
Color Wash	25					X	X	X
Fenwick Strip	25					X	X	X
Fifth Avenue Plank	25					X	X	X
Hayworth American Exotics	25					X	X	X
Heyworth	25					X		
Hillden Strip	25					X	X	X
Metro Classics	25					X	X	X
Tenleytown Hillden Plank	25					X	X	X
Westchester Plank	25				X	X	X	
World Exotics	25			X		X	X	
Locking								
Locking Distressed	25					X	X	X
Locking Handsculpted	25					X	X	X
Locking Smooth Face	25					X	X	X
Solid								
Barrett Plank	25			X				
Barrett Strip	25			X				
Bayport Strip	25			X				
Dover Strip	25			X				
Dover View	25			X				
Eddington Plank	25			X				
Gentry Plank	25			X				
Hand-sculpted	25							
Natural Reflections	25				X			
Oak Classics Distressed	25							
Trumbull Strip	25			X				
15-YEAR								
Engineered								
Beaumont Plank	15				X	X	X	X
Springdale Plank	15				X	X	X	X
Summerside Strip	15				X	X	X	X
Solid								
Laurel Strip	15			X				
10-YEAR								
Urethane Parquet	10							

	Residential Finish Warranty - in years (1)	**Commercial Finish Warranty -** in years (2)	**Wood Wear Layer Warranty -** in years (3)	**3 Times Sanding Warranty** (4)	**1 Time Sanding Warranty** (4)	**Adhesive Bond Warranty** (5)	**Subfloor Moisture Protection Warranty** (6)	**Suitable for Radiant-Heated Subfloors**
5-YEAR								
Solid								
Addison	5			X				

Footnotes

(1) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty. Some products may be sold with promotional warranties of a different length than the warranties indicated above. The length of the promotional warranties takes precedence over the warranties in this “Hardwood Floors Warranty Guide”. Lifetime Finish Warranty means fifty years in these cases.

(2) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

(3) We warrant to you (the original purchaser) that for the period indicated, the acrylic-infused wear layer will not wear through under normal household or commercial use when maintained in accordance with our recommended maintenance guidelines.

(4) We warrant to you (the original purchaser) that the covered products may be professionally sanded and refinished at least 3 times or 1 time as specified by product if proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org). Sanding voids (1) and (2).

(5) We warrant to you (the original purchaser) that for as long as you own your floor, each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines.

(6) We warrant that each of the covered engineered hardwood flooring products, when properly installed with our recommended adhesives according to our installation instructions (including proper subfloor moisture testing), will not release from the subfloor for as long as you (the original purchaser) own your floor. This means that prior to installation your subfloor must be inspected to assure your subfloor does not exceed maximum allowable moisture levels. To ensure your warranty remains effective, keep your proof of pre-installation moisture test results. If subfloor exceeds maximum allowable moisture levels, the subfloor must be allowed to dry or Armstrong’s S-135 VapArrest™ Moisture Remediation System should be used. Subfloors with known moisture problems are not covered by this warranty. This is a one-time repair and replacement warranty only.

(6A) **Residential Warranty**

We warrant that, when the Armstrong S-135 VapArrest Moisture Remediation System is used in conjunction with our recommended urethane adhesives for Bruce®, Hartco® by Armstrong and Robbins® brand engineered hardwood flooring, the terms of the applicable subfloor moisture warranty for such flooring will apply without the requirement of pre-installation moisture test, provided that the subfloor is visually dry before installation and all other installation instructions are followed.

(6B) **Commercial Warranty**

For commercial applications, when Armstrong S-135 VapArrest Moisture Remediation System is used in conjunction with our recommended urethane adhesives for Bruce, Hartco by Armstrong and Robbins brand engineered hardwood flooring, the terms of the applicable subfloor moisture warranty for such flooring will apply for a 3 year period from the time of installation, provided that a proper moisture test is conducted. This means that prior to installation your subfloor must be inspected to assure your subfloor does not exceed the maximum allowable moisture level for usage of Armstrong S-135 VapArrest Moisture Remediation System. Subfloor moisture levels must be less than 12 lbs./24 hours/1000 sq. ft. per a calcium chloride test. To ensure your warranty remains effective, keep your proof of pre-installation moisture test results. If subfloor exceeds

maximum allowable moisture levels, the subfloor must be allowed to dry. Subfloors with known moisture problems are not covered by this warranty. This is a one-time repair and replacement warranty only.

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 in this guide are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after April 1, 2011 (March 1, 2010 for ABC400 series). All warranties run from the date of retail purchase for the applicable period described in this guide.

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 Subfloor Moisture Protection Warranty, keep your proof of pre-installation moisture test results and sales slip confirming use of our recommended adhesives and Armstrong S-135 VapArrest Professional Moisture Retardant System. To be covered under our warranties when installing over a radiant-heated subfloor, 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 (see Use and Care Guide). We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with 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 occurs 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 based on the following schedule.

- First two years of warranty period - labor reimbursed at 100% of reasonable and customary charges.
- Three to five years of warranty period - labor reimbursed at 50% of reasonable and customary charges.

These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture.

For our products with the Subfloor Moisture Protection Warranty, we will replace or repair (as specified above) 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?

- The limited warranties do not cover conditions caused by improper use or maintenance, such as: (see Use and Care Guide)
    1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets.
    2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging objects across the floor without proper protection).
    3. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required (see Use and Care Guide).
    4. Damage caused by caster wheels or vacuum cleaner beater bars.
    5. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- Splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%.
- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Changes in color due to aging, excessive moisture, exposure to sunlight or ultraviolet rays (which may cause oxidation of finish/stain) is not considered a defect. Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, and Merbau are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
- 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 including, but not limited to, squeaks, popping, etc.
- A product deformity that is not measureable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board.
- 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.”
- 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 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 PRODUCTS, 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.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event that your claim is not resolved within 30 days, please contact the Armstrong Floor Products Claim Center indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under these warranties.