

# Custom Creations™ and Metallaire™ Products Limited Warranty – Guaranteed for as long as you own your home!

## WHAT OUR WARRANTIES MEAN

Our warranties are our promise to you that the Armstrong® ceiling and Armstrong installation materials you've purchased will be free from manufacturing defects. Because our products are designed and engineered to be used together for the best performance possible, we warrant that Armstrong ceilings and Armstrong installation materials, if used together, will be free from manufacturing defects as outlined below.

Please read all of the following terms carefully as this warranty may be affected by installation methods and materials used and site conditions. Armstrong does not authorize any person to assume or extend any other warranty obligation or liability on its behalf.

### What will Armstrong do?

If a manufacturing defect does occur within the terms and conditions of this warranty, you will be supplied with new material to replace the defective ceiling product, the replacement materials will be of the same or similar design and quality.

### What does this warranty not cover?

- Damage that may occur due to Abnormal Conditions described above is not covered by this warranty.
- This warranty does not cover damage caused by improper maintenance, improper installation, or by use contrary to our recommendations, such as use outdoors or on surfaces other than ceilings.
- This warranty does not cover normal wear and tear or shade changes due to exposure to smoke, fumes, leaks, or abuse.
- This warranty does not cover labor charges to replace obvious visual defect in the material at time of installation.
- We exclude and will not pay any consequential or incidental damage, loss or expense other than to the ceiling system itself.
- This warranty is not transferable and applies to the original purchaser only. It does not apply to materials graded second or odd lot.
- This warranty does not cover differences between samples or product photographs and actual product purchased.

Additional Note: Armstrong cannot guarantee that the published surface burning characteristics, fire resistance ratings, acoustical performance, dimensional stability/sag or light reflectance will remain the same after repainting panels. All warranties will be voided by field painting.

### How do you get service?

You must notify the retailer who sold you the material, in writing, of any product failure covered by this warranty within 30 days of first observation of failure. If you are unable to contract your retailer, or if you notified your retailer of a defect and have not received satisfaction, please contact us at:

Armstrong World Industries, Inc  
Attn: Customer Focus Center  
P.O Box 3001  
Lancaster, PA 17604  
1-877-Armstrong  
www.armstrong.com

### 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 other limitations on implied warranties, so the limitation(s) or exclusion(s) in this warranty may not apply to you.

THIS EXPRESS WARRANTY CONSTITUTES THE ENTIRE OBLIGATION OF ARMSTRONG AND THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY USE OR PURPOSE WHATSOEVER. ARMSTRONG'S LIABILITY IS LIMITED TO THAT SET FORTH BELOW IN THIS WARRANTY. ARMSTRONG IS NOT LIABLE FOR ANY INSTALLATION OR REMOVAL COSTS UNDER THIS WARRANTY. NOR IS RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COSTS UNDER THIS WARRANTY.

Armstrong's Custom Creations and Metallaire products are warranted to be free from defects in materials or factory workmanship from the date of installation for as long as you own your home when used under normal conditions. (Except for obvious defects in materials or factory workmanship, which Armstrong must be notified of within 30 days of the date of installation.)

### Warranty Conditions

All Custom Creations™ and Metallaire™ products must be installed and maintained in accordance with Armstrong's written installation instructions in effect at the time of installation. This warranty is not transferable and applies to the original purchaser only.

Prior to installation, the ceiling product must be kept clean and dry in an environment that is between 32° F (0°C) and 120°F (49°C) and not subject to Abnormal Conditions. Abnormal Conditions include exposure to chemical fumes, corrosive agents (such as chlorine), vibrations, fire, and water, freezing temperatures, accident or any other form of abuse, or excessive dirt or dust buildup. If subject to Abnormal Conditions, where possible, the products should be removed immediately and replaced once the conditions are normal.

Installation of the products shall be carried out where the temperature is between 32°F (0°C) and 120°F (49°C). It is not necessary for the area to be enclosed and for HVAC systems to be functioning and in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry, and the products must be protected from the elements such as rain, snow, etc. These systems cannot be used in exterior applications. These temperature and humidity conditions must be met throughout the life of the warranty.

**Sag Resistance**

Armstrong® Custom Creations and Metallaire Ceiling products are sag resistant. They are warranted to be free from defect in materials or factory workmanship or sagging and warping as a result thereof for as long as you own your home.

**Mold and Mildew Resistance**

Armstrong Custom Creations and Metallaire Ceiling products are warranted to be free from the growth of mold, mildew and gram positive and gram negative odor and stain causing bacteria due to the inherent characteristics of the products for as long as you own your home.

This limited warranty is subject to further conditions listed below.

The warranty is void if the ceiling product is not installed in accordance with the installation instructions included in every carton, and also available at [www.armstrong.com](http://www.armstrong.com)