



VINYL SHEET FLOORING RESIDENTIAL **WARRANTY GUIDE**

NA-5534-314

Lowe's Products

THE ARMSTRONG 25-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Concerto Premium

What is Covered and For How Long?

The Armstrong 25-year limited warranty means that for 25 years from the date of purchase, the floor listed above:

- 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 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**

* 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.

THE ARMSTRONG 15-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Concerto III™

What is Covered and For How Long?

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

- 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.

THE ARMSTRONG 10-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Ashton™

What Is Covered and For How Long?

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

- 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.

THE ARMSTRONG 5-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Epiq™
Cambray®

What Is Covered and For How Long?

The Armstrong 5-year limited warranty means that for 5 years from the date of purchase, the floors listed above:

- 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.

THE ARMSTRONG 1-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Royelle®

What Is Covered and For How Long?

The Armstrong 1-year limited warranty means that for 1 year from the date of purchase, the floor listed above:

- 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.

The warranty for Concerto Premium applies to floors purchased after May 19, 2014. All other warranties apply to floors purchased after May 1, 2007.

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