

ARMSTRONG® RESIDENTIAL CEILING SYSTEMS—LIMITED WARRANTIES

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 contact 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
PO Box 3001
Lancaster, PA 17604
1-877-Armstrong
www.armstrong.com

Fill out complaint form at:
www.armstrong.com/ceilingcomplaintform
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.

Ten Year—Thirty (10/30) Year Limited Warranty for High Performance Ceiling Systems

High Performance Ceiling Products

922 Fine Fissured,™ 928 Fine Fissured,™ 932 Fine Fissured,™ 1728BL Fine Fissured™ Black, 271 Sahara,™ 273 Sahara,™ 241 SuperTuff,™ 420 Random Fiberglass, and 954 Classic Fine Textured. This product list is subject to change. Please refer to our website at www.armstrong.com or contact our Customer Focus Center at 1-877-Armstrong for the most current information.

The Armstrong Ceiling products listed above are warranted to be free from defects in materials or factory workmanship for 30 years from the date of installation when installed using an Armstrong Suspension System and used under normal conditions. If these products are not installed using an Armstrong Suspension System the Armstrong Ceiling products listed above are warranted to be free from defects in materials or factory workmanship for 10 years from the date of installation when installed 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.)

Armstrong Suspension Systems are warranted to be free from the occurrence of 50% red rust as defined by ASTM D610 test procedures for 30 years from the date of installation, when installed with the Armstrong ceiling panels listed above and in accordance with Armstrong's written installation instructions.

Warranty Conditions

All ceiling products must be installed and maintained in accordance with Armstrong's written installation and maintenance instructions for that product 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, or where standing water is present due to high humidity, or where moisture will come in direct contact with the ceiling. These temperature and humidity conditions must be met throughout the life of the warranty.

Sag Resistance

The Armstrong Ceiling products listed above have extra sag resistance. They are warranted to be free from defect in materials or factory workmanship or sagging and warping as a result thereof for thirty (30) years from the date of installation, when installed with Armstrong Suspension Systems; for ten (10) years from date of installation when an Armstrong Suspension System is not used.

Mold and Mildew Resistance

The Armstrong Ceiling products 922 Fine Fissured, 928 Fine Fissured, 932 Fine Fissured, 1728BL Fine Fissured Black, 271 Sahara,™ 273 Sahara,™ 241 SuperTuff, and 954 Classic Fine Textured have bioblock treatment. They are warranted to be free from the growth of mold, mildew and gram positive and gram negative odor and stain causing bacteria for thirty (30) years from the date of installation, when installed with Armstrong Suspension Systems; for ten (10) years from date of installation when an Armstrong Suspension System is not used.

Armstrong fiberglass ceiling panels listed above do not have bioblock treatment, but are warranted to be free from the growth of mold, mildew, and odor and stain causing bacteria for 30 years from the date of installation, when installed with Armstrong Suspension Systems; for ten (10) years from date of installation when an Armstrong Suspension System is not used, due to the inherent characteristics of the products.

This limited warranty is subject to further conditions listed below.

The ceilings must be maintained to avoid excessive dirt or dust buildup that would provide a medium for microbial growth on ceiling panels. Microbial protection does not extend beyond the treated surface as received from the factory, and does not protect other materials that contact the treated surface such as supported insulation materials. General maintenance guidelines can be found at www.armstrong.com.

The warranty is void if the ceiling product is not installed in accordance with the installation instructions included in every carton, also available at www.armstrong.com.

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

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 resistance. 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

Residential Ceiling Panel Ten-Thirty (10/30) Year Limited Warranty

Ceiling Products Covered by this Limited Warranty: *1201 Raised Panel,™ *1203 Fluted, 1202 Scalloped, *1205 Single Raised Panel, *1206 Tango, 46 Wellington,™ 1240 TinTile,™ 1244 Circles, 231 Plain White, 250 Pinehurst,™ 258 Grenoble,™ 480 Country Classic™ Plank, 1134 Impression,® 1693 Sahara,™ and 8008 TinCraft™ Circles.

The Armstrong Ceiling products listed above are warranted to be free from defects in materials or factory workmanship for 10 years from the date of installation 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.)

*Homestyle® Ceiling panels are warranted to be free from the growth of mold, mildew, and gram positive and gram negative odor and stain causing bacteria for ten (10) years from the date of installation.

Homestyle Ceiling panels contain a mold inhibiting agent that provides broad spectrum control for the growth of mold and mildew over the warranty period. These ceiling panels also resist the growth of gram positive and gram negative odor and stain causing bacteria.

This limited warranty is subject to further conditions listed below.

Thirty (30) Year System Limited Warranty

HomeStyle direct apply ceilings installed with Armstrong Easy Up suspension systems are warranted to stay in place for 30 years. This limited warranty applies to the system when installed in accordance with installation instructions. This warranty applies to the following direct apply items: 46 Wellington, 1240 TinTile,™ 1244 Circles, 231 Plain White, 250 Pinehurst,™ 258 Grenoble,™ 480 Country Classic™ Plank, 1134 Impression,® and 1693 Sahara.™

Warranty Conditions

All ceiling products must be installed and maintained in accordance with Armstrong's written installation instructions for that product 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 86°F (30°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 86°F (30°C). It is 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 temperature and humidity conditions must be met throughout the life of the warranty.

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, also available at www.armstrong.com

WoodHaven™ Ceiling Panel Ten (10) Year Limited Warranty

Armstrong's WoodHaven Ceiling products are warranted to be free from defects in materials or factory workmanship for 10 years from the date of installation 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 WoodHaven 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 50° F (10°C) and 86°F (30°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 50°F (10°C) and 86°F (30°C) and relative humidity levels maintained between 25%RH and 55% RH. It is 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 temperature and humidity conditions must be met throughout the life of the warranty.

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, also available at www.armstrong.com

Residential Mineral Fiber Ceiling Panel One (1) Year Limited Warranty

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.

Ceiling Products Covered by this Limited Warranty: 933 Random Textured, 934 Random Textured, 935 Random Textured, 942, Textured, 949 Textured, 280 Plain White, 915 Textured Fire Guard,™ 9767 Scored, 1135 Impressions,™ 296 Oasis, 266 Brighton,™ 297 Grenoble, and 1270 Cascade.

The Armstrong Ceiling products listed above are warranted to be free from defects in materials or factory workmanship for 1 year from the date of installation 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 ceiling products must be installed and maintained in accordance with Armstrong's written installation instructions for that product 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 86°F (30°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 86°F (30°C). It is 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 temperature and humidity conditions must be met throughout the life of the warranty.

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, also available at www.armstrong.com

Suspended Ceiling Installation Systems— 10-Year Limited Warranty

Armstrong Suspension Systems are warranted to be free from defects in materials or factory workmanship and are also warranted against the occurrence of 50% red rust as designated by ASTM D610 test procedures for a period of 10 years from the date of installation (except for obvious defects in materials or factory workmanship, of which Armstrong must be notified within 30 days of the date of shipment to the customer). This limited warranty is subject to further conditions as indicated.