



STRATAMAX<sup>®</sup>  
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
- The floor will not buckle or tunnel under normal seasonal changes occurring in an owner occupied home\*
- Armstrong adhesives, underlayments and seam treatments won't stain the floor
- The floor will not crack over underlayment joints

\*Normal changes are defined as gradual changes in temperature in the range of 55°-100° F. and gradual humidity changes in the range of 20% to 80% RH. Buckling and tunneling within 10 days of installation as a result of installation practices or job site environmental conditions in new construction or renovation work are excluded from coverage.

### 25-YEAR, PLUS LIFETIME LIMITED RESIDENTIAL WARRANTY

Product Line – StrataMax Best

#### What is covered and for how long?

The Armstrong 25-year plus lifetime limited residential warranty means that for 25 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use
- Will not permanently indent from normal household use†
- 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 wear through\*\*
- Will not contain manufacturing defects

†We recommend using floor protectors. As a general rule of thumb, 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 LIMITED RESIDENTIAL WARRANTY

Product Line – StrataMax Better

#### What is covered and for how long?

The Armstrong 20-year limited warranty means that for 20 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use
- Will not permanently indent from normal household use†
- 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

†We recommend using floor protectors. As a general rule of thumb, 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 – StrataMax Good

#### What is covered and for how long?

The Armstrong 10-year limited warranty means that 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 from normal household use†
- 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

†We recommend using floor protectors. As a general rule of thumb, 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.

#### 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, indent 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, Armstrong will also pay reasonable labor costs for the direct repairs or replacement. Please note that Armstrong will replace or repair a floor discolored from mold, mildew or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of vinyl sheet flooring. Armstrong will only replace or repair a floor for rip, tear, gouge one time.

### What is NOT covered by this warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels and cutting from sharp objects.
- Loss of gloss/scratching.
  - If some dulling occurs over time, depending on the amount of traffic, care and maintenance the floor receives, restore the floor's shine using Armstrong Satinkeeper Low Gloss Floor Finish
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Only floors graded "regular" are covered by this warranty.
- This warranty applies only to floors installed in owner-occupied or tenant-occupied residences.
- Commercial installations of residential products
- Construction or installation related damage
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by Armstrong one time,
- Floors discolored by excessive moisture from sources such as water leakage
- Installation defects
- Damage caused by abuse such as 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.
- Floors that are installed in other than owner occupied or tenant occupied residences

### What is excluded from this warranty?

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.

## 5-YEAR LIMITED LIGHT COMMERCIAL WARRANTY

Product Line – StrataMax Best

### What is covered and for how long?

The Armstrong 5-year limited light commercial warranty means that for 5 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 five 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 One Year:** If a defect covered by this warranty is reported to Armstrong in writing within one year 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 Two Years:** If a defect covered by this warranty is reported to Armstrong in writing after one year but 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 50% of the reasonable labor costs.

**After Two 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 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.

## Applications

### StrataMax Best 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.

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

## 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.

### Immediately After Installation

- For 8 hours after seam coating application, protect the sealed seams on your flooring. This will ensure proper seam bond. If your seams are disturbed before they're dry, permanent damage may result.

### Proactive Protection for Your Floor

- When moving appliances or heavy furniture, it is always wise to lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors, such as Armstrong Floor Protectors, on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- 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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