

Armstrong floors ... Your ideas become reality

Armstrong cushioned floor covering is guaranteed to give you peace of mind through the warranties that we offer. While all of our floors are manufactured to the highest standards, Armstrong make a wide range of performance qualities: in short, the higher the grade of product the greater the performance. This is reflected in the warranty we offer: the type and duration of warranty depends on which floor covering you have purchased:

Type of Warranty ▶ Floor covering ▼	The Armstrong Wear Warranty	The Rhinoguard Pledge
RHINOFLOOR (FX)® (e.g. Rustics, Woods, Classics and Professional)	✓ 20 Years	✓ 20 Years
RHINOFLOOR ROOMS (FX)® (e.g Creative Rooms, Fusion Rooms, Mediterranean Rooms)	✓ 20 Years	✓ 20 Years
RHINOFLOOR OPTIONS (e.g Timber, Technik, Colour and Chic)®	✓ 10 Years	✓ 10 Years
RHINOFLOOR CHOICE (e.g Platinum, Gold and Silver) ®	✓ 7 Years	✓ 7 Years
Other Armstrong floors (e.g. Rhinofloor Choice Bronze)	✓ 5 years	✗

If you are uncertain about which applies to your floor, consult your retailer.

To view product specifications please click [here](#)

An explanation of each warranty is as follows:

The Armstrong Wear Warranty Years of guaranteed durability

Helpful tips

- *Excessive or abnormal wear is often due to poor installation - Armstrong recommend professional installation of all their floor coverings*
 - *All floors can be damaged by abrasive grit and other matter walked in from outside; prevent such wear by using simple mats at outside doorways (avoid using mats with rubber backs).*
- For further information request a copy of Armstrong's current installation & maintenance literature from your retailer or direct from Armstrong*

The Armstrong Wear Warranty guarantees the following:

I. That the 'wear-layer' (the solid-vinyl top layer (see diagram)) of your cushioned vinyl floor covering will not wear through within the applicable warranty duration (see above - the number of years covered begins at the date of purchase).

II. That the floor covering's structure (which is made up of layers (also see diagram)) will not noticeably de-laminate (come apart) within the applicable warranty duration

III. That the floor's surface is not spoiled by manufacturing defects such as printing errors, blemishes, cracks, blisters or foreign matter (these are normally noticeable immediately after installation)

We hope this wear warranty will give you all the confidence you need to live with your floor with complete peace of mind; so as not to mislead you we also make clear what is not covered by the warranty - see *Armstrong Wear Warranty Limitations below*.

Armstrong Wear Warranty Limitations

This warranty essentially guarantees that the floor will not wear out in normal domestic use, however other forms of physical damage are not covered; more specifically the warranty does not cover the following:

1. Use of the floor covering in a commercial interior (e.g. A commercial office, or shop); this applies to all qualities except those achieving EN32 classification
2. Use of the floor covering in an outside location
3. Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat; discoloration caused by 'bottom up' staining (this is staining caused by the sub floor which may have contained excessive moisture, residual old adhesive or other staining agent - a competent professional installer should prevent such damage); visible trowel marks; Armstrong recommend that defects related to poor installation are referred in the first instance to the retailer from whom the floor covering was purchased)
4. Cuts, tears, gouges, burns or other damage caused by stiletto or sharp high heels (these will even damage concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets etc.
5. Minor scratching and loss of gloss or sheen; scuffing (see points 3 and 4 of Rhinoguard FX Pledge Limitations (below))
6. Damage caused by battery acid or other corrosives

For other legal conditions of this guarantee see 'Other Conditions' (below)

The Rhinoguard FX® Pledge

Extra freedom from household chores

Helpful Tips

- *All floors get dirty and need cleaning - the amount of routine cleaning required will depend on your household*
- *Some staining agents are extremely powerful - try to make sure that any spills are mopped up as soon as possible*
- *All floors can be damaged by matter walked in from outside, particularly tar and asphalt from newly laid roads or driveways; prevent such damage by using simple mats at outside doorways (avoid using mats with rubber backs).*

For further information request a copy of Armstrong's current installation & maintenance literature from your retailer or from Armstrong.

Armstrong believes that no other cushioned vinyl can match a Rhinofloor FX®. That's because Rhinofloors are protected by *NEW IMPROVED RHINO GUARD FX®* - an ingredient that guarantees you more ease of cleaning and more resistance to household dirt and stains than ordinary cushioned vinyl floor coverings

Specifically, the Rhinoguard FX Pledge guarantees the following:

- I. That your Rhinofloor FX is easier to clean than any uncoated cushioned vinyl
- II. That your Rhinofloor FX will not stain from normal household substances (see limitations below)
- III. That you will not need to apply floor polish to prevent staining* (- just regular cleaning as required, some of the lower warranty products do require the application of an emulsion polish as they do not have the built in Rhinoguard FX)

The Rhinoguard FX Pledge applies to all Rhinofloor FX qualities for the duration of the applicable Armstrong Wear Warranty (see above).

Armstrong believe that Rhinofloors with Rhinoguard FX offer the best maintenance performance of any cushioned floor covering currently available, offering you more freedom from tiresome household chores and protection from staining. However no floor covering is indestructible and so we wish to clearly point out that the Rhinoguard FX Pledge does not cover the following:

Rhinoguard FX Pledge Limitations

1. Stains or visual deterioration arising from use of the product in commercial or exterior locations
2. Stains caused by asphalt, tar, turmeric, battery acid or other similar corrosives
3. Superficial scuffs from shoes - these may be removed with a nylon pad (other Armstrong floors without Rhinoguard FX should be polished to prevent damage from scuffing)
4. Gloss reduction (* due to gradual abrasion it may in time become desirable to apply a suitable floor polish to heavily used 'traffic lanes' to restore sheen level - the best polish to use for this is Armstrong's Shinekeeper - available from leading flooring retailers)
5. Staining caused by poor installation (see point 3 of *Armstrong Wear Warranty Limitations*)

For other conditions of this guarantee see 'Other Conditions' (below)

How to claim

If you do experience a problem with your Armstrong cushioned floor that you believe is covered by either the Armstrong Wear Warranty or The Rhinoguard FX Pledge described above, please do the following:

- I. Under normal circumstances refer in the first instance to the retailer from whom you purchased it. The retailer will in turn pass on this claim on your behalf to his supplying wholesaler who will take up the matter with Armstrong. This is normally the quickest way of settling your claim.
- II. If the retailer is either unavailable or unwilling to consider your claim contact Armstrong at the address below - we will send you a claim form, which you will have to complete and return with a proof of purchase (ideally the retailer's receipt).

Settlement of your claim

In either event Armstrong will evaluate your claim and, subject to all of the conditions stated below, will arrange for you to receive one of the following options:

- I. Replacement of the defective material with material of a similar quality (subject to availability). This material will normally be supplied by your original retailer or by a retailer designated by Armstrong's authorised distributor
- II. Alternatively, a refund of up to 100% of the original cost of the material (the percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase: within 5 years - 100%; within 7 years - 70%; within 10 years 50%; the original cost is taken at face value and excludes inflationary increases)

Please note that due to the extremely variable nature of the costs involved, Armstrong cannot accept liability for installation costs, including labour and ancillary costs such as adhesives.

Other Conditions

1. This offer does not extend to products sold or described as second-hand or grade 2 in quality, or as irregulars, off-goods, remnants, seconds, or any similar description, at time of sale, and excludes minor deviations from samples and printed illustrations
2. Damage arising out of installation, improper use and /or maintenance contrary to Armstrong's then current recommendations
3. The floor must be available for inspection by Armstrong or the retailer if requested
4. Refunds will be of the original cost of the material excluding inflationary increases
5. Armstrong reserve the right of final judgement of any claim and may disallow claims in certain circumstances
6. Distributors, retailers, contractors, house builders, housing associations, and other commercial operators are excluded from claiming
7. Claims must be received within the stated duration of the relevant warranty period
8. Only Armstrong material costs are covered by this warranty; fitting, labour, delivery and other ancillary costs are excluded
9. Claimants who receive settlement may not submit subsequent claims thereafter
10. Armstrong reserves the right to alter or withdraw the warranty at any time
11. All warranties described herein are non-transferable
12. All warranties described are as far as the law permits in lieu of and exclude all other conditions, warranties and terms whether expressed or implied in respect of the condition of the product, its merchantability or fitness for any particular purpose.
13. The warranties described are in addition to and do not affect your statutory rights
14. Armstrong expressly excludes any liability for consequential losses