

# WARRANTY

## LIMITED WARRANTY

### General Warranty Conditions

See specific product warranty for additional limitations.

Please read the following terms carefully, as they are affected by the installation conditions. Armstrong does not assume nor does it authorize any person to assume or extend on its behalf any other warranty obligation or liability.

#### How do you get service?

You must notify Armstrong of any product failure covered by this warranty within 30 days of first observation of failure by writing to the following address: Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604, or call us at 1 877 ARMSTRONG. Reference to Armstrong in this section shall mean, for the United States, Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604; and shall mean, for Canada: Armstrong World Industries, Canada, Ltd., 6911 Decarie Blvd., Montreal, Quebec H3W 3E5.

#### 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 limitations on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

#### What will Armstrong do?

**(For all warranties except i-ceilings)**

Subject to confirmation by Armstrong of such product failure, Armstrong will deliver, at Armstrong's expense, F.O.B., to the place of installation, new product, of the same or similar type and grade, in an amount equal to that which is determined to be defective.

THESE EXPRESS WARRANTIES CONSTITUTE THE ENTIRE OBLIGATION OF ARMSTRONG AND THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER. LIABILITY IS LIMITED TO THAT SET FORTH BELOW AND ARMSTRONG SHALL IN NO EVENT BE LIABLE FOR ANY INSTALLATION OR REMOVAL COST OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PERSONAL INJURY.

#### What does this warranty not cover?

All Armstrong warranties are subject to use under normal conditions. Abnormal conditions include exposure to chemical fumes, corrosive agents (e.g., chlorine), vibrations, moisture from conditions such as building leaks or condensation, excessive humidity, or excessive dirt or dust buildup.

Damage that may occur from vibrations, fire, water, freezing temperature, accident, or any form of abuse or exposure to Abnormal Conditions is not covered by this warranty. If subject to Abnormal Conditions, the products should be removed immediately and replaced once the conditions are normal.

All Armstrong products must be installed and maintained in accordance with Armstrong written installation instructions for that product in effect at the time of installation and best industry practice. Contact 1-877-276-7876 for an additional copy or visit the commercial ceilings web site at [www.armstrong.com](http://www.armstrong.com). All products must be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth.

## LIMITED WARRANTY TERMS



### Thirty (30) Year Limited Ceiling Systems Warranty

ARMATUFF®, CERAMAGUARD®, CERAMAGUARD FINE FISSURED, CIRRUSS®, CIRRUSS Open Plan, CIRRUSS Profiles, CIRRUSS Second Look®, CIRRUSS Themes, Clean Room™ FL, Clean Room VL/VL, DUNE™, DUNE Second Look, ENDURA™, FINE FISSURED™, FINE FISSURED Open Plan, FINE FISSURED Second Look, GEORGIAN™, GRAPHIS® Rustex™, Health Zone™ ULTIMA, Health Zone OPTIMA, MESA™, OPTIMA® Open Plan, OPTIMA Plank, OPTIMA Vector®, PAINTED NUBBY™ Open Plan, PEBBLE™, RANDOM FISSURED™, SANSERRA™, School Zone FINE FISSURED, SHASTA®, STICKS™, STONES™, TECHZONE™, TIERRA™, TUNDRA®, ULTIMA®, ULTIMA Open Plan, ULTIMA Plank, ULTIMA Themes, ULTIMA Vector, PRELUDE® XL®, PRELUDE ML, PRELUDE XL Fire Guard™, PRELUDE PLUS XL Fire Guard, AL PRELUDE PLUS, SS PRELUDE PLUS and PRELUDE XL for Exterior Applications, SUPRAFINE® XL, SUPRAFINE ML, SUPRAFINE XL Fire Guard, 360° Painted, SILHOUETTE® XL 1/4" and 1/8" reveal, AXIOM® (all families), PRELUDE Concealed, Co-extruded Aluminum CLEAN ROOM, INTERLUDE®, SONATA®, SERPENTINA®, TRIMLOK®

Armstrong Commercial Suspension Systems and Commercial Ceiling products have a 30-year limited systems warranty when installed together and used under normal conditions. Products covered in this systems warranty are outlined above.

Ceiling panels and suspension systems are warranted to be free from defects in materials or factory workmanship for 30 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 installation.

Commercial Ceiling panels with HumiGuard® Max and HumiGuard Plus performance are warranted to be free from sagging and warping as a result of defects in materials or factory workmanship for 30 years from the date of installation.

Commercial Ceiling panels with "standard" sag performance as indicated in the product catalog are covered by either the Cirrus standard 10-year or the mineral fiber 1-year limited warranty.

Commercial Ceiling panels with BioBlock® Plus protection are warranted to be free from the growth of mold, mildew, and Gram-positive and Gram-negative odor and stain-causing bacteria for 30 years from the date of installation. Ceiling panels treated with BioBlock Plus on the painted surface contain a mold-inhibiting agent that provides broad-spectrum control for the growth of mold and mildew over the warranty period. The ceiling panels also resist the growth of Gram-positive and Gram-negative odor and stain-causing bacteria. Armstrong HumiGuard Plus fiberglass and HumiGuard Max mineral fiber ceiling panels do not have BioBlock Plus 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 due to the inherent characteristics of the products.

Suspension systems are warranted to be free from the occurrence of 50% red rust as defined by ASTM D610 test procedures thirty (30) years from the date of installation.

#### What does this warranty not cover?

See General Warranty Conditions for additional limitations.

Except for HumiGuard Max products, these products cannot be used in exterior applications. The ceiling product must not be used to support any other material except fiberglass thermal/sound control insulation installed in the thickness, density, and manner according to Armstrong specifications, except that Mineral Fiber ceiling products can be placed directly on top of Optima Open Plan ceilings where approved by Armstrong (to achieve acoustical performance).

Except for ceilings with BioBlock Plus, HumiGuard Plus fiberglass, and HumiGuard Max mineral fiber, the growth of mold or bacteria is not covered by this warranty nor is it the responsibility of Armstrong.

#### Warranty Conditions

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.

**For HumiGuard Plus:** 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 or for HVAC systems to be functioning. All wet work (plastering, concrete, etc.) must be complete and dry.

**For HumiGuard Max:** HumiGuard Max's sag performance warranty extends to installations where the ceiling product is exposed to chemical fumes, extreme temperatures up to 120°F (49°C) (including steam up to 275°F (135°C)), and 100% RH, including standing water applications so long as the product is installed with either SS PRELUDE PLUS, AL PRELUDE PLUS, or PRELUDE PLUS XL Fire Guard suspension systems. For swimming pools, install only with AL PRELUDE PLUS suspension system. For outdoor soffits, canopies, and parking garages, install with PRELUDE XL for Exterior Applications (wind uplift should be considered).

**HumiGuard Max and HumiGuard Plus:** 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.

#### HumiGuard® Ceiling Panel Ten (10) Year Limited Warranty

ARMATUFF®, CERAMAGUARD®, CERAMAGUARD FINE FISSURED, CIRRUSS®, Clean Room FL, Clean Room VL/VL, DUNE™, DUNE Second Look, ENDURA™, FINE FISSURED™, FINE FISSURED Open Plan, FINE FISSURED Second Look, GEORGIAN™, GRAPHIS® Rustex™, Health Zone ULTIMA, LINEAGE™ Wood Looks, MESA™, OPTIMA Capz™, OPTIMA® Open Plan, OPTIMA Plank, OPTIMA Vector, PAINTED NUBBY™ Open Plan, PEBBLE™, RANDOM FISSURED™, School Zone™ FINE FISSURED, SHASTA®, Spectra Capz, STONES™, TECHZONE™, TIERRA™, TUNDRA®, ULTIMA®, ULTIMA Open Plan, ULTIMA Themes, ULTIMA Vector

*(Applies only to products designated HumiGuard Max and HumiGuard Plus in this product catalog.)*

Armstrong Commercial Ceiling products with HumiGuard Max and HumiGuard Plus performance have a ten (10) year limited warranty when installed and used under normal conditions.

Commercial Ceiling products with HumiGuard Max and HumiGuard Plus performance are warranted to be free from defects in materials or factory workmanship for ten (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 installation.

Commercial Ceiling panels with HumiGuard Max and HumiGuard Plus performance are warranted to be free from sagging and warping as a result of defects in materials or factory workmanship for ten (10) years from the date of installation.

Commercial Ceiling panels with BioBlock Plus protection are warranted to be free from the growth of mold, mildew, and odor/stain-causing bacteria for ten (10) years from the date of installation. Ceiling panels treated with BioBlock Plus on the painted surface contain a mold-inhibiting agent that provides broad-spectrum control for the growth of mold and mildew over the warranty period. The ceiling panels also resist the growth of Gram-positive and Gram-negative odor and stain-causing bacteria. Armstrong HumiGuard Plus fiberglass and HumiGuard Max mineral fiber ceiling panels do not have BioBlock Plus treatment, but are warranted to be free from the growth of mold, mildew, and odor and stain-causing bacteria for ten (10) years from the date of installation due to the inherent characteristics of the products.

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations*.

Except for HumiGuard® Max products, these products cannot be used in exterior applications. This warranty does not extend to any component of the suspension system such as, but not limited to, the metal grid or any other accessory used in the installation of the ceiling products. The ceiling product must not be used to support any other material except fiberglass thermal/sound control insulation installed in the thickness, density, and manner according to Armstrong specifications, except that Mineral Fiber ceiling products can be placed directly on top of Optima® Open Plan ceilings where approved by Armstrong (to achieve acoustical performance).

#### Warranty Conditions

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.

**For HumiGuard Plus:** 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 or for HVAC systems to be functioning. All wet work (plastering, concrete, etc.) must be complete and dry.

**For HumiGuard Max:** HumiGuard Max's sag performance warranty extends to installations where the ceiling product is exposed to chemical fumes, extreme temperatures up to 120°F (49°C) (including steam up to 275°F (135°C), and 100% RH, including standing water applications.

**HumiGuard Max and HumiGuard Plus:** 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.

#### CIRRUS® Standard Ceiling Panel Ten (10) Year Limited Warranty

##### Standard Sag Resistance

CIRRUS®, CIRRUS Open Plan™, CIRRUS Profiles™, CIRRUS Second Look®, CIRRUS Themes™

*(Applies only to products designated standard sag resistance in this product catalog)*

Armstrong Cirrus Commercial Ceiling products with "standard" sag resistance (listed above) are warranted to be free from defects in materials or factory workmanship, or sagging and warping as a result thereof, for ten (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 installation).

CIRRUS Commercial Ceiling panels with BioBlock® Plus protection 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. Ceiling panels treated with BioBlock Plus on the painted surface 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.

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations*.

These products cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the ceiling.

The ceiling product must not be used to support any other material except fiberglass thermal/sound control insulation installed in the thickness, density, and manner according to Armstrong specifications.

#### Warranty Conditions

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.

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.

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.

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

##### Standard Sag Resistance

CORTEGA®, CORTEGA Second Look, DUNE™, ENDURA™, FINE FISSURED™, FINE FISSURED Open Plan, FISSURED™, FLUMES™, GEORGIAN™, GRAPHIS® Finetex™, LEDGES®, FILAMENTS®, TINCRAFT™, ULTIMA®

*(Applies only to products designated standard sag resistance in this product catalog)*

Armstrong Commercial Mineral Fiber Acoustical Ceiling products with "standard" sag resistance (listed above) are warranted to be free from defects in materials or factory workmanship, or sagging and warping as a result thereof, for one (1) year 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 installation).

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations*.

These products cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the ceiling. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong.

#### Warranty Conditions

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.

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. The temperature conditions must be met throughout the life of the warranty.

The warranty is void if the tegular or square lay-in ceiling product is installed by stapling or if any adhesive is used in the installation process. This warranty does not extend to any component of the suspension system such as, but not limited to, the metal grid or any other accessory used in the installation of the ceiling product. The ceiling product must not be used to support any other material except fiberglass thermal/sound control insulation installed in the thickness, density, and manner according to Armstrong specifications.

#### SOUNDSCAPES® Acoustical Canopies One (1) Year Limited Warranty

Armstrong SoundScapes Acoustical Canopies are warranted to be free from defects in materials or factory workmanship for one (1) year from the date of installation (except for obvious defects in materials or workmanship, of which Armstrong must be notified within 30 days of the date of installation).

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations*.

These systems cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the product.

#### Warranty Conditions

Prior to installation, the product must be kept clean and dry and below 100°F (38°C). The panels can be damaged by exposure to moisture and by exposure to high temperatures.

Temperature should not exceed 100°F (38°C). Installation must not be carried out in areas in excess of 90% RH. Following practical completion, conditions must be maintained below 70% RH.

Armstrong treats these mineral fiber acoustical ceiling products with a mold-inhibiting or retarding agent. However, if the product is installed in, or subsequent to installation is exposed to, Abnormal Conditions, continuing mold-inhibiting performance cannot be assured. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong.

The canopy must be installed with manufacturer-provided hardware and cabling. The SoundScapes canopy cable hanging system must not hang from any commercial ceiling suspension system. The canopy product must not be used to support any other material. The canopy must not be cut, drilled, or altered in any way, including field painting.

#### SOUNDSCAPES Shapes One (1) Year Limited Warranty

Armstrong SoundScapes Shapes Acoustical Clouds are warranted to be free from defects in materials or factory workmanship for one (1) year from the date of installation (except for obvious defects in materials or workmanship, of which Armstrong must be notified within 30 days of the date of installation).

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations*.

These systems cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the product. This warranty does not extend to variations in the natural characteristics of fiberglass, such as deflection, which may be affected by the type of hanging system used.

#### Warranty Conditions

Prior to installation, the product must be kept clean and dry and in an environment where the temperature is between 40°F (4°C) and 120°F (49°C). All wet work (plastering, concrete, etc.) must be complete and dry. These temperature conditions must be met throughout the lifetime of the warranty.

The SoundScapes Shapes hanging systems must not hang from any commercial ceiling suspension system. The product must not be used to support any other material. The product must not be altered in any way, including field painting.

# WARRANTY

## **i-ceilings® Speaker Panels One (1) Year Limited Warranty**

Armstrong's i-ceilings Speaker Panels are warranted to be free from defects in materials or factory workmanship for a period of one (1) year from the date of shipment to the customer (except for obvious defects in materials or factory workmanship, of which Armstrong must be notified within 30 days of the date of shipment). This limited warranty is subject to further conditions listed below.

### **What will Armstrong do?**

i-ceilings Speaker Panels returned and found to be defective, in Armstrong's sole judgment, will either be replaced (replacement products may be remanufactured or reconditioned devices) or repaired without charge. The replaced or repaired i-ceilings Speaker Panel is warranted for the remainder of the original warranty period.

### **What does this warranty not cover?**

*See General Warranty Conditions for additional limitations.*

Damage which may occur from vibrations, fire, water, chemical fumes, freezing temperature, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty. If the product is installed in, or subsequent to installation is exposed to, Abnormal Conditions, then it may support the growth of mold and mildew or otherwise be damaged. The growth of mold or damage under these conditions is not covered by this warranty nor is it the responsibility of Armstrong. If subject to Abnormal Conditions, the product should be removed immediately and replaced once the conditions of installation are normal. Armstrong is not responsible for defects caused by improper or unreasonable use, water intrusions, lightning, or malfunctions when panels have been modified or operated in excess of their rated capacities, altered, serviced, or installed in an other than workmanlike manner. This warranty is void if the label bearing the Speaker Panel's date of manufacture is removed or defaced.

### **Warranty Conditions**

Installation of the i-ceilings Speaker Panels shall be carried out where the temperature does not exceed 120°F (49°C). These temperature conditions must be met throughout the lifetime of the warranty. It is not necessary for the area to be enclosed or for HVAC systems to be functioning. i-ceilings Speaker Panels cannot be used in exterior applications. The Speaker Panel must not be used to support any other material except for mineral fiber installed for fire resistive assembly purposes in the thickness, density, and manner according to Armstrong specifications.

## **INFUSIONS® One (1) Year Limited Warranty**

*See General Warranty Conditions for additional limitations*

Armstrong Infusions Canopies and Panels are warranted to be free from defects in materials or factory workmanship for a period of one (1) year from the date of installation (except for obvious defects in materials or workmanship, of which Armstrong must be notified within 30 days of the date of installation). This limited warranty is subject to further conditions listed below.

### **Warranty Conditions**

The panels can be damaged by exposure to moisture along panel edges and by exposure to high temperatures. Panel temperature should not exceed 100°F (38°C) after the tensioning cables for Infusions Canopies have been installed or after panels are installed in conventional grid systems.

The Infusions Canopy cable hanging system must not hang from any commercial suspension system. The canopy product must not be used to support any other material. Infusions Canopies may not be used in exterior applications or altered in any way.

## **METALWORKS™ Ceiling Panels One (1) Year Limited Warranty**

Armstrong MetalWorks ceilings panels, MetalWorks trim, and MetalWorks custom suspension systems for interior applications are warranted to be free from defects in materials or factory workmanship for a period of one (1) year 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). (For MetalWorks ceiling panels installed on standard suspension systems, refer to the relevant warranty for Commercial Suspension Systems.) This limited warranty is subject to further conditions listed below.

All Armstrong limited warranties are subject to use under normal conditions. Abnormal Conditions include exposure to chemical fumes, corrosive agents (i.e., chlorine), vibrations, or highly acidic environments as determined by the Kesternich Test.

### **What does this warranty not cover?**

*See General Warranty Conditions for additional limitations.*

This warranty does not extend to variations in the natural characteristics of metal, such as deflection, which may be affected by the type of metal used and dimensions and shape of the panel. This warranty is void if: 1) The designated suspension system is not used; 2) The ceiling system is installed in a non-recommended application, 3) The ceiling panels are used to support any other material (unless designated as such), 4) The ceiling system is installed over areas such as swimming pools which provide direct contact with corrosive agents (e.g., chlorine).

### **Warranty Conditions**

Prior to installation, the panels and/or suspension system must be kept clean and dry and not subject to Abnormal Conditions. If the panels and/or suspension system are installed in, or subsequent to installation are exposed to Abnormal Conditions or improper maintenance, then the panels and/or suspension system may be damaged. Such damage is not covered by this warranty nor is it the responsibility of Armstrong.

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 or for HVAC systems to be functioning. The Ceiling Panels shall not be used to support any other material. These products cannot be used in exterior applications.

## **METALWORKS™ Exterior Ceiling Panels and Suspension System One (1) Year Limited Warranty**

Armstrong MetalWorks Exterior Ceiling Panels and PRELUDE® XL® for Exterior Applications (including BAC clips) 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 one (1) year 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 listed below.

All Armstrong limited warranties are subject to use under normal conditions. Abnormal Conditions include exposure to chemical fumes, corrosive agents (i.e., chlorine), vibrations, or highly acidic environments as determined by the Kesternich Test.

### **What does this warranty not cover?**

*See General Warranty Conditions for additional limitations.*

This warranty does not extend to variations in the natural characteristics of metal, such as deflection, which may be affected by the type of material used and dimensions and shape of the panel. This warranty is void if Armstrong MetalWorks Vector and Vector Exterior Ceiling panels and Suspension Systems (including BAC clips) have not been installed together as a system, or if the ceiling system is installed in non-recommended applications.

### **Warranty Conditions**

Prior to installation, the panels and/or suspension system must be kept clean and dry and not subject to Abnormal Conditions (as specified above). If the panels and/or suspension system are installed in, or subsequent to installation are exposed to Abnormal Conditions or improper maintenance, then the panels and/or suspension system may be damaged. Such damage is not covered by this warranty nor is it the responsibility of Armstrong.

The Ceiling Panels shall not be used to support any other material.

## **WOODWORKS® Ceiling Panels One (1) Year Limited Warranty**

Armstrong WoodWorks ceiling panels, WoodWorks ceiling trim, and WoodWorks custom suspension systems are warranted to be free from defects in materials or factory workmanship for one (1) year 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). (For WoodWorks ceiling panels installed on standard suspension systems, refer to the relevant grid warranty for Commercial Suspension Systems.)

### **What does this warranty not cover?**

*See General Warranty Conditions for additional limitations.*

The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong. All products should be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth. This warranty does not extend to sagging or warping or to variations in color, texture, or grain, which are due to natural variation in the characteristics of the wood or veneers; or changes in color or fading resulting from direct exposure to sunlight or partial exposure to a light source; any failure or defect caused by the material becoming either overly dry or moist, such as may result by placement of panels directly facing air vents or radiant heat source, or failure to seal full cut edges in accordance with Armstrong's installation instructions.

### **Warranty Conditions**

Prior to installation, the panels and/or suspension system must be kept clean and dry in an environment that is continuously between the temperature and relative humidity levels set out below and not subject to any Abnormal Conditions. To ensure that the panels have stabilized to the current building conditions prior to their installation, the panels must be placed in an environmentally stable building location for a minimum of 72 hours. Remove plastic wrap to allow panels to acclimatize.

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. These temperature and humidity conditions must be met throughout the lifetime of the warranty. It is necessary for the area to be enclosed and for the HVAC systems to be functioning and in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry. These products cannot be used in exterior applications.

All Armstrong products shall be installed in accordance with written Armstrong WoodWorks installation instructions and/or approved shop drawings in effect at the time of installation, as well as customary Ceilings and Interior Systems Contractors Association (CISCA) practices. Armstrong shall have no responsibility for defective processing or alteration to the products by others after shipment. Any additional mounting parts such as lighting or ventilation facilities shall be suspended separately or supported securely by the substructure in accordance with Armstrong installation instructions.

#### Commercial Suspension Systems Ten (10) Year Limited Warranty

**AL PRELUDE® PLUS, SS PRELUDE PLUS, PRELUDE XL®, PRELUDE ML, PRELUDE XL Fire Guard™, SUPRAFINE® XL, SUPRAFINE ML, SUPRAFINE XL Fire Guard, PRELUDE PLUS XL Fire Guard, PRELUDE XL For Exterior Applications, 360° Painted, SILHOUETTE® XL 1/4" and 1/8" reveal, AXIOM® (all families), PRELUDE Concealed, Co-extruded Aluminum CLEAN ROOM™, INTERLUDE®, SONATA®, SERPENTINA®, TRIMLOK®, DRYWALL and SHORTSPAN® grid system components that are supplied with a hot-dipped galvanized coating, stainless steel, or aluminum base material.**

Armstrong Commercial Suspension Systems (listed above) 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 ten (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.

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations.*

Performance issues which may result from the presence of standing water, or where moisture is in direct contact with the system such as those resulting from conditions such as building leaks or condensation, are not covered by this warranty nor are they the responsibility of Armstrong, with the exception of AL PRELUDE PLUS, SS PRELUDE PLUS and PRELUDE XL for Exterior Applications, and DRYWALL Grid Systems with G90 coating.

#### Warranty Conditions

Prior to installation, the suspension system must be kept clean and dry and between 32°F (0°C) and 120°F (49°C) and not subject to any of the Abnormal Conditions set out above. Installation may be carried out in temperature conditions up to 120°F (49°C) and in spaces before the building is enclosed, where HVAC systems are cycled or not operating. (These systems cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the ceiling.) Use PRELUDE XL for Exterior Applications (wind uplift should be considered).

#### Commercial Suspension System Accessories One (1) Year Limited Warranty

Commercial Suspension System Accessories 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 one (1) year 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).

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations.*

Performance issues, which may result from the presence of standing water, or where moisture is in direct contact with the system such as those resulting from conditions such as building leaks or condensation, are not covered by this warranty nor are they the responsibility of Armstrong.

#### Warranty Conditions

Prior to installation, the suspension system accessories must be kept clean and dry and not subject to any Abnormal Conditions set out above.

#### Acoustical Walls One (1) Year Limited Warranty

**SOUNDSOAK®, OPTIMA®, and PAINTED NUBBY™ Acoustical Wall Panels**

Armstrong Acoustical Walls (listed above) and accessories are warranted to be free from warping and delamination as a result of defects in materials or factory workmanship for a period of one (1) year 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 installation). This limited warranty is subject to further conditions listed below.

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations.*

Damage which may occur from vibrations, fire, water, chemical fumes, freezing temperatures, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty. If the product is installed in, or subsequent to installation is exposed to, Abnormal Conditions (as referred to above), then it may support the growth of mold. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong. If subject to Abnormal Conditions, the product should be removed immediately and replaced once the conditions of installation are normal. (These systems cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the wall.)

#### Warranty Conditions

Prior to installation, the wall product must be kept clean and dry in an environment that is temperature controlled between the upper and lower limits cited below for fiberglass and mineral fiber products and not subject to any of the Abnormal Conditions.

Installation of all SOUNDSOAK Fiberglass, OPTIMA, and PAINTED NUBBY acoustical walls shall be carried out where the temperature is between 40°F (4°C) and 120°F (49°C). All wet work (plastering, concrete, etc.) must be complete and dry. These temperature conditions must be met throughout the lifetime of the warranty. Installation of all SOUNDSOAK Mineral Fiber acoustical walls shall be carried out where the temperature is between 32°F (0°C) and 86°F (30°C). These temperature conditions must be met throughout the lifetime of the warranty. It is necessary for the area to be enclosed and for the HVAC systems to be functioning and in continuous operation.

#### WOODWORKS® Walls and Wall Systems One (1) Year Limited Warranty

**WOODWORKS Standard and Custom Walls, WOODWORKS Ekos™ Wall Systems; WOODWORKS Channeled Walls** and accessories are warranted to be free from defects in materials or factory workmanship for a period of one (1) year 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 installation).

#### What does this warranty not cover?

See *General Warranty Conditions for additional limitations.*

Damage which may occur from vibrations, fire, water, chemical fumes, freezing temperatures, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty. If subject to Abnormal Conditions, the product should be removed immediately and replaced once the conditions of installation are normal. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong.

This warranty does not extend to wall panels installed in a horizontal orientation or with installation accessories other than Armstrong Ekos systems; to sagging or warping or to variations in color, texture, or grain, which are due to natural variation in the characteristics of the wood or veneers; or changes in color or fading resulting from direct exposure to sunlight or partial exposure to a light source; any failure or defect caused by the material becoming either overly dry or moist, such as may result by placement of panels directly facing air vents or radiant heat source; any failure or defect caused by use of inappropriate cleaning or polishing materials; or failure to cover cut edges in accordance with Armstrong's installation instructions.

#### Warranty Conditions

Prior to installation, the wall product must be kept clean and dry in an environment that is continuously between the temperature and relative humidity levels set out below and not subject to any Abnormal Conditions. To ensure that the wall panels and solid wood accessories have stabilized to current building conditions prior to their installation, the wall panels and solid wood accessories must be placed in an environmentally stable building location for a minimum of 72 hours.

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. These temperature conditions must be met throughout the lifetime of the warranty. It is necessary for the area to be enclosed and for the HVAC systems to be functioning and in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry. These products cannot be used in exterior applications.