ArmstrongFlooring®

Commercial Resilient Limited Warranty

Warranty Owner And Effective Date.
This Limited Warranty extends only to the original end-user. Our warranties are NOT TRANSFERABLE. The Limited Warranty described in this document is subject to the product applications and use, limitations, disclaimers and exclusions described herein and is effective for floors purchased on or after August 1st, 2026.
Throughout this document, references to "we", "us", "our", "AHF" or "AHF Products" mean AHF, LLC dba AHF Products. References to "you" or "your" mean the original retail purchaser/end user of the Commercial Resilient Flooring product. Your Commercial Resilient Flooring product will be referenced as the "floor", "flooring", "product", "products" or some combination thereof. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.

What Is Covered By This Limited Warranty?
AHF Products warrants its regular (first quality) commercial flooring products, so long as the product is installed using the recommended Armstrong Flooring® adhesive(s), according to the relevant installation instructions, and the approved application listing, to be free from manufacturing defects as of the date of purchase through the Limited Warranty Period outlined below.

This warranty applies only to installed commercial flooring material that is installed using the recommended Armstrong Flooring adhesive. Failure to use the recommended adhesive will reduce the product warranty to one (1) year from the date of purchase for materials only. Furthermore, if the recommended adhesive is not used, associated labor costs will not be covered as part of the flooring replacement.

Non-intended Applications
- *Anywhere commercial cleaning machines will be used. (Floating/Loose Lay applications)*
- *Assisted-Living (Floating/Loose Lay applications).*
- *Non-commercial applications and projects.*

What Is Not Covered By This Limited Warranty?
- Damage caused by fire, flooding, exposure to standing water and/or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the flooring.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the floor, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.
- Indentation or damage from improper loads including high heels; spiked shoes; rolling loads; and/or chairs or other furniture not having floor protectors.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. To protect your floor from scuffing and tears when moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded "irregular" or sold "as is" without warranty.
- Workmanship, as described below.
- Damage resulting from improper installation
- Installation defects, including installations made (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions. NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE FOR INSPECTING THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED

Workmanship
AHF does not warrant your or the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your flooring should be professionally installed by contractors who have demonstrated expertise in installing this type of flooring for commercial use.

What Is Excluded From This Limited Warranty?
TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

SOME STATES 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 STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.

None of our retailers, distributors, installers, or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under this or any of our warranties.

What Is Covered By This Limited Warranty?
If the recommended Armstrong Flooring adhesive(s) are used according to the installation instructions:

Within One Year:
If a defect covered by this Limited Warranty is reported to AHF Products in writing within one year of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF will also pay reasonable labor costs.

Within Two Years:
If a defect covered by this Limited Warranty is reported to AHF Products in writing after one year but within two years of purchase, AHF Products will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will also pay fifty percent (50%) of the reasonable labor costs.

After Two Years:
If a defect covered by this Limited Warranty is reported to AHF in writing after two years but within the specified Limited Warranty Period for the applicable flooring product, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will not pay labor costs.

AHF Products will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

If the recommended Armstrong Flooring adhesive(s) are not used according to the installation instructions:

Within One Year:
If a defect covered by this Limited Warranty is reported to AHF Products in writing within

one year of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. Additionally, associated labor costs will not be covered as part of the flooring replacement.

If you have product-specific questions, contact us at AHF Products Customer Service Center, P. O. Box 566, Mountville, Pennsylvania 17554, phone 1-866-243-2726, or www.ahfproducts.com.

Claims Process

We work with distributors and select direct retailers all over the country to make our products widely available. Distributors then sell our products to local retailers and contractors.

Steps to Filing a Claim:

1) Return to your retailer with your original proof of purchase.

a) If your floor was installed as part of a new build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.

b) If your retailer is out of business, please call 1-866-243-2726 so we may assist you in finding a new retailer.

2) The claim will be evaluated.

a) **Distribution Retailers:** Your retailer will need to contact its distributor representative to get the claim filed. AHF may inspect your flooring or request pictures or uninstalled samples showing the issue.

b) **Lowes, Home Depot, or Direct:** Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your facility may be required.

3) A claim determination is made.

a) **Distribution Retailers:** We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.

(i) If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.

(ii) If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your facility was inspected by a Technical Services Manager or a third-party inspector.

b) **Lowes, Home Depot, or Direct:** The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.

Appealing your Claim Determination:

If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for "Warranty", or by emailing your concerns to customeradvocates@ahfproducts.com. We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.

AHF Products requires the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

CARE INSTRUCTIONS

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

Do:

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Follow the maintenance guidelines at ahfproducts.com.

Don't:

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

Proactive protection for your floor:

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it; this will help protect your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, 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 facility. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest an anti-staining vinyl-backed mat or a woven rug that is colorfast.

Immediately after installation:

- Maintain a minimum room temperature between 68°F (20°C) and 85°F (29°C) for 48 hours before, during and after installation, then maintain temperatures between 55°F (13°C) and 85°F (29°C) thereafter.
- Do not scrub or wash your floor for five (5) days.

COMMERCIAL RESILIENT FLOORING LIMITED WARRANTY PERIOD ARMSTRONG FLOORING

YEARS		PRODUCTS
15 Years	**ESD** (TILE)	Excelon® SDT™ Static Dissipative Tile
	COMPANION PRODUCTS	Coved & Sculptured Wall Base Integrated Stair Treads & Landing Tiles
17 Years	**LVT**	Parallel® USA 12 American Charm™ 12
20 Years	**HOMOGENEOUS SHEET**	Natralis™ Medintone™ with Diamond 10® Technology MedinPure™ with Diamond 10® Technology
	HETEROGENEOUS SHEET	Nidra™ with Diamond 10® Technology Zenscape™ with Diamond 10® Technology
	SRF (TILE)	Safety Zone™ Slip-Retardant Tile
25 Years	**LVT**	Parallel® USA 20 Unify™ American Charm™ 20
30 Years	**LVT**	Biome™ with Diamond 10® Technology Coalesce™ with Diamond 10® Technology Terra™ with Diamond 10® Technology Theorem™ with Diamond 10® Technology Exchange™ with Diamond 10® Technology Duo™ with Diamond 10® Technology Natural Creations® with Diamond 10® Technology Mixtera™ Mirage with Diamond 10® Technology Mixtera™ Mosaic with Diamond 10® Technology Mixtera™ Prism with Diamond 10® Technology Mixtera™ Tandem with Diamond 10® Technology Conjunction™ with Diamond 10® Technology
	VCT	Premium Excelon® Crown Texture™ Premium Excelon® Stonetex® Premium Excelon® Feature™ Tile, Strips & Insets Standard Excelon® Imperial® Texture

Warranty periods listed in this chart only apply to commercial floors installed using the recommended Armstrong Flooring adhesive(s). The commercial product warranty is reduced to one (1) year from the date of purchase and applies to flooring material only if the recommended Armstrong Flooring adhesive is not used for installation.

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