

# Ceiling Installation Systems – Ten (10) Year Limited Warranty

## 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 World Industries does not authorize any person to assume or extend any other warranty obligation or liability on its behalf.

### What will Armstrong World Industries 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 World Industries 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  
P.O. Box 3001  
Lancaster, PA 17604  
1-877-ARMSTRONG (276-7876)  
ceilings.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 WORLD INDUSTRIES AND THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY USE OR PURPOSE WHATSOEVER. THE ARMSTRONG 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.

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.

The warranty is void if the product is not installed in accordance with the installation instructions included in every carton, and also available at [ceilings.com](http://ceilings.com)

