

# Ten -Thirty (10/30) Year Limited Warranty For High Performance Ceiling Systems

## 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.

Please read all of the following terms carefully as this warranty may be affected by installation methods and materials used and site conditions. Armstrong does not authorize any person to assume or extend any other warranty obligation or liability on its behalf.

### High Performance Ceiling Products Covered by this Limited Warranty:

241 SuperTuff™, 269 Sand Pebble™, 271 Sahara™, 273 Sahara™, 276 Sahara™, 403 Esprit® Fiberglass, 404 Pebble Fiberglass, 410 Sonoflex™ Random Fissured Fiberglass, 416 Sonoflex™ Etched Fiberglass, 420 Random Fissured Fiberglass, 490 Yuma White™, 491 Yuma White™, 492 Yuma White™, 493 Yuma White™, 922 Fine Fissured™, 928 Fine Fissured™, 932 Fine Fissured™, 954 Classic Fine Textured, 972 Lumawash®, 973 Lumawash®, 1231 Brightex™ with Airguard™, 1728BL Fine Fissured™ Black, 9768 Sahara™ Scored II and 9769 Sahara™ Scored I.

The Armstrong products listed above are warranted to be free from defects in materials or factory workmanship for 30 years from the date of installation when installed using an Armstrong suspension system and used under normal conditions. If these products are not installed using an Armstrong suspension system the Armstrong products listed above are warranted to be free from defects in materials or factory workmanship for 10 years from the date of installation when installed under normal conditions. (Except for obvious defects in materials or factory workmanship, which Armstrong World Industries must be notified of within 30 days of the date of installation.)



Armstrong suspension systems are warranted to be free from the occurrence of 50% red rust as defined by ASTM D610 test procedures for 30 years from the date of installation, when installed with the Armstrong ceiling panels listed above and in accordance with the Armstrong World Industries written installation instructions.

### **Warranty Conditions**

All ceiling products must be installed and maintained in accordance with the Armstrong World Industries written installation and maintenance instructions for that product in effect at the time of installation.

This warranty is not transferable and applies to the original purchaser only.

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. Abnormal Conditions include exposure to chemical fumes, corrosive agents (such as chlorine), vibrations, fire, and water, freezing temperatures, accident or any other form of abuse, or excessive dirt or dust buildup. If subject to Abnormal Conditions, where possible, the products should be removed immediately and replaced once the conditions are normal.

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 and for HVAC systems to be functioning and in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry, and the products must be protected from the elements such as rain, snow, etc. These systems cannot be used in exterior applications, or where standing water is present due to high humidity, or where moisture will come in direct contact with the ceiling. These temperature and humidity conditions must be met throughout the life of the warranty.

### **Sag Resistance**

The Armstrong products listed above have extra sag resistance. They are warranted to be free from defect in materials or factory workmanship or sagging and warping as a result thereof for thirty (30) years from the date of installation, when installed with Armstrong suspension systems; for ten (10) years from date of installation when an Armstrong suspension system is not used.

### **Mold and Mildew Resistance**

The Armstrong ceiling products 241 SuperTuff™, 269 Sand Pebble™, 271 Sahara™, 273 Sahara™, 276 Sahara™, 490 Yuma White™, 491 Yuma White™, 492 Yuma White™, 493 Yuma White™, 922 Fine Fissured™, 928 Fine Fissured™, 932 Fine Fissured™, 954 Classic Fine Textured, 972 Lumawash®, 973 Lumawash®, 1231 Brightex™ with Airguard™, 1728BL Fine Fissured™ Black, 9768 Sahara™ Scored II and 9769 Sahara™ Scored I have BioBlock® treatment. They are warranted to be free from the growth of mold, mildew and gram positive and gram negative odor and stain causing bacteria for thirty (30) years from the date of installation, when installed with Armstrong suspension systems; for ten (10) years from date of installation when an Armstrong suspension system is not used.

Armstrong fiberglass ceiling panels listed above do not have BioBlock 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, when installed with Armstrong suspension systems; for ten (10) years from date of installation when an Armstrong suspension system is not used, due to the inherent characteristics of the products.

This limited warranty is subject to further conditions listed below.

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. General maintenance guidelines can be found at [ceilings.com](http://ceilings.com).

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

