



Your ideas become reality®

RESIDENTIAL  
FLOOR CARE  
AND  
WARRANTY  
GUIDE

CERAMIC



## Limited Residential Warranty

Armstrong guarantees to the original purchaser that for 10 years from the date of original purchase, and in a residential indoor setting, your Armstrong ceramic tile:

- Will not fade from sunlight or artificial light
- Will not show wear-through\*
- Will not contain manufacturing defects

\* Wear-through is defined as loss of glaze, where the body of the tile shows through, due to normal household use.

### Terms

If any of the above should occur within the specified warranty period, Armstrong will supply new material of the same or similar grade, sufficient to repair or replace the defective material. And, if your floor was professionally installed, Armstrong will also pay reasonable labor costs for direct repairs or replacement.

This warranty applies only to ceramic tile installed in residential settings.

### Workmanship

Armstrong does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the ceramic tile. Contractors who have demonstrated expertise in installing ceramic tile should professionally install your Armstrong ceramic tile.

## What is NOT covered by this warranty?

The following are not covered by this warranty:

- Improper workmanship or installation.
- Damage caused by intentional abuse.
- Damage caused by abuse such as moving appliances across the floor without adequate protection.
- Differences in color between products and samples or photographs.
- Abnormal wear and tear, such as damage caused by insufficient protection from pebbles, sand and other abrasives.
- Shade variations between the tiles. Shade variations are an inherent characteristic of ceramic and porcelain tiles. Inspect boxes prior to installation for shade and caliber. Claims cannot be accepted for tiles after installation.
- Outdoor installations. Armstrong ceramic tile is recommended for indoor use only.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED; ARMSTRONG EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

## What is excluded from this warranty?

Armstrong excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the ceramic tile itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty.

Please note: Some jurisdictions 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 jurisdiction to jurisdiction.

**This warranty is effective March 1, 2006.**

## Warranty owner

This warranty extends only to the original end-user and is not transferable.

We want you to be happy with your Armstrong ceramic tile. If you are not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at **1 800 233 3823**.

**PLEASE KEEP YOUR RECEIPT.** Armstrong requires the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

## Care and maintenance

Proper care and maintenance will help ensure your ceramic tile always looks its best. Simply follow our maintenance and prevention steps outlined below.

### Immediately after installation

- Remove loose dirt by sweeping or vacuuming.
- The grout on your ceramic tile needs time to thoroughly dry after installation. Therefore, we recommend that you do not scrub or wash your ceramic tile for five days.
- Following directions, use Armstrong Once 'n Done® floor cleaner\* or prepare a cleaning solution using a neutral pH cleaner designed specifically for ceramic tile. These types of cleaners are available from ceramic tile suppliers.
- Thoroughly clean the ceramic tile, including the grout joints.
- Rinse thoroughly with clean, warm water and allow to dry. A second rinsing with clean water may be necessary to completely remove all the cleaning solution.

### Routine care and maintenance

Tile and floor covering stores sell cleaning products developed specifically for cleaning ceramic tile and stone. These specialized cleaning products generally outperform products available in supermarkets or hardware stores.

- Remove soil with a broom, non-oily dust mop or vacuum
- Damp mop or spot clean as necessary, using Armstrong Once 'n Done® floor cleaner\* or a pH neutral ceramic tile cleaner.
- Thoroughly rinse all areas with clean, warm water.
- Ceramic floors, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing. Immediately wipe up wet areas from spills, foreign substances or wet feet.
- We recommend protecting your floor against abrasive dirt at entrances to buildings with dirt-catching floor mats.

\*  **WARNING** Eye and skin irritant

## Correspondence

Please send correspondence to:  
**customerservice@armstrong.com**

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