

Bruce[®]
laminate floors

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Floor Care and Warranty Guide

PLEASE SEND
CORRESPONDENCE TO:
Consumer Solution Center
Armstrong World Industries, Inc.
PO Box 3001
Lancaster, PA 17604-3001



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Care Instructions -

For ALL Laminate Flooring Installations

ROUTINE CLEANING

- Vacuum using the wand attachment, use a dust mop or wipe with a damp cloth. For spills, just wipe up with a cloth or sponge. In sandy areas or at the beach, sweep or vacuum regularly to avoid surface scratching.
- Do not use soap-based detergents or "mop and shine" products, as these may leave a dull film on your floor. Do not wax or polish your floor. When necessary use a well-squeezed damp mop with Armstrong Hardwood & Laminate Floor Cleaner (S-302).^{*} Simply spray and mop!
- Do not use abrasive cleaners, steel wool or scouring powder, which can scratch your floor.
- Laminate Flooring, 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.

TOUGH SPOTS

- Remove tough spots like shoe polish, tar and asphalt driveway sealer with nail polish remover containing acetone^{**}. Then wipe with a damp cloth.
- For other stains, please call the Armstrong Consumer Solution Center, at **1 800 233 3823**.

PROTECT YOUR BEAUTIFUL NEW FLOOR

- Place a natural or colorfast mat at outside entrances to collect tracked-in dirt and absorb excess moisture.
- For added indentation resistance, use Armstrong floor protectors on chairs and other furniture. The heavier the item, the wider the floor protector should be.
- You may purchase Armstrong floor care products and floor protectors at your local flooring retailer.

KITCHEN AND HIGH-MOISTURE AREAS

For all installation systems, it is generally a good idea to use 100% silicone caulk in areas of rooms where excessive moisture may be present such as at kitchen sinks, dishwashers, icemakers and around pipes.

Full Bathroom Installations

- **Bruce®Lock Installation System:** 100% silicone caulk must be used around the entire perimeter and 3/32" bead of glue on the top of the tongue ONLY. Full bathroom installation for residential use only.
- **Glue Installation System:** 100% silicone caulk must be used around the entire perimeter and 3/32" bead of glue on the top and bottom of the tongue.

^{*}  **WARNING** Eye & Skin Irritant – please follow instructions on label.

^{**} May be combustible/flammable; please follow instructions on label.

30-Year Limited Residential Warranty

Bruce® Laminate Flooring – Reserve™ Collection

What Is Covered And For How Long?

The original purchaser is guaranteed that, for 30 years from the date of original purchase, and in a residential indoor setting, your Bruce® Laminate Floor:

- Will not stain
- Will not fade from sunlight or artificial light
- Will not show wear-through
- Will be free from manufacturing defects
- Will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used
- Will not unlock at the seams

25-Year Limited Residential Warranty

Bruce® Laminate Flooring – American Home™ Collection

What Is Covered And For How Long?

The original purchaser is guaranteed that, for 25 years from the date of original purchase, and in a residential indoor setting, your Bruce® Laminate Floor:

- Will not stain
- Will not fade from sunlight or artificial light
- Will not show wear-through
- Will be free from manufacturing defects
- Will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used
- Will not unlock at the seams (Bruce®Lock Installation System)

20-Year Limited Residential Warranty

Bruce® Laminate Flooring – Heritage Heights™ Collection

What Is Covered And For How Long?

The original purchaser is guaranteed that, for 20 years from the date of original purchase, and in a residential indoor setting, your Bruce® Laminate Floor:

- Will not stain
- Will not fade from sunlight or artificial light
- Will not show wear-through
- Will be free from manufacturing defects
- Will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used
- Will not unlock at the seams

5-Year Light Commercial Warranty

Bruce® Laminate Flooring – Reserve™ Collection, American Home™ Collection with Bruce®Lock Installation System

What Is Covered And For How Long?

The original purchaser is guaranteed that for five years from the date of original purchase, and in a light commercial indoor setting, your Bruce® Laminate Floor when installed using a 3/32" bead of glue on the top of the tongue only:

- Will not stain
- Will not fade from sunlight or artificial light
- Will not show wear-through
- Will be free from manufacturing defects

30-Year Underlayment Warranty

Two-in-One™ Premium Flooring Underlayment Two-in-One™ Advanced Flooring Underlayment

What is Covered And For How Long?

The original purchaser is guaranteed for the warranty period of the flooring (up to 30 years from the date of original purchase) and in an indoor setting, your Armstrong Two-in-One™ Underlayment:

- Will be free from manufacturing defects
- Is a moisture barrier for moisture emissions up to 5 lbs./1,000 sq. ft./ 24 hours when seams are properly taped

What Will We Do If Any Of The Things Listed Above Happen?

If you make a claim within the warranty period and follow our servicing procedures, Armstrong will provide materials either to repair the defective area or replace the floor at our option. If the floor was professionally installed, and if you make your claim within the first five years (first year for light commercial installations), Armstrong will pay reasonable labor costs to repair the defective area or replace the floor.

How Do I Get Service?

We want you to be happy with your Bruce® Laminate floor. If you're 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. A receipt is required in order to verify date and proof-of-purchase to resolve any problems that may occur.

What Is Not Covered By This Warranty?

This warranty does not cover damage caused by:

- Improper care and maintenance (see our Care Instructions).
- Accidents, abuse, or misuse.
- Abnormal wear and tear such as damage caused from spike heel shoes, insufficient protection from furniture, pebbles, sand and other abrasives.
- Improper workmanship, or installation not in accordance with Armstrong's installation instructions.
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by malfunctions from appliances such as dishwashers, ice makers, refrigerators, sinks, pipes or from natural disasters.
- Planks coming apart at the seams because they have been engaged/disengaged more than three (3) times (Bruce®Lock Laminate Flooring only).
- Damage caused by vacuum cleaner beater bars and hard or metal caster wheels.
 - When vacuuming, we recommend using the wand attachment on your vacuum.
 - If rolling casters are used, we recommend only soft wheels that are wide enough to support the load.
- Damage caused by pet urine which has not been promptly wiped up and removed.

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 DAMAGES OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. NO IMPLIED WARRANTIES EXTEND BEYOND THE TERM OF THIS WRITTEN WARRANTY.

Please Note:

Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion 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.

This warranty is effective April 1, 2005.