SoundScapes® Shapes Acoustical Panels & SoundScapes Shapes Light Panels

Five (5) Year Limited Warranty

EFFECTIVE NOVEMBER 2026

This warranty is applicable solely to the **SoundScapes Shapes Light Panel** product and **SoundScapes Shapes** ceiling products when installed together as an integrated system. If SoundScapes Shapes ceiling and wall products are installed independently – without the SoundScapes Shapes Light Panel product – the standard one (1) year SoundScapes Shapes Ceiling and Wall Solutions limited warranty shall apply.

Please read the following terms carefully, as they are affected by the installation conditions. Armstrong World Industries, Inc. ("Armstrong") does not assume, nor does it authorize any person to assume or extend on its behalf any other warranty obligation or liability. This express warranty constitutes the entire obligation of Armstrong and there are no other warranties expressed or implied, including any warranty of merchantability or fitness for any purpose whatsoever.

When installed together as a system and used under normal conditions, Armstrong SoundScapes Shapes Light Panel products and SoundScapes Shapes ceiling products are warranted to be free from defects in materials or factory workmanship for five (5) years from the date of installation. In the case of obvious defects in materials or factory workmanship, the customer must notify Armstrong within thirty (30) days of receiving the product. Claims made under this limited warranty must be made within thirty (30) days of observing the alleged defect and, in any event, must be submitted to Armstrong no later than five (5) years after the date of installation of the product.

Limited Warranty Terms and Conditions Applicable to SoundScapes Light Panel Components:

This limited warranty is subject to further conditions listed below.

All limited warranties for SoundScapes Shapes Light Panel products are for interior applications only and are subject to use under normal conditions. Abnormal Conditions include exposure to chemical fumes, corrosive agents (i.e., chlorine), vibrations, presence of standing water, precipitation, moisture coming into direct contact with the product, such as could result from building leaks or condensation, excessive humidity, direct exposure to sources of heat greater than 158° F, excessive dust, or dirt buildup. This product cannot be used in exterior applications or where standing water is present. Installation of SoundScapes Light Panel products shall be carried out where the temperature is between 40°F (4° C) and 104°F (40° C). These temperatures must be maintained throughout the lifetime of the warranty.

Fixture installation must be performed by a licensed electrician or under the supervision of a licensed electrician and per the installation instructions included with the fixture shipment.

To confirm cause of damage, the defective product must be returned to Armstrong within 30 days of claim. Labor costs for removal, re-installation, or any additional time incurred are not covered under this limited warranty. If Armstrong chooses to replace the product and is not able to do so because it has been discontinued or is not available, Armstrong may replace the product with a comparable product. If requested, the non-conforming or defective products shall become Armstrong property as soon as they have been replaced.

What will Armstrong World Industries do?

Subject to the conditions and limitations set out below, and subject to Armstrong's confirmation of product failure after examination following return of the claimed defective product, Armstrong shall have the option at its sole discretion to either (1) replace the product or (2) repair the product per the following terms and conditions. In no event does this limited warranty cover any costs relating to labor, uninstallation, re-installation or fabrication expense or any other direct or indirect loss or expense.

What does this limited warranty not cover?

Damage which may occur from vibrations, fire, water, chemical fumes, freezing temperature, accident or any form of abuse, failure to follow installation instructions or shop drawings, or exposure to Abnormal Conditions is not covered by this limited warranty. If subject to Abnormal Conditions, the product should be removed immediately and replaced once the conditions of installation are normal. All products should be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong.

This warranty does not extend to variations in the natural characteristics of fiberglass, such as deflection, which may be affected by the type of hanging system used.

Additionally, the limited warranty does not apply to any products that have been subject to the following external causes: mishandling, unusual wear and tear, improper specification, failure to maintain according to product usage guidelines; accidents or abuse, alterations or repairs, damage resulting from the failure of a third-party's product, natural variations in dye, natural fading, gauge, texture, and finish, improper power supply, power surges or dips, control systems that are beyond the specified limits of the products, improper storage, alteration, installation, maintenance or service, or product damage resulting from any wet exposure, exterior or extreme temperature applications. Wet exposure is defined as any location where moisture exists unless a wet rated product is used. Exterior location is defined as any location outside of the enclosed, climate-controlled interior of a building. Extreme temperature range is

defined as temperatures below 40°F (4° C) and above 104°F (40° C).

Limited Warranty Terms and Conditions Applicable to ~~FeltWorks~~ SoundScapes Ceiling Components:

This limited warranty is subject to further conditions listed below.

All Armstrong warranties are subject to use under normal conditions. Abnormal conditions include exposure to chemical fumes, corrosive agents (e.g. chlorine), vibrations, presence of standing water, moisture coming into direct contact with the product, such as could result from building leaks or condensation, excessive humidity, direct exposure to heat greater than 158° F, excessive dirt or dust buildup.

What will Armstrong World Industries do?

Subject to the conditions and limitations set out below, and subject to Armstrong's confirmation of product failure after examination following return of the claimed defective product, Armstrong shall deliver, at Armstrong's expense, F.O.B., to the place of installation, new product, of the same or similar type and grade, in an amount equal to that which is determined to be defective. In no event does this limited warranty cover any costs relating to labor, uninstallation, re-installation or fabrication expense or any other direct or indirect loss or expense.

What does this warranty not cover?

Damage which may occur from vibrations, fire, water, freezing temperature, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty. If subject to Abnormal Conditions, the products should be removed immediately and replaced once the conditions are normal. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong. All products should be maintained to avoid excessive dirt of dust buildup or the presence of excessive moisture that would provide a medium for microbial growth.

This warranty does not extend to variations in the natural characteristics of fiberglass, such as deflection, which may be affected by the type of hanging system used.

Additionally, the limited warranty does not apply to any products that have been subject to the following external causes: mishandling, unusual wear and tear, improper specification, failure to maintain according to product usage guidelines; accidents or abuse, alterations or repairs, damage resulting from the failure of a third-party's product, natural variations in dye, natural fading, gauge, texture, and finish, improper storage, alteration, installation, maintenance or service, or product damage resulting from any wet exposure, exterior or extreme temperature applications. Wet exposure is defined as any location where moisture exists unless a wet rated product is used. Exterior location is defined as any location outside of the enclosed, climate-controlled interior of a building. Extreme temperature range is defined as temperatures below 40° F (4° C) and above 120° F (49° C).

Additional Warranty Conditions

Prior to installation, the product must be kept clean and dry and in an environment where the temperature is between 40°F (4°C) and 120°F (49°C). All wet work (plastering, concrete, etc.) must be complete and dry. These temperature conditions must be met throughout the lifetime of the warranty. The SoundScapes product hanging systems must not hang from any commercial ceiling suspension system. The product must not be used to support any other material. The product must not be altered in any way, including field painting.

This product cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the product. Installation of SoundScapes products for interior applications shall be carried out where the temperature is between 40°F (4°C) and 120°F (49°C). These temperatures must be maintained throughout the lifetime of the warranty.

All Armstrong products shall be installed in accordance with written Armstrong SoundScapes installation instructions and/or approved shop drawings in effect at the time of installation, as well as customary Ceilings and Interior Systems Contractors Association (CISCA) practices. Armstrong shall have no responsibility for defective processing or alteration to the products by others after shipment. Any additional mounting parts such as lighting or ventilation facilities shall be suspended separately.

Limited Warranty Claim Process and Additional Terms

How do you get service?

You must notify Armstrong of any product failure covered by this warranty within 30 days of first observation of failure by writing to the following address: Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604, or calling us at 1 877 276-7876. Reference to Armstrong in this section shall mean, for the United States, Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604; and shall mean, for Canada, Armstrong World Industries, Canada, Ltd., 255 Montpellier Blvd., Saint-Laurent, Montreal, Quebec, H4N 2G3.

For SoundScapes Shapes Light Panel products, you must comply with the following steps to formally file a warranty claim:

- Provide a detailed problem description including ~~fixture~~ light panel type, quantity, and number of damaged fixtures;
- Include images of damaged/defective product;
- Include an image of the wiring to the driver and electrical system; and
- In the case of shipping damage, include an image of the fixture within packing materials (must be sent within 30 days of shipment date).

Upon review of this information, if the claim is justified Armstrong will request a return shipment to inspect and test the damage/defective components in person at the factory CSA and UL listed laboratory. Armstrong will provide packing materials and arrange fully paid shipping for the return of fixtures. Armstrong shall determine the cause of failure and reserves the right to be the sole judge as to whether any of the components are defective and covered under this limited warranty. If it is determined that a product returned to Armstrong is not covered by this limited warranty, Armstrong will not return the product unless the sender specifically ~~so~~ requests and pays for all return shipping expenses.

Limitation of Liability

THIS EXPRESS WARRANTY CONSTITUTES THE ENTIRE OBLIGATION OF ARMSTRONG AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER, ANY WARRANTIES THAT MAY ARISE FROM COURSE OR DEALING OR USAGE OF TRADE, AND ALL OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR LABOR. LIABILITY IS LIMITED TO THAT SET FORTH HEREIN AND IN NO EVENT SHALL ARMSTRONG BE LIABLE FOR ANY INSTALLATION OR REMOVAL COSTS, FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, FOR DAMAGES RESULTING FROM THE PURCHASE, USE, MISUSE OR INABILITY TO USE THE PRODUCT, OTHER DAMAGES ARISING

FROM DEFECTS IN THE PRODUCT, OR DAMAGES ARISING FROM PERSONAL INJURY OR PROPERTY DAMAGE.

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 limitations on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

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