

# AcoustAffix® Ceiling Panel Five (5) Year Limited Warranty

Please read the following terms carefully, as they are affected by the installation conditions. Armstrong World Industries 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 World Industries, Inc., and there are no other warranties expressed or implied, including any warranty of merchantability or fitness for any purpose whatsoever.

## What will Armstrong World Industries do?

Subject to confirmation by Armstrong World Industries of such product failure, Armstrong World Industries will deliver, at Armstrong World Industries' expense, Free On Board (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.

## What does this warranty not cover?

- Damage that may occur from vibrations, fire, water, freezing temperatures, accident, or any form of abuse or exposure to Abnormal Conditions 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.
- 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 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. Warranty may be voided when the Field Paintable panels are not painted per the installation instructions.

## These products cannot be used in exterior applications.

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 PURPOSE WHATSOEVER. LIABILITY IS LIMITED TO THAT SET FORTH BELOW AND ARMSTRONG WORLD INDUSTRIES SHALL IN NO EVENT BE LIABLE FOR ANY INSTALLATION OR REMOVAL COST OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PERSONAL INJURY.

Armstrong® AcoustAffix® Direct-Apply panels are warranted to be free from defects in materials or factory workmanship for five (5) years from the date of installation (except for obvious defects in materials or workmanship, of which Armstrong World Industries must be notified within 30 days of the date of installation). This limited warranty is subject to further conditions listed below. All Armstrong World Industries limited warranties are subject to use under normal conditions. Abnormal Conditions include exposure to chemical fumes, vibrations, moisture from conditions such as building leaks or condensation, excessive humidity, or excessive dirt or dust buildup.

## Warranty Conditions

All ceiling products must be installed and maintained in accordance with Armstrong World Industries written installation instructions for that product in effect at the time of installation and best industry practice. 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. Installation of the panels shall be carried out where the temperature is between 32° F (0° C) and 120° F (49° C). AcoustAffix® Direct Apply panels should be installed in areas that are enclosed and where Heating, Ventilating, and Air Conditioning (HVAC) systems are functioning. All wet work (plastering, concrete, etc.) must be complete and dry. The ceilings must be maintained to avoid excessive dirt or dust buildup that would provide a medium for microbial growth on ceiling panels. Avoid applying to a newly painted ceiling. Glossy painted surfaces must be abraded. For painted or sealed surfaces, install a small test area and observe after 12 hours. For plaster ceilings, plaster must be painted, non-chipping, and smooth. 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.

## How do you get service?

You must notify Armstrong World Industries 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 call us at 1 877 ARMSTRONG. 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., 6911 Decarie Blvd., Montreal, Quebec H3W 3E5.

## 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.

