

# ARMSTRONG RHINOFLOOR

Your Armstrong Rhinofloor is guaranteed to give you more peace of mind through the warranties that we offer. Whilst all of our floors are manufactured to the highest standards, Armstrong make a range of performance qualities: in short, the higher the grade of product, the better the performance.

This is reflected in the warranty we offer: the duration of warranty depends on which floor covering you have purchased:

Type of Warranty ▶  Floor covering ▼	The Armstrong Wear Warranty (Domestic Installations)
<b>RHINOFLOOR ELITE, CONTRACT , CONTRACT ACOUSTIC with Rhinogrip®</b> Elegant Woods, Elite Professional, Elegant Tiles, Classic Tiles, Contract Flair and Design, Contract Acoustic	✓ 20 Years
<b>RHINOFLOOR OPTIONS AND ACOUSTIC</b> (Timber Planks, Antique Tiles, Cool Colours, Cool Tiles, Acoustic)®	✓ 15 Years
<b>RHINOFLOOR CHOICE/RHINOFLOOR ASPECTS/ UR Home</b> (Woods, Country Tiles, Urban Tiles and Moderns. Aspects Woods, Aspects Tiles, UR Home Woods and UR Home Tiles) ®	✓ 10 Years
<b>POPULAR CHOICE (Gold) ®</b>	✓ 7 Years
<b>POPULAR CHOICE (Silver and Bronze) ®</b>	✓ 5 Years

## The Armstrong Wear Warranty

More years of guaranteed durability

*Helpful tips on installation and maintenance*

Excessive or abnormal wear is often due to poor installation – Armstrong recommends professional installation of all its floor coverings.

All floors can be damaged by abrasive grit and other matter walked in from outside; prevent such wear by using simple mats at outside doorways (**avoid using mats with rubber backs**).

All floors can get dirty and need cleaning – the amount of routine cleaning required will depend on your household.

Some staining agents are extremely powerful – try to make sure that any spills are mopped up as soon as possible.

All floors can be damaged by matter walked in from outside, particularly tar and asphalt from newly laid roads or driveways; prevent such damage by using simple mats at outside doorways (**avoid using mats with rubber backs**).

ALL FLOORS CAN BE SLIPPERY WHEN WET – TAKE CARE ON WET SURFACES

For further information request a copy of Armstrong's current installation and maintenance literature from your retailer, from Armstrong at the address overleaf or online at [www.rhinofloor.com](http://www.rhinofloor.com).

### The Armstrong Wear Warranty guarantees:

1. That the 'wear-layer' (the solid-vinyl top layer (see diagram) of your cushioned-vinyl floor covering will not wear through within the applicable warranty duration (see above – the number of years covered begins at the date of purchase). NB Only if installed and maintained within manufacturer's guidelines – full details are available at [www.rhinofloor.com](http://www.rhinofloor.com) or from Armstrong at the address overleaf.
2. That the floor covering's structure (which is made up of layers (also see diagram)) will not delaminate (come apart) within the applicable warranty duration.

3. That the floor's surface is not spoiled by manufacturing defects such as printing errors, blemishes, cracks, blisters or foreign matter (if present these are normally noticeable immediately after installation).

We hope this wear warranty will give you all the confidence you need to live with your Rhinofloor with complete peace of mind; we also make clear what is not covered by the warranty – see Armstrong Wear Warranty Limitations below.

### **Armstrong Wear Warranty Limitations**

This warranty essentially guarantees that the floor will not wear out in normal domestic use, however other forms of physical damage are not covered; more specifically the warranty does not cover the following:

- Use of the floor covering in any commercial interior (e.g. a commercial office, health practice or shop); this applies to all grades of product. For more information concerning the use of Armstrong products in a commercial environment please contact Armstrong on: 01642 768600 or write to us at the address given (see Contact Armstrong option on [www.rhinofloor.co.uk](http://www.rhinofloor.co.uk)).
- Use of the floor covering in an outside/external location.
- Defects arising from poor installation: this includes – damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned-vinyl, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discolouration arising from installation next to a source of excessive heat; discolouration caused by 'bottom up' staining (this is staining caused by the sub-floor which may have contained excessive moisture, residual old adhesive or other staining agent – a competent professional installer would prevent such damage); visible trowel marks; Armstrong recommends that any defects thought to be related to poor

installation are referred in the first instance to the retailer from whom the floor covering was purchased.

- Cuts, tears, gouges, burns or damage caused by stiletto or sharp high heels (these will even damage concrete!).
- Sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, etc.
- Minor scratching and loss of gloss or sheen; scuffing.
- Damage or stains caused by asphalt, tar, turmeric, battery acid, bleach or other similar corrosives.

Superficial scuffs from shoes – these may be removed by gently rubbing with a soft cloth.

Gloss / sheen reduction (due to gradual abrasion it may, in time, become desirable to apply a suitable floor polish to heavily used 'traffic lanes' to restore surface sheen)

For other legal conditions of this warranty see 'Other Conditions'.

### Rhinogrip

*New Rhinogrip from Armstrong Rhinofloor provides a surface with a lower potential for slip when wet. It should be carefully noted that all smooth floors can be slippery when wet & care should be taken on wet surfaces.*

Rhinofloor with Rhinogrip is tested in accordance with BS7976 part 2 following the guidelines of the UK Slip Resistance Group. 'Potential for slip rating': 'Low'.

Armstrong floors with the Rhinogrip surface should not be treated with any proprietary floor polish.

For full maintenance and installation instructions visit [www.rhinofloor.com](http://www.rhinofloor.com). Armstrong is not liable for any loss or damages resulting from incorrect installation procedures.

### **Other Conditions**

This offer does not extend to;

Products sold or described as second-hand or grade 2 in quality, or as irregulars, off-goods, remnants, seconds, or any similar description, at time of sale, and excludes minor deviations from samples and printed illustrations.

Damage arising out of installation, improper use and/or maintenance contrary to Armstrong's then current recommendations.

The floor covering must be available for inspection by Armstrong or the retailer if requested.

Refunds will be based on the original cost of the material only, excluding inflationary increases.

Armstrong reserves the right of final judgement of any claim and may disallow claims in certain circumstances.

Distributors, retailers, contractors, house builders, housing associations, and other commercial operators are excluded from claiming.

Claims must be received within the stated duration of the relevant warranty period.

Only Armstrong material costs are covered by this warranty; fitting, labour, delivery and other ancillary costs are excluded.

Armstrong reserves the right to alter or withdraw the warranty at any time.

All warranties described herein are non-transferable.

All warranties described are as far as the law permits in lieu of and exclude all other conditions, warranties and terms whether expressed or implied in respect of the condition of the product, its merchantability or fitness for any particular purpose.

The warranties described are in addition to and do not affect your statutory rights.

Armstrong expressly excludes any liability for consequential losses.