

WoodWorks® Ceiling and Wall Solutions: Interior Applications

One (1) Year Limited Warranty

EFFECTIVE JANUARY 2024

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.

Armstrong® WoodWorks® ceiling and wall panels and WoodWorks custom suspension systems for interior applications are warranted to be free from defects in materials or factory workmanship for one (1) year from the documented date of receipt by the customer. In the case of obvious defects in materials or factory workmanship, the customer must notify Armstrong within 30 days of receiving the products. For WoodWorks ceiling panels installed on standard suspension systems, refer to the relevant grid warranty for Commercial Suspension Systems.

This limited warranty is subject to further conditions listed below.

All limited warranties for Armstrong WoodWorks ceiling and wall panels and WoodWorks custom suspension systems for interior applications are subject to use under normal conditions. Abnormal Conditions include exposure to chemical fumes, vibrations, presence of standing water, precipitation, moisture coming into direct contact with the ceiling or wall, such as could result from building leaks or condensation, excessive humidity, excessive dust, or dirt buildup.

What will Armstrong World Industries do?

Subject to confirmation by Armstrong of such product failure, Armstrong will 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 Armstrong determines to be defective.

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 limited warranty does not extend to product sagging or warping; variations in color, texture, or grain due to natural variation in the characteristics of the wood or veneers; changes in color or fading resulting from direct exposure to sunlight or partial exposure to a light source; any failure or defect caused by the product becoming either overly dry or moist, such as may result by placement of panels directly facing air vents or radiant heat source; or failure to seal full cut wood edges in accordance with Armstrong's installation instructions.

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 AND ALL OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR LABOR. LIABILITY IS LIMITED TO THAT SET FORTH BELOW AND IN NO EVENT SHALL ARMSTRONG BE LIABLE FOR ANY INSTALLATION OR REMOVAL COSTS, OR FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR PERSONAL INJURY.

Warranty Conditions

Prior to installation, the WoodWorks panels and/or suspension system must be kept clean and dry in an environment that is continuously between the temperature and relative humidity levels set out below and not subject to any Abnormal Conditions. To ensure that the WoodWorks ceiling or wall panels have stabilized to the current building conditions prior to their installation, the panels must be placed in an environmentally stable building location for a minimum of 72 hours. Remove plastic wrap to allow panels to acclimatize.

Installation of the products shall be carried out where the temperature is between 50°F (10°C) and 86°F (30°C), and relative humidity levels maintained between 25% RH and 55% RH. These temperature and humidity conditions must be met throughout the lifetime of the warranty. It is necessary for the area to be enclosed and for the HVAC systems to be functioning and in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry.



Armstrong®
World Industries

These products cannot be used in exterior applications

All Armstrong® WoodWorks® products shall be installed in accordance with written Armstrong WoodWorks 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 or product failures arising from a failure to follow installation instructions, shop drawings, or customary CISCA practices. Any additional mounting parts such as lighting or ventilation facilities shall be suspended separately or supported securely by the substructure in accordance with Armstrong World Industries installation instructions.

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 Montpelier Blvd., Saint-Laurent, Montreal, Quebec, H4N 2G3.

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.

