

ROBBINS®

Fine Hardwood Flooring

FLOOR CARE AND PRODUCT WARRANTY GUIDE



Care and Maintenance Guidelines for Robbins® ForEver II™ and ForEver II Satin Finish Floors

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below.

Robbins Recommended Floor Care Products

Armstrong® or Bruce® Hardwood & Laminate Floor Cleaner: For use on all finished hardwood flooring products marketed by Armstrong. A unique cleaner that lifts soil from the surface of the urethane finish without leaving a film.

Simply apply the cleaner onto a clean cloth for cleaning small areas or spray directly onto the floor and use an Armstrong or Bruce swivel-head mop with cloth cover for cleaning the entire area.

Armstrong or Bruce Hardwood & Laminate Cleaning System: An all-in-one, easy-to-use, quick-cleaning kit for all urethane-finished hardwood and laminate floors. Kit includes one spray bottle of Hardwood & Laminate Floor Cleaner; one large, swivel-head mop that collapses for easy reach under furniture and appliances; and one cloth mop cover that is both reversible and machine washable.

Bruce Hardwood & Laminate Microfiber Cleaning System: An all-in-one, easy-to-use, quick-cleaning kit for all urethane-finished hardwood and laminate floors. Kit includes one spray bottle of Hardwood & Laminate Floor Cleaner; one swivel-head mop with telescoping pole that collapses for easy reach under furniture and appliances and two microfiber mop covers.

Armstrong or Bruce Replacement Mop Covers: Each pack contains two soft, absorbent, terry cloth covers, elastic-fitted for quick and easy replacement on the swivel-head mop. Covers are reversible and machine washable.

Bruce Microfiber Cleaning System Replacement Mop Cover: Each pack contains one soft, absorbent, microfiber cover.

Armstrong Restore or Bruce Fresh Finish: An easy do-it-yourself touch-up for all pre-finished urethane hardwood floors. A great alternative to sanding and recoating, it restores the original gloss level of your floor even after years of traffic and wear. Available in two gloss levels – regular gloss for semi to high gloss floors and low gloss for ultra low to low gloss floors.

Touch-Up Kit: Used for blending scratches and nicks on urethane-finished floors. The kit contains touch-up markers and filler sticks that blend with the factory-finished stains plus complete instructions and materials to easily repair many problems.

Acrylic Filler: Designed to conveniently fill gaps, small openings and broken edges. Simply apply the material on the area to be repaired and wipe away excess with a damp towel.

Armstrong or Bruce Floor Protector Pads: For use on the feet of furniture and appliances to guard against scratching, abrasion and indentations.

Initial Care:

Following installation, clean the floor by sweeping, dust mopping or vacuuming and use Armstrong or Bruce Hardwood & Laminate Floor Cleaner. If the floor was glued down, remove any residual adhesive with Armstrong Adhesive Cleaner.

Ongoing Routine Care and Maintenance:

1. **NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
2. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
3. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
4. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Move area rugs occasionally as they block sunlight and may give the appearance of discoloring under the rug.
5. Keep animal nails trimmed to minimize finish scratches.
6. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
7. Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
8. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently “walk” the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.

9. Use protective casters/caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
10. Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them. Use Armstrong or Bruce floor protector pads or protective caster/caster cups on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
11. Keep the relative humidity in your home between 35% and 55%.
12. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
13. Vacuum, sweep or dust-mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. An Armstrong swivel-head mop with terry cloth cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors..
14. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Armstrong Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
15. Regularly clean the floor with Armstrong Hardwood & Laminate Floor Cleaner using the recommended swivel-head mop with cloth cover. Spray the floor cleaner directly onto the floor or on the mop cover. **DO NOT** allow excess cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.

Quick Fix Tips

Spots caused by Food/Water/Animals

- Apply Armstrong or Bruce Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with odorless mineral spirits, followed by cleaning with Armstrong or Bruce Hardwood & Laminate Floor Cleaner.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Armstrong or Bruce Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with odorless mineral spirits, followed by cleaning with Armstrong or Bruce Hardwood & Laminate Floor Cleaner.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Armstrong or Bruce Hardwood & Laminate.

Minor Abrasions/Scratches

- Use an Armstrong Touch-Up Kit or Armstrong Acrylic Filler; that blends with your factory stained floor color to make minor repairs. In smaller areas.
- Apply Armstrong Restore Hardwood Floor Finish or Armstrong Restore Low Gloss Hardwood Floor Finish to recondition larger areas.

Chips, broken edges and gaps

- Blend area with appropriate Armstrong touch up pen or fill stick from an Armstrong Touch-Up Kit or the appropriate Armstrong Acrylic Filler.

Deep Scratches/Gouges

- Individual planks, strips or parquets that are heavily gouged or damaged may be repaired with Armstrong Acrylic Filler or Armstrong Touch-Up Kit. Major damage will require board replacement.
- If needed, the entire floor can be refurbished by applying one or more coats of Armstrong Restore Hardwood Floor Finish or Armstrong Restore Low Gloss Hardwood Floor Finish.

Warranty

Who is Covered?

All warranties in this Limited Warranty Guide are given only to the original retail purchaser of our product. Our warranties are not transferable.

What is Covered and For How Long?

The limited warranties described in this guide are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after February 17, 2010. All warranties run from the date of retail purchase for the applicable period described in this guide.

What Are You Responsible For Under Our Warranties?

To be covered under our warranties (except under the Pre-installation Defects Warranty) you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring. To be covered under our Subfloor Moisture Protection Warranty, keep your proof of pre-installation moisture test results and sales slip confirming use of our recommended adhesives and Armstrong S-135 VapArrest Professional Moisture Retardant System. To be covered under our warranties when installing over a radiant-heated subfloor, keep the flooring surface at or below 85° F (29° C) and the relative humidity between 35% and 55%. You must also properly care for your new floor using our easy-to-follow maintenance instructions within this brochure. We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with our flooring products may damage your floor and void this warranty.

What Will We Do If Any Of The Covered Events Occur?

If any of the covered events listed in this guide occurs within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor; at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less based on the following schedule:

First two years of warranty period: labor reimbursed at 100% of reasonable and customary charges. Three to five years of warranty period: labor reimbursed at 50% of reasonable and customary charges.

These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture.

For our products with the Subfloor Moisture Protection Warranty, we will replace or repair (as specified above) such flooring no more than once, which is your exclusive remedy under this warranty. If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our hardwood floors.

These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

What Is Not Covered By These Warranties?

- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as: (see Care and Maintenance Guidelines)
 1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including without limitation, those caused by pets.
 2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging objects across the floor without proper protection).
 3. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required (see Care and Maintenance Guidelines).
 4. Damage caused by caster wheels or vacuum cleaner beater bars.

5. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- Splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs **during** or **after** the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35% - 55%.
 - Wood flooring installed in full bathrooms with a shower or tub.
 - Damage caused by fire, flooding, and other natural disasters and Acts of God.
 - Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra Violet rays (which may cause oxidation of finish/stain) is not considered a defect. Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, and Merbau are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
 - Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material.
 - Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
 - Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
 - Noises including, but not limited to, squeaks, popping, etc.
 - A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
 - Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board.
 - Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
 - Products designated as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "rustic," "close-out," "off-goods" or "non-standard." Such products are sold "AS IS."
 - Floors that are installed in other than owner-occupied or tenant-occupied residences.
 - Commercial installations of residential products.
 - Construction or installation-related damage.
 - Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
 - Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

What Is Excluded From These Warranties?

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF

MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

What Should You Do If You Have A Problem?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong Floor Products Claim Center
 P. O. Box 3001
 Lancaster, Pennsylvania 17604-3001
 1 800 233 3823

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event that your claim is not resolved within 30 days, please contact the Armstrong Floor Products Claim Center indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under these warranties.

Lifetime Structural Integrity Warranty (1)
Residential Finish Warranty (in years) (2)
3 times Sanding Warranty (3)
1 time Sanding Warranty (3)
Adhesive Bond Warranty (3)
Subfloor Moisture Protection Warranty (4)
Pre-installation Defects Warranty (5)
Suitable for Radiant-Heated Subfloors (6)

25-YEAR

ENGINEERED									
Artesian Classics™ Collection	x	25			x	x	x	x	x
Bretton Forest™ Maple	x	25			x	x	x	x	x
Fenton Crest™ Collection	x	25			x	x	x	x	x
Fifth Avenue™ Plank	x	25	x		x	x	x	x	x
Halifax™ Hand-sculpted Collection	x	25			x	x	x	x	x
Handford™ Collection	x	25			x	x	x	x	x
New Traditional™ Plank	x	25	x		x	x	x	x	x
Passaggiata™ Collection	x	25	x		x	x	x	x	x
Urban Exotics™ Collection	x	25			x	x	x	x	x

SOLID									
Ascot™ Plank	x	25	x					x	
Ascot Strip	x	25	x					x	
Gatsby™ Collection	x	25						x	
Urban Exotics™ Solid Collection	x	25	x					x	

15-YEAR

ENGINEERED									
Ashcroft™ Plank	x	15			x	x	x	x	x
Austin Plank®	x	15		x	x	x	x	x	x
Huntington Plank®	x	15	x		x	x	x	x	x

SOLID									
Warren™ Plank	x	15	x					x	
Warren Strip	x	15	x					x	

Footnotes

- (1) We warrant that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor.
- (2) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.
- (3) We warrant to you (the original purchaser) that the covered products may be professionally sanded and refinished at least (3) times or (1) time as specified by product if proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org). Sanding voids (2). Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.
- (4) We warrant to you (the original purchaser) that, each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines. For residential installations, the adhesive bond warranty will remain in effect for as long as you own your floor.
- (5) **Residential Warranty for Armstrong S-135 VapArrest**
 We warrant that, when the Armstrong S-135 VapArrest Professional Moisture Retardant System is used in conjunction with our recommended urethane adhesives for each of the covered hardwood flooring products, will not release from the subfloor for as long as you (the original purchaser) own your floor. A pre-installation moisture test is not required, provided that the subfloor is visually dry before installation and all other installation instructions are followed. This is a one-time repair and replacement warranty only.

- (6) We warrant that the covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by our warranties. The pre-installation warranty expires upon installation.
- (7) Floors installed over radiant heated subfloors, but not indicated as suitable for radiant heat, will void all warranty coverage

Armstrong Customer Relations and Technical Services:
1 800 233 3823
www.robbins.com

PLEASE SEND CORRESPONDENCE TO:
Customer Relations and Technical Services
Armstrong World Industries, Inc.
PO Box 3001
Lancaster, PA 17604-3001