

SoundScapes® Ceiling and Wall Solutions

One (1) Year Limited Warranty

EFFECTIVE JULY 2023

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.

Armstrong® SoundScapes® Shapes Acoustical Clouds and SoundScapes Blades Linear Acoustical Panels are warranted to be free from defects in materials or factory workmanship for one (1) year 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.

What will Armstrong World Industries do?

Subject to confirmation by Armstrong World Industries 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 is determined to be defective.

What does this warranty not cover?

All Armstrong World Industries warranties are subject to use under normal conditions. Abnormal conditions include exposure to chemical fumes, corrosive agents (e.g. chlorine) vibrations, moisture from conditions such as building leaks or condensation, excessive humidity, or excessive dirt or dust buildup.

Damage that 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.

All Armstrong World Industries 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. Contact 1-877-276-7876 for an additional copy or visit the commercial ceilings web site at www.armstrong.com. All products must be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth.

These systems cannot be used in exterior applications, where standing water is present, or where moisture will come in direct contact with the product. 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.

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.

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 Shapes 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.

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 1 877 276-7876.

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 do you get service?

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.

