

Armstrong Integrated Lighting + WoodWorks® Ceiling Systems

Five (5) Year Limited Warranty



EFFECTIVE JANUARY 2026

This warranty is applicable solely when **Armstrong Integrated Lighting** products and **WoodWorks® ceiling and wall** products are installed together as an integrated system. If WoodWorks ceiling and wall products are installed independently—without Armstrong Integrated Lighting products—the standard **one (1) year WoodWorks Interior Applications warranty** shall apply.

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.

When installed together as a system and used under normal conditions, Armstrong Integrated Lighting products and Armstrong WoodWorks ceiling and wall products and WoodWorks custom suspension systems for interior applications are warranted to be free from defects in materials or factory workmanship for five (5) years 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. Claims made under this limited warranty must be made within thirty (30) days of observing the alleged defect and, in any event, must be submitted to Armstrong no later than five (5) years after the documented date of receipt of the product by the customer. For WoodWorks ceiling and wall products installed on standard suspension systems, refer to the relevant grid warranty for Commercial Suspension Systems. For WoodWorks ceiling and wall products not installed as a system with Armstrong Integrated Lighting products, refer to the standard one (1) year WoodWorks Interior Applications warranty.

Limited Warranty Terms and Conditions Applicable to WoodWorks Ceiling System Components:

This limited warranty is subject to further conditions listed below.

All limited warranties for Armstrong WoodWorks ceiling and wall products and WoodWorks custom suspension systems are for interior applications only and 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. In no event does this limited warranty cover any costs relating to labor, uninstallation, re-installation or fabrication expense, or any other direct or indirect loss or expense.

What does this 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 products directly facing air vents or radiant heat source; or failure to seal full cut wood edges in accordance with Armstrong’s installation instructions.

Warranty Conditions

Prior to installation, the WoodWorks ceiling and wall products 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 and wall products have stabilized to the current building conditions prior to their installation, the products must be placed in an environmentally stable building location for a minimum of 72 hours. Remove plastic wrap to allow products 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.

These products cannot be used in exterior applications.

All Armstrong® WoodWorks® ceiling and wall products must 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 must be suspended separately or supported securely by the substructure in accordance with Armstrong installation instructions.



Limited Warranty Terms and Conditions Applicable to Armstrong Integrated Lighting Ceiling System Components:

This limited warranty is subject to further conditions listed below.

Fixture installation must be performed by a licensed electrician or under the supervision of a licensed electrician and per the installation instructions included with the fixture shipment. The limited warranty does not apply to any product damages resulting from any wet exposure, exterior or extreme temperature applications. Wet exposure is defined as any location where moisture exists unless a wet rated product is used. Exterior location is defined as any location outside of the enclosed, climate-controlled interior of a building. Extreme temperature range is defined as temperatures below -20 °C and above +40 °C.

Additionally, the limited warranty does not apply to any products that have been subject to the following external causes: mishandling, unusual wear and tear, improper specification, failure to maintain according to product usage guidelines; accidents or abuse, alterations or repairs, damage resulting from the failure of a third-party's product, natural variations in dye, natural fading, gauge, texture, and finish, improper power supply, power surges or dips, control systems that are beyond the specified limits of the products, and improper storage, alteration, installation, maintenance or service.

To confirm cause of damage, the defective product must be returned to Armstrong within 30 days of claim. Labor costs for removal, re-installation, or any additional time incurred are not covered under this limited warranty. If Armstrong chooses to replace the product and is not able to do so because it has been discontinued or is not available, Armstrong may replace the product with a comparable product. If requested, the non-conforming or defective products shall become Armstrong property as soon as they have been replaced.

What will Armstrong World Industries do?

Subject to the conditions and limitations set out below, and subject to Armstrong's confirmation of product failure after examination following return of the claimed defective product, Armstrong shall have the option at its sole discretion to either (1) replace the product, (2) repair the product per the following terms and conditions or (3) refund the original purchase price. In no event does this limited warranty cover any costs relating to labor, uninstallation, re-installation or fabrication expense or any other direct or indirect loss or expense.

What does this limited warranty not cover?

Damage which may occur from mishandling, unusual wear and tear, improper specification, failure to maintain according to product usage guidelines; accidents or abuse, alterations or repairs, damage resulting from the failure of a third-party's product, natural variations in dye, natural fading, gauge, texture, and finish, improper power supply, power surges or dips, control systems that are beyond the specified limits of the products, and improper storage, alteration, installation, maintenance or service.

Limited Warranty Claim Process and Additional Terms

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

For Armstrong Integrated Lighting products only, you must also comply with the following steps to formally file a warranty claim:

- Provide a detailed problem description including fixture type, quantity, and number of damaged fixtures;
- Include images of damaged/defective product;
- Include an image of the wiring to the driver and electrical system; and
- In the case of shipping damage, include an image of the fixture within packing materials (must be sent within 30 days of shipment date).

Upon review of this information, if the claim is justified Armstrong will request a return shipment to inspect and test the damage/defective components in person at the factory CSA and UL listed laboratory. Armstrong will provide packing materials and arrange fully paid shipping for the return of fixtures. Armstrong shall determine the cause of failure and reserves the right to be the sole judge as to whether any of the components are defective and covered under this limited warranty. If it is determined that a product returned to Armstrong is not covered by this limited warranty, Armstrong will not return the product unless the sender specifically so requests and pays for all return shipping expenses.

Limitation of Liability

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, ANY WARRANTIES THAT MAY ARISE FROM COURSE OR DEALING OR USAGE OF TRADE, AND ALL OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR LABOR. LIABILITY IS LIMITED TO THAT SET FORTH HEREIN AND IN NO EVENT SHALL ARMSTRONG BE LIABLE FOR ANY INSTALLATION OR REMOVAL COSTS, FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, FOR DAMAGES RESULTING FROM THE PURCHASE, USE, MISUSE OR INABILITY TO USE THE PRODUCT, OTHER DAMAGES ARISING FROM DEFECTS IN THE PRODUCT, OR DAMAGES ARISING FROM PERSONAL INJURY OR PROPERTY DAMAGE.

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.

