



Australian Hardwood Flooring and Decking ^{CO}

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Engineered Timber Flooring Warranty

Instructions, tips and general information about engineered timber flooring:

All floor coverings will show signs of wear over a period of time depending on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor. Here are a few tips to help maintain your floor:

- Sweep with soft broom or static mop or vacuum regularly. Use a “soft” vacuum head to remove grit and abrasives. Do not use a bucket and mop or use too much water on the floor. Do not use a steam mop. Do not use any bleach, ammonia or caustic cleaners to clean the floor.
- Mop using a slightly damp mop with warm water mixed with a PH neutral floor cleaning detergent.
- Use “breathable” woven fabric rugs at entry points and in high traffic areas to collect grit in conjunction with externally placed floor mats. Grit crushed underneath shoes creates the most wear to a floor surface.
- Ensure all furniture legs and bases are covered in thick felt or rubber stoppers to avoid scratching. Do not drag heavy furniture over floors. Frequently check and replace felt or rubber stoppers.
- Placing dirt-trapping mats at all external entrances will help to keep dirt and grit off the flooring, as well as absorb excess moisture.
- Keep pet’s nails trimmed.
- Understand that stiletto and sharp items including heels will leave marks and damage the floor.
- Remove all spills as soon as they occur.
- Timber flooring will require maintenance to keep its look. Re-coating your flooring will be required using approved coatings as the flooring starts to dull, show dull spots or show signs of wear. This is mostly required every few years, depending on the traffic levels and is usually undertaken by professional floor sanders using appropriate water based products. Please note that non-approved floor coating products can lead to flaking of the coating and damage the surface of the timber.

This warranty is conditional on:

- Installation – The product is to be installed by an accredited flooring installer, in strict accordance with the current written installation instructions (please ask your retailer for these specific guidelines) and in accordance with professional installation guidelines and Trade Practices Act 1974.
- With either Glue-Down or Floating installations the sub floor must be level as per AS 1884 – 1985 section 2.1 & 2.2 or relevant new standards. We recommend the subfloor to be within 3mm over 3 meters. In these instances the underlay or adhesives must be of reasonable quality.
- If being installed over bearers and joists the exposed underside of the floor must be treated prior to application with a suitable moisture sealer of reasonable commercial quality onto the underside of the board.
- Wet Areas - The product is not suitable for installation in areas such as bathrooms, saunas, laundries or any other areas in which high levels of steam or moisture are present.
- Maintenance – Care guidelines must be adhered to.
- Non-assignment – The warranty is limited to the original purchaser only and may not be assigned or transferred.
- Full payment, the warranty becomes effective when full payment for the product has been received.
- Indoor interior use only – This warranty only covers products used indoors for residential purposes only.

Limited Structural Warranty:

Australian Hardwood Flooring & Decking Co engineered flooring is provided with a 7 Year structural warranty from the date of original purchase. This warranty, to the original purchaser only warrants that the product will not delaminate, warp or twist subject to the conditions of the warranty and exclusions throughout. The planks must be inspected prior to installation, and any planks deemed not fit for service should not be installed and will not be covered by the



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warranty. Due to the variable climate conditions within Australia, planks may display slight bowing and twisting once removed from packaging, however this is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatization. After installation, certain cupping, doming and gapping issues could be considered site related issues and will not be covered by this warranty. The structural warranty is subject to the conditions of the warranty and general exclusions throughout.

Limited Surface Warranty:

Australian Hardwood Flooring & Decking Co engineered flooring is provided with a 20 year limited residential wear warranty and a 5 year limited commercial wear warranty that guarantees that the surface will not wear through during this warranted period, under normal domestic conditions of use. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Gloss reduction, indentations and scratches caused by regular traffic are not considered wear through.

General Exclusions: This warranty does not cover damage to the floor caused by any of the following:

- Water damage caused by flooding or rainwater runoff as a result of a storm or other act of god.
 - Water damage from leaking, discharging or overflowing water or liquids at the installation location.
 - Use of improper cleaning products including but not limited to steam mops, bleach, ammonia based cleaning products, other floor stripping products or unauthorized cleaning products.
 - Spillage of corrosive, chemical or other substances including urine.
 - Failure to clean and maintain the floor in accordance within the guide set above.
 - Moisture ingress from internal or external sources that results in coating or plank deformity is not covered by this warranty.
 - Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by this warranty.
 - Damaged caused by insufficient protection from furniture.
 - Damage caused by sharp items such as stiletto or spiked heeled shoes.
 - Damage caused by pets.
 - Damage caused from any use other than normal domestic conditions of use.
 - Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
 - Not being installed as outlined in the current installation instructions. Faulty or defective workmanship caused by the floor installer.
 - Improper or unauthorized alterations or repairs to the original manufactured product.
 - Noises (squeaks etc.) associated with anything other than the manufacturing of the flooring.
 - Changes in appearance, including damage caused by the sun or its UV rays.
 - Damage caused intentionally, recklessly, negligently or by accident will not be covered by this warranty.
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- Variation – This warranty does not cover variation in the appearance of the floor. Samples displayed or provided are indicative only and are within normal industry standards, and no warranty is given that such samples will match the supplied product. Variations include and are not limited to colour, tone, knots, gum / sap marks and grain, which will occur naturally. These natural variations are usually present in timber, and are not considered defects and will not form the basis of any claim under this warranty.



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- Raised board edges, cupping, doming, bowing, and other movement related issues throughout the flooring are caused by issues related with installation or the installed environment which is not controlled by the manufacturer, and are specifically excluded from this warranty.
- Under-floor heating – The product is not suitable to be installed over under-floor heating. The supplier recommends timber flooring should not be installed over under-floor heating. No warranty will be given in relation to any such matters.
- Extreme conditions – damage caused by excessive heat, dryness or moisture. Relative air humidity must be in the range of 35% - 55%. Should the relative air humidity go below 35% or above 55%, small cracks (checking), delaminating, and/or cupping may occur and this is not warranted. Using a humidifier or dehumidifier is recommended to maintain necessary humidity levels and help with product longevity.
- Timber may also experience some surface checking (hairline cracks) this too is part of all natural products and will not be covered by warranty.
- Australian Hardwood Flooring & Decking Co products are designed to be installed for internal flooring purposes only. These products are not designed for external use.
- Installation of boards that had a visual or audible effect at time of installation.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately leveled.
- This warranty does not cover insect infestation once the product has left the warehouse.
- Once flooring has been installed, it is considered that site matters such as substrate suitability and the product have been accepted by the installer / contractor. The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions.

A written notice must be received by the supplier within 30 days of discovery of any defect in the product, along with proof of purchase (date), the identity of wholesaler or retailer and the location of installation. The supplier will acknowledge within 60 days of the receipt of written notice and must be given the opportunity to inspect the floor prior to any repair or replacement is to take place. Additional time may be required if an independent expert opinion is required. Australian Hardwood Flooring & Decking Co must be given the opportunity to inspect the floor prior to any warranty repairs being undertaken.

Any rectification works covered by this warranty will not be covered without written approval by Australian Hardwood Flooring & Decking Co and if undertaken without approval will void this warranty. A minimum of 10% of the total installed surface area, visible from a standing height, must be affected for the warranty to apply. The expectations of the person making the complaint must be in line with what is considered fair and reasonable by the Australian timber flooring industry.

If the product has been proven to become faulty after installation, Australian Hardwood Flooring & Decking Co at its option will either; supply a replacement product from the current range or parts to repair or replace the defective product or refund the purchase price of the defective product prorated over the remaining life of this warranted period.

Note:

- Engineered oak flooring will continue to expand and contract during normal seasonal temperate and humidity changes. The product, when properly installed, may experience slight expansion and contraction during normal



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seasonal temperature and humidity changes, which is normal. More excessive movement due to extreme weather conditions will not be covered by this warranty.

- Planks should not be unpacked overnight and or left loose prior to install.
- Expansion trims and gaps (including perimeter gaps) should be installed as required. Board separation may occur due to inadequate perimeter spacing.
- Heavy objects and furniture should not be situated on any floating floor installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking and possible failure.

Limitation of Liability:

- Except for the costs incurred by the seller in repairing or replacing the flooring or by refunding the purchase price, Australian Hardwood Flooring & Decking Co will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs, damages arising from loss or use of the goods, damages for physical inconveniences, any indirect, special or consequential damages or injury to any person, corporations or other entity.
- If any Goods supplied to the Buyer as a 'consumer' within the meaning of the term in the Australian Consumer Law as amended or relevant state legislation, the Buyer will have the benefit of certain non-excludable rights and remedies in respect of the Goods and nothing in these terms and conditions excludes or restricts or modifies any condition, warranty, right or remedy conferred by law. If the Goods are a product not ordinarily acquired for personal, domestic or household use or consumption, pursuant to section 64A of the Australian Consumer Law, H&S limits its liability to payment of an amount equal to the lowest of: (i) the cost of replacing the Goods or supplying equivalent Goods, (ii) the cost of repair of the goods and (iii) the cost of having the Goods repaired or replaced.

