

25 Year Warranty

LIFE TIME STRUCTURAL WARRANTY

Offer you a Lifetime Structural Warranty.

Warrants that, under normal residential conditions and with proper maintenance, our products will be free of structural defects such as delamination, twisting and deformation. ***This warranty does not cover surface wear.***

25 Year Warranty on Wear Layer

Offers a 25 year warranty on timber face wear layer.

Warrants that, under normal residential conditions and with proper maintenance, our multi-coat Aluminum Oxide coating system will not wear through within 25 years. Gloss reduction and scratches are not considered wear through and are therefore not covered by this warranty.

These warranties are offered under the following conditions:

Installation - is to be installed in strict accordance with the current written installation instructions.

Wet Areas - is not to be installed in bathrooms, saunas, laundries or any other area in which high levels of steam and or moisture is present.

Maintenance - should be maintained in strict accordance with our current written maintenance instructions. Use of cleaning agents such as oils, ammonia-based cleaning liquids, steam mops, etc, will void warranties.

Limited warranty

The structural and wear warranties for as stated above are limited to the original purchaser and may not be assigned or transferred. In the case where a builder make the purchase, this warranty is limited the owner of the floor 1 year after practical completion of works.

Structural and wear warranties are subject to the condition that the flooring is suitable for indoor areas and is to be installed and used in accordance with installation instructions and maintenance instructions.

Exclusions to warranty - The Following are excluded from these warranties.

Color Variation

Timber based flooring is a natural product and color variation will be a part of the natural beauty of wood. Cut samples, panels, website images and brochures displayed and or provided are indicative only and will not match the floor installed. Other variations will also occur such as small knots, grain variations, gum/sap marks and mineral marks. All variations are normal and not considered defects; therefore do not form part of these warranties.

Improper installation

to be installed in strict accordance with the current written installation instructions.

Improper installations shall void all warranties. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any materials installed, which has visible defects or damage prior to installation of boards. We will not be responsible for damages due to poor installation, transportation or storage. All products must be stored indoors at room temperature and protected from the elements.

Subfloor Heating

Will provide warranty if subfloor heating is used, only if all the conditions as stipulated below in the UNDERFLOOR HEATING AND REQUIREMENTS are observed and implemented.

Improper maintenance

Should be maintained in strict accordance with the maintenance instructions. Use of unauthorized cleaning products and agents such as oils, ammonia-based cleaning liquids, steam mops etc, will void all warranties.

Extreme Conditions

The humidity level in the home must be in the **30-65%** range throughout the year using humidifiers or de-humidifiers when appropriate. Floors subjected to humidity levels outside the recommended range can cause checking (small cracks in the surface of the timber and or coating). Checking is not considered a product defect and is not covered by the warranties.

Abuse or Misuse

These warranties do not cover indentations, scratch damage caused by negligence or damage caused by high heel shoes, furniture or equipment, pet claws, pebbles or sand.

Water Damage

These warranties do not cover damage caused by moisture penetration through the subfloor, flooding, leaking in plumbing, overflowing hydrostatic pressure or other similar water damage.

Alterations or Repairs

Alterations to the flooring will void any and all except implied warranties. No warranty is provided to cover repairs. Resurfacing and repairs or replacements shall not extend the warranty period.

Reinstallation

If choose to replace or reinstall warranted planks, the following applies.

Unless expressly provided in the warranty description herein, **We are** not obligated to provide for, or to incur the costs of, repair or reinstalling defective flooring, or resurfacing or refinishing the replaced surrounding flooring. An obligation to replace or repair does not extend to any sub flooring material, adhesives, supplies or other items consumed in the course of removal, installation or refinishing.

Insect Infestation

These warranties do not cover any insect infestation once the product has left the factory. The product leaves the factory free of insect infestation.

Liability Limitations

Be intended for use in residential settings with light to normal traffic conditions.

This statement of warranty is the only warranty, expressed or implied provided by for this product.

This warranty does not apply to any products designated or sold as B Grade, which is sold "as is"

Except as stated herein, no other warranty, expressed or implied is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No Agreement to repair or replace shall in any event act to extend the period of coverage of any warranty period.

Under no circumstances shall **we** be liable or in any matter responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from a special, indirect, incidental, or consequential damages, including without limitation, lost profits, emotional, multiple, punitive or exemplary damages or attorneys fees, even if **the** representatives have been advised of the possibility of such damages before the sale.

In no event shall **we** be obliged to cover the costs of old or new materials other than **our** brand product, and any warranty thereto is limited to the warranty, if any, provided by us. In no event shall the liability exceed the amount of defective materials issued by the distributor, sales representative, builder, installer and or retailer. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered. All claims must be made in writing, and must include evidence of the purchase date

and the identity of the original purchaser and installation location; without such proof, no warranty coverage will apply.

This warranty gives you specific legal rights and you may have other rights, which vary, from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such events, the exclusion or limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you. To obtain services under these warranties, start with the source where you have purchased your flooring.

MAINTENANCE GUIDE INFORMATION

Here are some simple guidelines for a successful laying and caring for timber floors.

TIPS BEFORE LAYING YOUR TIMBER FLOORING

- Follow laying instructions provided diligently and carefully for best results.
- Wood is a natural product with natural variations of color, grains and characteristics; this must be expected from the species and products that you have chosen. Please ask for further explanation from your sales assistant.
- Unopened packs of parquet flooring must be left in the room to be installed for at least 24 hours prior to installation to help acclimatize and stabilize the flooring. This will ensure the limiting of bowing.
- MOISTURE CONTENT (MC) OF SUBFLOOR must be checked prior to laying of timber flooring. If the subfloor is a concrete base, a simple method to determine the MC is to tape (duct tape) a nylon sheet (trash bag) to the subfloor and wait a day or two. If there are water droplets or condensation visible under the sheet, it means that the subfloor has a high MC and is not ready for timber flooring. Ask your sales assistant for methods to assist you in solving this issue.
- Ensure that the subfloor is completely flat prior to installation. If there are any irregular heights on the subfloor, it possible that slight creaking might happen (Creaking is not a fault but is quite irritating). To stop this, ask your layer or sales assistant to help level the subfloor.
- If it is required (i.e. the area to be laid is susceptible to water logging) a good humidity barrier should be used over the subfloor (ensure that the subfloor is suitably dry, especially when the concrete subfloor is newly laid).
- Wood is a living material that swells if their moisture or humidity rises, and shrinks if their moisture or humidity is lowered. These not only show that your floor is a natural product, but can also lead to some irreversible deformation of the floor if the room climate and humidity is left too high or too low for an extended period of time. This can particularly happen if e.g. - in the wintertime - the humidity (RH) in a heated room goes below the specified 45 %. In this case, you should install an Air Humidifier in order to prevent damages to your floor. The same may also be necessary with Air Conditioned room.
- Respect the expansion joints, especially if the installation is in a building subject to great climate span.

• Please be advised: Due to the nature of the following timber species, we STRONGLY ADVISE these species NOT be used as flooring with under-floor heating. These species include: Kempas, Maple, Jatoba (Brazilian Cherry), Cumaru (Brazilian Teak), Santos Mahogany, and Beech. Any warranty claims arising from using the above species on under-floor heating will not be entertained.

MAINTENANCE TIPS

Below is a simple list that will help you take care of your parquet floors to last a floorings lifetime.

Our timber surface layer is protected by 7 tough but flexible layers of UV Cured Urethane with Aluminum Oxide. To keep your floor looking like the first day it was laid, strictly follow the guidelines below.

You must:

1. Use Grit Removal Mats at all external doors
2. Use Wear Mats at heavy traffic areas such as Main entrance, Dining area, etc. Do not use mats with rubber base as it may leach and stick onto the wood flooring.
3. Best way to keep your floor clean is to either sweep or vacuum the floor to remove any loose grit or dirt. Ensure that the vacuum suction head has felt strips to avoid scratching the floor. You may then use static mops daily to get rid of dust layer on the floor.
4. Do not use Thinner or solvent liquid to clean parquet flooring.
5. Periodically (monthly or bi-weekly) clean the floor using commercial cleaners specially prepared for timber flooring. Carefully read and follow directions on the package. Normally these cleaning solutions are applied by using a mist spray bottle and removed with an active fibre mop.
6. If you need use a mop to clean the floor, ensure the mop is well wrung to remove all the moisture. The mop must be dry enough that the moisture on the floor should be able to evaporate in a minute of mopping.
7. Never use steam mops to clean your timber flooring it will severely damage the coating and floor.
8. If there is a spill, immediately soak up the spilled liquid with absorbent paper towels, and dry it. Do not allow the liquid to pool and seep into the joints of the flooring.
9. For spot cleaning and general cleaning avoid using normal household cleaning products or scouring pads. These damage the floor surface.
10. Felt pads should be placed under all furniture to avoid scratching the timber floor. Refrain from sliding or rolling any furniture or appliances across timber floor as it may scratch and damage the surface. If a trolley is used, line the floor with protective material along the trolley path.
11. If shoes are worn indoors, be aware that spiked heels or shoes with damaged soles can cause severe damage to the timber flooring. You may want to place runner mats or rugs along high traffic areas.

12. Carpets or floor covering mats should not be placed immediately on to the timber flooring. Timber flooring will change over time and equalizes to its surroundings. Allow for 8 to 12 weeks before any carpets are placed to avoid color differentiation.

13. If you have animals indoors, ensure that their nails are properly trimmed and that any urination or defecation is promptly cleaned and area immediately dried.

14. On a regular basis, you may use commercial products such Bona Hardwood Floor cleaner or other Hardwood Floor cleaner. Follow manufacturer's instructions and test the products in a hidden corner prior to application on the whole floor.

15. Ensure that you flooring is not exposed to excessive direct sunlight, as UV light will cause some timber to change color. Place sheers or thin curtains to diffuse the UV rays.

16. Finally it is best to maintain the area of the flooring within the relative humidity level of 30% to 65%. This way the wood is kept in ideal level to avoid any stress to deform. If you live in a dry climate, increase the relative humidity by adding a humidifier in the area or potted indoor plants. If you live in a wet climate a dehumidifier works best.

Timber is natural material, which will continue to 'breathe' throughout its life by absorbing and releasing moisture from the surrounding environment. As a result of the above, some movement and change in the surface timber will occur. This is NORMAL and may include checking or fine cracks on and between boards. This movement can be kept to a minimum by avoiding extremes in temperature and humidity. (Please read and understand laying instructions carefully for further detailed care about temperature, Environment Moisture Content (EMC) and underfloor heating.) Your factory prefinished timber flooring was designed and produced to provide you with a beautiful floor with least amount of maintenance. It can be walked on almost immediately after installation. If due care and maintenance is carefully followed, your chosen timber flooring will last a very long time and will continue to be as beautiful as the first day it was installed.

UNDERFLOOR HEATING AND REQUIREMENTS

Engineered timber flooring can be used with underfloor heating only under specific and specialised conditions. Both electrical and water heating systems can be used equally with no significance in variation of effects to the wood floor, however certain parameters have to be established prior to installation and during the daily running of this heating This warranty covers all products with thickness of 14.5mm, 18mm and 22mm products with the exclusion of certain species mentioned below.

As general requirements:

- 1) The heating system cannot exceed 80W/m².
- 2) The heating system MUST have the heat distributed evenly throughout the whole floor.
- 3) The heating system must have its pre-establishing set up done 14 days prior to installation of floor. Please read and strictly follow the instructions of the heating manufacturer and our engineered timber flooring installations instructions.

4) At no time should the temperature of the timber flooring exceed 27°C / 81°F while using underfloor heating. 5) No heavy textile floor covering should be placed over the heated floor. If light carpets or rugs are used, the temperature under the textile floor coverings MUST NOT exceed 27°C / 81°F.

Specific requirements.

1) Using underfloor heating, the heating system has to cover the entire living area. Spot heating or specific area heating within a larger floor is not permitted.

2) The heating elements and its heating temperature must be lower than 27°C / 81°F. The timber floor surface temperature must not exceed 27°C / 81°F.

3) The heating element that covers the entire area must be able to distribute heating temperature that is even over the entire floor area. Excessive heat concentration in one area will cause uneven heat across the floor and may cause deformation movement in the engineered floor.

4) The heating system must be properly installed and have its initial run 14 days prior to installation, to allow for any excess moisture to evaporate prior to timber floor installation.

5) The heating system used must be able to efficiently control and limit the surface temperature very accurately.

6) Using textile floor coverings, carpets or rugs will increase the surface of the installed timber floor. As such the timber floor surface temperature beneath these floors covering must be monitored not to exceed 27°C / 81°F.

7) When using underfloor heating, the vapor barrier installed with the timber flooring has to be as close as possible to the timber flooring as possible. There should not be any space between the vapour barrier and the timber flooring to avoid easy exchange of moisture. Thus this will prevent the drying out of the timber floor.

8) The timber flooring also has to be installed as tightly as possible to the substrate, not allowing for gaps or separation from the substrate to avoid drying out of the timber if air space is present.

9) The heated room must be checked for proper draught proofing, insulation of windows and entrances, and room space including ceiling heights, to allow and maintain an even heating throughout the area of timber flooring within that living space.

10) The living area should be kept to a relative humidity of between 30% to 60%, as this is the ideal climate for timber flooring.

Please be advised: Due to the nature of the following timber species, we STRONGLY ADVISE these species NOT to be used as flooring with under-floor heating. These species include: Kempas, Maple, Jatoba (Brazilian Cherry), Cumaru (Brazilian Teak), Iroko, Beech, and Any warranty claims arising from using the above species on under-floor heating will not be entertained.

Should the above conditions are met and will be adhered to, heating using electrical or warm water systems may be used with our engineered timber flooring.