



FLOATING FLOORS

ABN 46 072 144 604

FLOATING FLOORS PTY LTD

14-16 Lakewood Boulevard, Braeside 3195 Victoria
(POSTAL ADDRESS)

PO Box 459, Braeside 3195, AUSTRALIA
Ph **03 9587 4344** Fax **03 9587 5700**

FLOATING FLOORS TIMBER COLLECTION Lifetime Structural Warranty

FLOATING FLOORS TIMBER COLLECTION 25 Year Warranty on Wear Layer

FLOATING FLOORS offers a Lifetime Structural warranty. The Timber Collection is warranted against any manufacturing defect such as warping, twisting, delamination and any form of structural deformation.

FLOATING FLOORS offers a 25 year warranty on the wear layer. FLOATING FLOORS warrants that, under normal residential conditions and with proper maintenance, our Robust Lacquer 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

FLOATING FLOORS TIMBER COLLECTION is to be installed in strict accordance with the current written installation instructions.

Wet Areas

FLOATING FLOORS TIMBER COLLECTION 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

FLOATING FLOORS TIMBER COLLECTION should be maintained in strict accordance with the manufacturers 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 FLOATING FLOORS TIMBER COLLECTION as stated above are limited to the original purchaser and may not be assigned or transferred. In the case where a builder makes the purchase, this warranty is limited to 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 FLOATING FLOORS TIMBER COLLECTION installation instructions and maintenance instructions.

Exclusions to warranty

The Following are excluded from these warranties.

Colour Variation

Timber is a natural product and colour variation will occur. Samples, pictures 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

FLOATING FLOORS TIMBER COLLECTION is to be installed in strict accordance with the current written installation instructions. Improper installations shall void all warranties.

Subfloor Heating

FLOATING FLOORS TIMBER COLLECTION does not extend these warranties to floors used on heated sub floors.

Improper maintenance

FLOATING FLOORS TIMBER COLLECTION should be maintained in strict accordance with the Manufacturers maintenance instructions. Use of un-authorised 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 40-65% 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.



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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 FLOATING FLOORS chooses to replace or reinstall warranted planks, the following applies. Unless expressly provided in the warranty description herein, FLOATING FLOORS is 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

FLOATING FLOORS TIMBER COLLECTION flooring is 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 FLOATING FLOORS 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 FLOATING FLOORS 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 FLOATING FLOORS or its representatives have been advised of the possibility of such damages before the sale. In no event shall FLOATING FLOORS be obliged to cover the costs of old or new materials other than FLOATING FLOORS TIMBER COLLECTION 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.

Helpful Hints / Floor Care

Whilst Our Timber Collection floors are rugged, they are not indestructible. Please note the following suggestions to ensure the longevity and performance of your new Floating Floors Timber floor.

1. Ask family and friends not to drag or slide their shoes across the floor to avoid scuffing.
2. Avoid gouging or scratching of the floor when moving heavy objects. Lift, walk or slide them into position on sheets of cardboard or felt.
3. Avoid heavy point loading on timber by ensuring furniture is fitted with suitable (swivel glides) castors with a large enough bearing surface to distribute the weight and prevent indentation of Timber. Fit felt gliders to the feet of all furniture.
4. Avoid stiletto heels as they can pit mark and dent timber.
5. Do not use caustic or ammonia based cleaners.
6. Reduce the likelihood of scratching the floor by providing mats at exterior entrances to trap dirt and grit.
7. Fading of Timber can be caused by ultraviolet light and heat from the sun. Extreme exposure to sunlight through glass doors and windows must be avoided. Draw your drapes or shades during periods of peak sun exposure.
8. Remember that any Timber floor can be damaged or scarred by cigarette burns, matches or other very hot items. Particular care should be taken with the use of heating appliances.

NOTE: Floating Floors will not assume responsibility for failure of material caused by any of the above, or for incorrect installation or misuse of material. When in doubt, contact your retailer.