

RESIDENTIAL WEAR WARRANTY

The Residential Wear Warranty applies only to products classified as perfects and installed, used and maintained according to Floating Floors' specifications for domestic/residential use. The warranty covers wear through of the acrylic surface coating (to bare timber) for 25 years. A minimum area of 5% must be affected in order to evoke this warranty. Gloss reduction, checking and scratches are not considered wear through and are therefore not covered by this warranty.

THE FOLLOWING ARE EXCLUDED FROM THESE WARRANTIES:

- Products sold in a quality other than first quality. Products sold as seconds, as is, and discontinued lines are not covered by this warranty where applicable by law.
- Defects caused by an installation which is not according to laying instructions given on the packaging or specified by the manufacturer.
- Unsuitably stored or mishandled product and product subjected to use other than for domestic/residential application. Product that has been installed in a rental property; or property that is not owner occupied. Product is for internal application only.
- Products damaged during transportation outside Floating Floors' responsibility or in any other way outside Floating Floors' responsibility.
- Products which are laid with an obviously apparent defect, or deemed inappropriate prior to installation.
- Products having been unsuitably maintained; in a way not complying with the maintenance instructions and recommendations of Floating Floors set out in the "Care and Maintenance" section of this guide and "AU NATURALE" product brochure.
- Wear that may be contributed to water/moisture damage from any source; moisture ingress from any source into the board/boards. **This includes exposure to periods of high humidity outside of recommended levels.**
- Product for which deterioration, leading to its failure, is caused by sub-floor/substrate unevenness.
- Product for which deterioration, leading to its failure, is caused by extended periods of poor/no environmental control, such as (but not limited to) unoccupied homes and holiday homes etc.
- Variances in colour, grain and feature between the product sold and pictures or samples/brochures.
- Any instances of surface checking occurring after installation.
- Damage caused by stains, burns, cuts, grooves, friction, accidental indentation, loss of surface coating caused by carpet/rug backings, painted surfaces, discolouring caused by external products (including but not limited to asphalt, tar, rubber, paint etc).
- Damages caused by stiletto heels and unprotected furniture legs.
- Timber flooring that is installed over slab-heating systems.
- Damage caused by castor chairs, or any heavy point loading. Ensure that load is suitably spread in order to limit indentation damage.
- Defects and damages caused by circumstances beyond Floating Floors' control.
- Loss of colour, fading or damage caused by external sources, including but not limited to: water leaks, flooding, heat, fire and sunlight.
- Insect infestation. The product leaves the factory free on insect infestation.

CONDITION OF APPLICATION

Any claim shall be indicated to Floating Floors or the Place of Purchase in writing immediately after it is found. The claim shall be acknowledged after inspection/examination of the covering by a Floating Floors Representative or a Duly Qualified Authorised Agent. Floating Floors reserve their right to require a sample showing the defect found in order to for further analysis.

CONDITIONS OF COMPENSATION

For any defect found on a product covered by the Floating Floors' Residential Wear & Structural Warranty and conforming to the criteria of cover and application, compensation shall be granted.

Such compensation covers the replacement of the Floating Floors' TIMBER COLLECTION Material with either the same or comparable product or colour. Compensation takes into account actual reasonable usage over time and is broken down as follows:

Period after purchasing that the defect was discovered.	Rate of reimbursement – Product Purchase Price	
	Wear Warranty Period – Domestic Application Only	
	25 Years	25 Years
Years	AUSTRALIAN SERIES	MODERN/METRO OAK SERIES
≤5	100%	100%
≤10	80%	80%
≤15	60%	60%
≤20	40%	40%
≤25	20%	20%

Written and signed on 1ST May 2019

The information printed in this brochure has been published in good faith for the assistance of our customers. All recommendations and suggestions are made without accepting liability since conditions of use will vary and be beyond our control.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

To obtain services under these warranties, start at the source where you purchased your flooring



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UPDATED – JULY 2019 SUPERCEDES ALL PREVIOUS

PART ONE - INSTALLATION INSTRUCTIONS

Please read the following instructions carefully and in their entirety before installing these products. To ensure the coverage of manufacturer's warranties these installation and maintenance instructions must be followed.

- Timber flooring is a beautiful product with natural variations in colour, tone and grain. We cannot guarantee against colour variations within a floor, or variations between in-store samples and the installed floor.
- All subfloors must be clean, flat, dry and level.
- Both room and flooring must be properly acclimatised to temperature and humidity conditions before, during and after installation. Ensure environmental controls are in place and operational.
- Do not open packs of flooring until you are ready to start installing.
- Always work out of several packs of product at the same time to ensure colour and grain mix
- Products are not recommended for bathrooms or other moisture prone areas.
- Product is for internal use only.
- The use of stain, filler or putty during installation is considered normal working practice.

Note: The installation of Australian species timbers is specifically not recommended over underfloor heating.

INSTALLER/OWNER'S LIABILITY

Our timber floors are a product of nature. They are manufactured to strict international standards. Variation between boards (height and gap) is acceptable in the range of 0.20mm.

- Ensure enough products have been ordered including allowance for cutting and wastage.
- **The installer assumes all liability for the final inspection of product quality.** This should be done prior to, and during installation. Carefully examine flooring in good lighting for colour, finish and quality before installing. If there is a question of manufacturing quality, do not install the boards. Any boards with visible defects will be replaced at no charge. Some minor vertical bowing in Australian species floors can occur and should not exceed 0.4% of total length of boards. If defective boards are recognised after installation, the cost of labour for repair or replacement will not be acknowledged.
- **Prior to installation the installer must determine that the subfloor is suitable to receive the flooring.** This includes dryness, level and planeness and any other factors that may inhibit the performance of flooring. Floating Floors is not responsible for product failure or poor performance due to sub-floor or site environmental issues as these are obviously well beyond our control.

TOOLS REQUIRED

Circular Saw/Jigsaw	Chalk Line	Chisel
Pencil	Hammer	Handsaw
Tape Measure	Spacers/Wedges	Undercut Saw (Optional)

These instructions focus on installation using the floating method.

Note: Never strike flooring boards directly as this will damage the edges of the boards, use a tapping block or spare piece of flooring.

PRE-INSTALLATION: THINGS TO LOOK FOR.

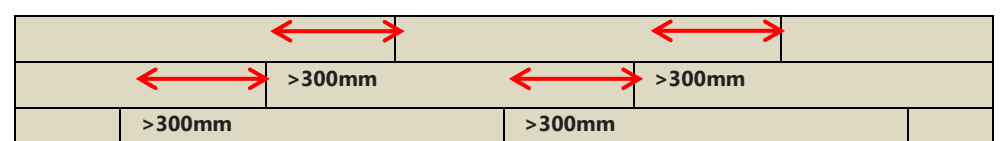
Conditions for installation should be as follows:

- A consistent environment must be maintained before, during and after installation. Temperature should be within the range of 15-28C with relative humidity between 40-65% RH.
- Flooring should be handled and unloaded with care and stored within the area of installation. Ideally flooring should be placed on site 24-48 hours prior to installation in order to acclimatise to working conditions.
- Concrete sub-floors must have a moisture content of no greater than 70%. Test using an in-probe hygrometer to ASTM F2170 (per AS1884-2012 Appendix A).
- If surface meter is used (capacitance tester), any reading higher than 5.5 indicates possible damp concrete, further testing and/or corrective measures will be required.
- Timber sub-floors should have moisture content between 8-14%. Again corrective measures will be required if moisture content is above this level.
- Sub-floor must be clean, dry, smooth and level. **3mm over any 1000mm radius is maximum acceptable deviation This is the depth of a \$1 coin.** Remember that this is still not a truly flat floor surface and some preparation may still be required. Any more than this may result in voids under the flooring, leading to "bouncy" areas and can contribute to product failure. High spots or "hills" will need to be sanded or ground down. Low spots or "valleys" will require filling with a recommended filling system.
- Sub-floors must be structurally sound. Screw/nail down loose areas to reduce squeaking and replace/repair water-damaged or delaminated subflooring or underlayment.

INSTALLATION TYPE	GLUE	FLOAT
Above Ground	Yes [#]	Yes
Ground Level	Yes [#]	Yes
Below Ground Level	No	Yes
Over Underfloor Heating	No	No
SUBFLOOR TYPE	GLUE	FLOAT
Concrete	Yes [#]	Yes
Timber/Ply	Yes [#]	Yes
Ceramic Tiles*	No	No
Solid Vinyl Tiles*	No	No
Cushioned Vinyl	No	No
Carpet	No	No

LAYOUT

- Layout should be designed to save materials and labour as well as to enhance the appearance of the floor. Flooring should be laid parallel with incoming light-source, however the priority is that it be installed in the direction of the longest dimension in the room/s.
- The flooring will be stronger and more structurally sound if it is installed so that joints in rows are staggered by a minimum of 300mm. Remember that timber framed houses typically have floor joist spacing of 450mm and staggered or irregular joints mean less wasted material and a better overall appearance. Stair-step and brick patterns are not as visually pleasing as staggered joints and will waste material. See diagram below.



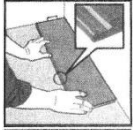
- Plan the layout of the room so that the last row to be installed is not too narrow. This may require cutting down the first row to facilitate this. The last row should not be less than 50mm wide.

Layout (Continued)

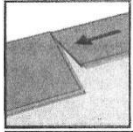
- A minimum of 14mm of expansion is required around all walls, under doorways and all fixed objects. Timber flooring can expand up to 3mm per metre in the width, even more in areas where high humidity is present.
- Installations longer than 12m will require additional expansion joints to be placed in the floor. The same is required for installations that are wider than 8m. For installations through multiple rooms and/or complex layouts, additional expansion breaks should be considered. Minimum 14mm expansion must be maintained at all times.

FLOATING INSTALLATION

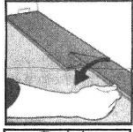
These floors have been engineered to be installed floating and without glue*. The floor must be able to move free – do not connect or install tight to any area. Only install one width of underlay at a time to prevent damage and tearing. For all concrete installations a minimum 0.20mm PU sheet (either separate or combined with underlay) must be installed and taped to form a vapour barrier. The same applies for any below ground level timber subfloor.



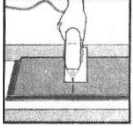
STEP 1: Start in the left hand corner of the room with the tongue facing into the room. For uneven walls you may need to scribe the profile onto the first row and cut accordingly. Take care to ensure a minimum 14mm expansion distance to walls using spacers or wedges.



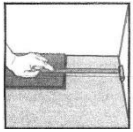
STEP 2: Second board first row. Place this board gently and tight to the short end of the first board.



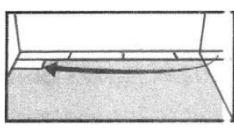
STEP 3: Fold the panel down in a single action, making sure that the boards stay tight to one another. Afterwards press or slightly tap the short end just installed until it clicks. No major force is required.



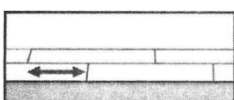
STEP 4: At the end of the first row, put a spacer (14mm) to the wall and measure the length of the last board to fit.



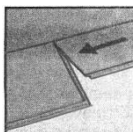
STEP 5: Cut with a jigsaw - hardwood turned down to eliminate/reduce damage to the face panel. If cutting with a hand saw, cut it with the hardwood face up. Then install as per previous board.



STEP 6: Starting the second row. First board should be a minimum length of 600mm. **Insert the board at an angle into the previous row and tap (on the long side) it in using a tapping block until flat. Never tap the board directly, always use a block.**



STEP 7: Minimum distance between short ends of boards in parallel rows shall be not less than 300mm. This is for the structural stability of the floor.



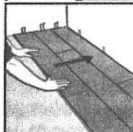
STEP 8: Second board, second row. Place the board at an angle into the groove of the previous row making sure that the end of the board is tight/flush to the short end of the previous board.



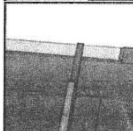
STEP 9: Fold the board down in a single movement with a slight press to the left to the short end of the previous board. **Again using the tapping block, tap it against the long end into the previous row. During the fold down, make sure the boards are tight against each other**



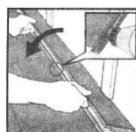
STEP 10: As it flattens itself into the floor, press or gently tap the top of the short end of the installed board. **Finish installing this board by tapping it with the tapping block on the long side to ensure secure installation.**



STEP 11: After 2-3 rows. Adjust the distance to the front wall by placing 14mm spacers. Once the adjustment is done against the main wall, continue to install until the last row.

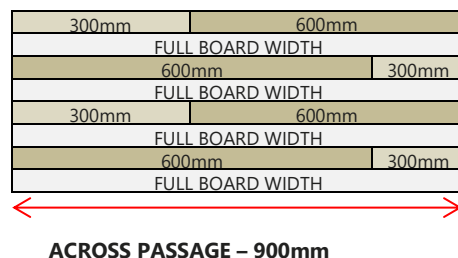


STEP 12: Last Row. The minimum width of the last row should be not less than 50mm. Remember distance to last wall for expansion/spacer is 14mm.



STEP 13: Final row - Joining at short ends for ripped down boards. Once board has been ripped down to suit (minimum width 50mm) apply glue to the end joint. Push the planks horizontally together. If necessary place weights on final row while glue cures.

NOTE: Where installation across a passage or narrow area is unavoidable please observe the following installation layout. This will ensure maximum strength and will avoid compromising floor performance. EXAMPLE GIVEN IS FOR A 900mm WIDE PASSAGE.



***OPTIONAL GLUEING OF JOINTS**

For additional strength and sealant against moisture the joints may be glued. Apply approved cross-linked PVA adhesive to both the long and short sides of boards during assembly. Remove any excess glue with a damp cloth. Note: Allow 2 hours before placing furniture on floor and at least 24 hours before introducing heavy furniture or full traffic load.

This method should be considered if installing 90mm wide timber to increase floor strength and reduce the instances of noise caused by minor joint movement due to point loading of the narrow boards. This method should also be considered if installing ALL timber flooring into regions/areas of high seasonal humidity.

***IMPORTANT - FULL STICK DOWN INSTALLATION**

Full stick down installation should only be attempted by experienced timber flooring installers. Recommended Vapour barriers and Adhesives should only be used "in system" according to manufacturer's instructions. Contact Floating Floors for further information.

For Glue-down Installation - Use a recommended vapour barrier/adhesive system such as:

- Bostik Moisture Seal and Ultraset Overlay
- Selleys Liquid Nails VBS and Liquid Nails Direct Stick
- BONA R850 DPM and R580 adhesive or similar

INSTALL AS PER SPECIFIC MANUFACTURER'S INSTRUCTIONS ONLY

COMPLETING THE JOB

- Remove all spacers/wedges.
- Cover all expansion gaps with scotia or skirting boards etc. **Remember to always fix into the wall, never the floor.** Fit trims where timber meets other floor coverings.
- Clean, sweep and vacuum the floor. Initial cleaning may be required to remove dust and residue from flooring – use recommended cleaning products for this purpose – see separate "Care and Maintenance Section".
- If the floor is to be covered, use a breathable material such as cardboard.

NOTE:

Floor will only be considered completed when:

- The installation area is occupied
- Environmental controls are in place
- Entrance matting is in use at all external doorways
- Protection has been applied to all moveable items of furniture

PART TWO - CARE AND MAINTENANCE

CLEANING

- Sweep and/or vacuum the floor regularly. This will dramatically reduce build-up of abrasive grit and dirt.
- Remove spills from the floor immediately. Use a soft cotton cloth for wet spills. For dry spills, sweep or vacuum.
- Waterless cleaning is recommended. We recommend using the **Bona® Timber Floor Cleaner**, available from your place of purchase or directly from us.
- Never use abrasive cleaners or scouring products to clean the floor. These products can dull the finish and make future maintenance difficult.
- Over time, the floor's shine may diminish, particularly in traffic areas. To enhance and rejuvenate the floors shine and appearance we recommend using the **Bona® Wood Floor Refresher**, available from your place of purchase or directly from us.
- NOTE: For floors with an oiled finish, use **Bona® Cleaner** for oiled floors. For ongoing treatment of the oiled finish, use **Bona® Oil Refresher**, available from your place of purchase or directly from us.

Our warranty does not cover damage caused by cleaning products and/or methods we do not recommend.

PROTECTION

- Remember that a timber floor is a natural product. Over time scratches and dents will occur. Use felt pads under all items of furniture, especially chair legs and items regularly moved. Use floor protectors to minimise indentation caused by heavy appliances and items of furniture. As a rule of thumb, the heavier the item the larger the load bearing surface the floor protectors should have.
- Ensure good climatic controls are in place. Timber flooring likes temperatures between 15-28 degrees, and relative humidity between 40-65% RH. Protect your floor from fading due to excessive UV light by drawing curtains/blinds during peak periods of sun exposure.
- Use good quality area rugs and doormats by outdoor entrance areas to prevent dirt, grit, sand and other substances such as oil, asphalt or driveway sealer from being tracked onto the floor.
- Avoid walking on a timber floor in stiletto heeled shoes.
- Avoid gouges or cuts into the floor from sharp objects. Small objects dropped from a height have immense impact pressure and steps should be taken to protect the floor from such impacts.
- Never try to slide or roll heavy items across the floor. Use a trolley and protect the floor during such moves.
- Rolling loads from castors under furniture and trolleys may damage the floor. The smaller the castor the greater the likelihood of damage occurring.
- Keep pet's nails trimmed, as they are more than capable of scratching the floor.
- Use a humidifier/dehumidifier if relative humidity falls outside recommended levels.
- Remember that lighter coloured floors will always require more frequent care and maintenance than darker coloured floors.

PART THREE - RESIDENTIAL WEAR & STRUCTURAL WARRANTY CERTIFICATE

SCOPE

Covered by this Residential Wear & Structural Warranty are all products in the "AU NATURALE" TIMBER COLLECTION range intended for installation in owner occupied domestic/residential applications only. The warranty applies to current products as stated online; in brochures and samples or as printed on the material at the time of purchase.

VALIDITY PERIOD

The Residential Wear Warranty's duration is for 25 years. The Structural Warranty's duration is for 25 years. The start of the warranty is at the date of purchase for the covering by the consumer, shown on an invoice supplied by the Place of Purchase, clearly mentioning the reference code, range and the colour selection. The warranty covers the original purchaser only. In the case of a builder/developer purchasing the floor, the occupant of the premises 12 months after purchase will receive cover under this warranty.

STRUCTURAL WARRANTY

The Structural Warranty applies only to products classified as perfects and installed, used and maintained according to Floating Floor's specifications for domestic/residential use. The warranty covers delamination, distortion, warping or twisting of any board for 25 years. Delamination relates to the surface veneer coming away from the core. Distortion, warping or twisting relates to a board unevenly moving from adjacent boards. Cupping/peaking of any nature is not covered by this warranty.