

HYBRID FLOORING WARRANTY

25 Year Limited Structural Warranty

~~Our Hybrid flooring products are provided with a 25 Year Limited Structural Warranty, this warranty only applies to products that have been installed as per our installation guidelines, failure to follow these steps will void the warranty. If the installation is consistent with these requirements the Limited Warranty will support the performance and appearance of the plank from delamination, splitting and geometry changes that would affect the plank's assembly and in-service performance. All planks must be inspected prior to installation; planks deemed not fit for service should not be installed and will not be covered by warranty provisions. An allowance of approximately 10% should be added to your installation requirements to cover cutting waste and plank selection.~~

Due to the variable climate conditions within Australia and New Zealand planks may display slight bow when removed from the cartons this is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. Note: planks should not be unpacked overnight and or left loose prior to install for any extended period.

Hybrid flooring is designed with a click assembly profile for floating installation only. Please refer to current install & care guidelines that can be easily viewed on our website or details obtained from the carton & QR Code scan. Visit www.elitewoodenfloors.com.au to download current install and care instructions if you don't have a copy.

Planks required for the expected installation area should be unpacked approximately 60 minutes prior to actual placement, this will allow for room acclimatisation. It is vital that the room temperature is kept relatively constant during the installation. You should avoid installing during extreme temperature conditions that are either excessively high > 33c or excessively low <10c. If rooms are exposed to direct external heat and sunlight, openings should be covered by blinds or suitable window and door treatments to minimise direct heat exposure. Maintaining a constant temperature and moderate humidity within your home is beneficial to the floor service life and your general well-being.

Warranty provisions are extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. A copy of the original receipt will be required to establish purchase history. Warranties are not transferrable.

20 Year Limited Residential Wear Warranty Residential

Our Hybrid flooring is provided with a 20 Year Limited Residential Wear Warranty that guarantees that the planks will not wear through to the underlying surface, warp, split or delaminate. 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. This implies that the appropriate conditions for use are in line with the provisions set out in our Installation and Care and Maintenance instructions. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules. This information should be passed onto third party contractors if you are not responsible for cleaning the floor area.

5 Year Limited Structural Warranty Commercial

Our Hybrid flooring is provided with a 5 Year Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying surface, warp, split or delaminate. This implies that the appropriate conditions for use are in line with the provisions set out in our Installation and Care and Maintenance instructions. 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. Instructions and guidelines for keeping your floor in optimum appearance can be obtained directly from our web portal. www.elitewoodenfloors.com.au

Australian Consumer Law Update 2012

Our Hybrid flooring products are provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably associated costs. Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

What is an acceptable quality and use guidelines?

- The product must be installed and maintained as per our current installation & care guidelines. Slab or substrate should be inspected and suitably prepared for a flat and constantly dry installation. Individual plank inspection prior to installation is also required. Keep site test records. For heating and cooling, all systems must be compatible and comply with the performance attributes required for Hybrid or similar Vinyl flooring.
- Hybrid Flooring should not be installed in proximity to heat exposure from open fires or heating units, this will result in plank damage and will not be covered by our warranty. Hybrid flooring is designed for interior use only. These products are not designed for external use or heat exposed sunrooms, saunas and areas directly exposed to heat & external UV. **Hybrid floors are not a substitute for a waterproof membrane.**

What determines a Major Failure?

Our Hybrid flooring products are provided with an Interior Use Only guarantee to cover incidental water, non-toxic spills, and pet accidents from topical exposure. Due to Building Code requirements, they are not suitable for use in wet areas, such as bathrooms, laundry & powder rooms. Continuous installation throughout an interior space greater than the nominated raft size will void the warranty, expansion and transitions allowances are required to comply with the installation guidelines. Hybrid floors cannot be installed within proximity to open fires or heating units.

Hybrid flooring planks can display characteristics such as batch and colour variation, slight blemishes and surface indentations are normal and would not be considered a Major Failure. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed, viewing at 1.5m in height). Seasonal change resulting in slight gapping over several planks along with incidental movement of planks would be considered normal as a part of the building environment and would not constitute a Major Failure. Window & Door openings require UV & heat blocking to minimise any natural fading / bleaching that might occur.

Post installation it is considered that site matters such as substrate suitability and the product appearance have been accepted by the installer / contractor. The product manufacturer warranties do not cover installation and site suitability. Once the product has been installed the installer / contractor has determined that the product and substrate was suitable for installation as per the product installation guidelines. This implies that any defects that should have been removed or assessed prior to installation will not be covered by our warranty. Claims of this nature will be a matter between the client and contractor. We recommend you ask for an installation warranty to cover workmanship. Installation and site preparation is not covered by our manufacturing warranty. Should in-service issues arise with the product please make immediate contact with your initial point of purchase for review and inspection.

The limited warranties are subject to the following.

- The warranty will not cover installations practices not consistent with our manufacturer's guidelines. Floor care and maintenance must be conducted in line with our product guidelines to avoid product damage. Our warranty will not cover a poorly maintained floor. 200uM Builder's Plastic must be used as a moisture and friction barrier under all installations. **Do not use Electric / Steam Mops under any circumstance.**
- Incidental scratching, chipping, indentations and fading from extreme artificial and external UV light sources would be considered site related and therefore not covered by our warranty. To avoid any incidental contractor damage, cover flooring with adequate protection if construction is still occurring at the site. Profile damage to the click locking system during installation is not covered by our warranty.
- In circumstances such as site flooding or the flooring being subject to an extended period of water submersion, exposure, or appliance leakage the flooring will not be covered by the manufacturing warranty. This types of events or construction / installation compliance failures should be reviewed by your builder or building insurer to assess the circumstances. Product re-use maybe possible after a thorough inspection and drying period. The planks dimensional accuracy and click system should also be reviewed if re-use is intended. Whilst the product is durable and interior water resistant other long-term health and hygiene matters need to be examined, such as mould and mildew or other bacteria. Flooding or Building moisture exposure from above or below the sub-floor are not covered by our warranty. This type of damage is not a warranty matter for consideration by the manufacturer, this remains a building insurance matter for resolution. Secondary use is not covered by our warranty.
- Please cover flooring with adequate protective sheets before any interior sanding or painting occurs, this will reduce the likelihood of fine dust and grime from settling into the surface or edges of the planks. **Ideally painting should be finished prior to install.** Accidental damage during installation or throughout the product's lifecycle will not be covered by our warranty.
- Planks that have been installed that may display imperfections outside of natural grading specifications would be deemed as acceptable and suitable for installation. These matters need to be taken up with the Installer / Contractor. Warranties do not cover workmanship, installation processes or site suitability.
- Surface protection is required for all home studio or office environments, where roller / castor chairs, heavy filling systems, and associated office equipment are involved. Damage due to these occurrences would not be covered by the warranty. Use trolley lifts & surface protection.
- Floor performance issues that arise as a direct or indirect result of interior flooding, plumbing / appliance leakage along with the incorrect use of heating and cooling systems will not be covered by the warranty. Note: all Heating & Evaporative cooling systems need to be installed and operated as per the system manufacturer's guidelines. Contact the system installer to better understand required procedures.
- All assessment and final approval for replacement or rectification work that may need to occur must be formally approved by Elite Wooden Floors prior to any repair activity. Costs associated with any rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between the supplier and reseller. Items such as temporary accommodation, re-painting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case-by-case basis and will be administered as per the individual's rights as consumer laws dictate.

Disclaimer: Elite Wooden Floors has used its reasonable endeavours to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions, or errors in this information nor for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.

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