

ENGINEERED ASH, OAK & HICKORY FLOORING WARRANTY

25 Year Limited (Lifetime) Structural Warranty

Our Hardwood Collection, De Marque, Prestige, Pronto and Village Oak along with Elk Falls Hickory flooring are provided with a 25 Year Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from delamination, splitting and geometry that can affect plank assembly and in-service performance. **The planks must be inspected prior to installation, planks deemed not fit for service should not be installed and will not be covered by the warranty. Approximately 5 -10% of the area should be added to your requirements to cover cutting, plank selection & colour blending.**

Due to variable climate conditions within Australia and New Zealand planks may display slight bow and twist 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.** Natural characteristics and slight colour variation along with minor visual surface checking under the coating are considered in-grade and would not form the basis of a warranty claim.

Post installation cupping, gapping and peaking issues could be considered site related and may not be covered by the warranty and other consumer related product purchase laws. Our engineered flooring products must be installed as per the manufacturer's guidelines and in-line with industry accepted professional install procedures. If the install guidelines are not contained within the cartons provided, please contact www.preferencefloors.com.au to obtain a current set of instructions. 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 invoice will be required to establish purchase history. Warranties are not transferrable.

20 Year Limited Residential Wear Warranty

Our engineered flooring provides for a 20 Year Limited Residential Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Care & Maintenance instructions. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules. This floor care information should be passed onto a third-party cleaning contractor if you are not responsible for cleaning the floor.

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. Our engineered flooring products are coated with a water based, non-toxic surface coating. The surface coatings have all met or exceeded relevant TABER test abrasive standards applicable to interior floor coatings, ASTM D4060 Standard Test Method for Abrasion Resistance of Organic Coatings by the Taber Abraser.

5 Year Limited Commercial Wear Warranty

Our engineered flooring provides for a 5 Year Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our 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 your point of purchase or obtained from our website www.preferencefloors.com.au

Australian Consumer Law Update 2012

Our engineered flooring is 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 assessed 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?

Our engineered flooring is designed to be installed for interior use only, floors and walls. It is not designed for external use. **The product will not be covered by warranty provisions for use in wet areas, (bathrooms or similar).** In areas where incidental spills may occur, such as kitchens or living areas, any spills should be wiped dry as soon as possible to avoid prolonged moisture ingress and possible plank deformity.

The product must be installed as per the install guidelines, special attention should be directed to plank inspection prior to install. Slab or substrate should be inspected and suitable for flat and dry installation. For heating and cooling, all mechanical systems must be compatible and comply with environmental performance attributes for engineered oak flooring. Internal temperature and humidity controls need to be aligned to match the performance guidelines for engineered timber flooring. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations. Poor use of evaporative cooling systems may create high internal humidity and residue moisture within the home. Cupping and gapping may occur if the floor is exposed to constant high or low internal humidity.

www.preferencefloors.com.au

Adelaide (SA)

ABN 63 600 454 215
47 Research Rd,
Pooraka SA 5095

t +61 8 8262 2774

sa@preferencefloors.com.au

Brisbane (QLD)

ABN 81 169 158 990
6/268 Evans Rd,
Salisbury QLD 4107

t +61 7 3875 1688

qld@preferencefloors.com.au

Melbourne (VIC)

ABN 34 151 422 927
27-29 Zilla Court,
Dandenong South VIC 3175

t +61 3 9794 5111

vic@preferencefloors.com.au

Perth (WA)

ABN 25 625 850 455
3-403 Victoria Road
Malaga WA 6090

t +61 8 9471 7785

wa@preferencefloors.com.au

Sydney (NSW)

ABN 40 117 801 037
32 Britton St,
Smithfield NSW 2164

t +61 2 9738 1188

sales@preferencefloors.com.au

What determines a Major Failure?

Our engineered Ash, Oak & Hickory flooring are natural timber products, characteristics such as batch colour variation, below coating face checking, blemishes and surface indentations are normal and **will not be considered as 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). Seasonal change resulting in slight gapping, consistently over many 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.

Once planks have 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 method and site suitability. Once installed the product is deemed suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by the warranty. This remains a matter between client and contractor. We recommend you always ask for installation or contractor warranties to cover installation; quality of install is not covered by manufacturing warranties.** Structural plank delamination or surface coating abnormalities from normal in-service use may require a service inspection. For warranty concerns immediate contact with your initial point of purchase is recommended.

Several primary warranty aspects are noted below.

- The warranty will not cover installations practices not consistent with manufacturer's install & care guidelines. Floor care & maintenance must be conducted in line with product guidelines to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor, nor will it cover an installation that falls outside of our installation guidelines.
- **Our engineered Ash, Oak & Hickory flooring can be installed over Hydronic 'In-Slab' floor heating only. No other floor heating system or method will be covered by our warranty. Hydronic 'In-Screed' is not covered by our warranty. For warranty compliance, all steps must be followed for the preparation of substrate, installation method & post operational use for any in-slab hydronic system that is installed. The contractor/owner must follow the heating system commissioning & install guidelines covering all steps. Above floor heating & cooling systems require strict attention to operating guidelines with Timber Flooring. Proximity to heat exposure from open fires or enclosed heating units may result in plank moisture loss resulting in gapping, this will not be covered by our warranty.**
- Incidental scratching, chipping, indentations and fading / bleaching from internal and external heat & UV sources is considered site related and therefore not covered by warranty provisions. Natural timber flooring is sensitive to artificial and UV heat and light, constant under and over exposure to light and heat will damage the floor. Window & Door screening, tinting or similar protection is required. Planks must be protected if construction is still occurring at the site.
- Please avoid using masking tape on the surface of the planks. Certain brands of adhesive tape may harden in use and prove difficult to remove without damaging the coating. Place cover sheets over the floor before sanding or painting to stop fine dust from settling into the micro-bevel or surface coating. **Ideally most of the wall & ceiling painting should be finished prior to install.**
- Moisture ingress or leakage from internal or external sources that result in coating or plank deformity is not covered by warranty provisions. Buildings should be secure to avoid wind blown rain & storm damage during the construction phase.
- Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.
- Planks that have been installed that 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 poor workmanship, installation method and site suitability.
- For home studio or office environments, roller/castor chairs, large or heavy filling systems, and associated heavy equipment require appropriate surface protection. Damage because of these occurrences would not be covered by warranty provisions.
- Avoid placing rugs or mats on the floor for at least 8 weeks to allow uniform exposure for both natural UV and artificial light sources. Periodic movement of rugs is also recommended to assist with uniform light exposure.
- 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 warranty provisions. **Note:** evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the home builder, system installer or manufacturer to better understand evaporative cooling operating methods.
- All assessment and final approval for replacement or rectification work that may need to occur **must be formally approved by Preference 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 individuals' rights as consumer laws dictate.

Disclaimer: Preference 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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PREFERENCE FLOORS

Leading Brands, The Preferred Choice

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