PREFERENCE FLOORS

Leading Brands, The Preferred Choice

MR LAMINATE FLOORING WARRANTY
AQUASTOP, ASPECT & OAKLEAF HD PLUS RANGE

35 Year Limited Structural Warranty for Aquastop & 25 Year Limited Structural Warranty for ASPECT & OAKLEAF HD PLUS.

Our MR (Moisture Resistant) laminate flooring ranges are provided with Limited Lifetime Structural Warranties 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 a 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**. Characteristics such as minor colour variation and batch variation are considered in-grade and would not form the basis of a warranty claim.

These products are provided with moisture resistant (MR) time-based performance guarantees, **Oakleaf HD PLUS & Aquastop 8 & 12mm are guaranteed for 48 hours & Aspect 12mm & Aquastop 14mm are 72 hours for general household spills or accidents.** MR laminate flooring products must be installed as per the manufacturer's guidelines and in-line with professional industry accepted install procedures. Specific install methods are necessary for dedicated wet areas. If install guidelines are missing from the cartons, 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 MR laminate 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. **Aquastop 8, 12 & 14mm** all have an **AC5** surface rating, **ASPECT AC4 & Oakleaf HD PLUS are AC4 – 12mm & AC3 – 8mm**. These AC ratings provide an indication of surface protection against general wear & tear and use behaviors; a higher number means better surface resistance.

5 Year Limited Commercial Wear Warranty

Our MR laminate 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 the 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 laminate 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 WR laminate flooring ranges are designed for interior use only, they should not be installed for external use. The product is covered by warranty provisions for use in wet areas, (bathrooms or similar) if install methods are followed. In areas where incidental spills may occur, such as kitchens or living areas, spills should be wiped dry as soon as possible to avoid prolonged moisture ingress & 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 a flat and dry installation. For heating and cooling, all mechanical systems must be compatible and comply with environmental performance attributes for laminate flooring. Internal temperature and humidity controls need to be aligned to match the performance guidelines for laminate 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, peaking, and gapping may occur if the floor is exposed to constant high or low internal humidity for an extended period.

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What determines a Major Failure?

Our MR laminate flooring products are manufactured to offer unique characteristics and may display batch colour variation, blemishes, surface indentations and embossing that 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 manufacturers' installation & 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.
- **Our MR laminate 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' floor heating is not covered by our warranty. Above floor heating & cooling systems require strict attention to operating guidelines when used with MR laminate 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 from external heat & UV sources is considered site related and therefore not covered by warranty provisions. Constant exposure to external 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.
- 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 from flooding or leakage from internal or external sources resulting in coating or plank deformity are 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 product's lifecycle will not be covered by warranty provisions.
- Planks that have been installed that display imperfections outside of natural grading specifications would be deemed 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. Use a lift trolley where possible. 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 rectification or replacement 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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