

RESIDENTIAL WARRANTY - ENGINEERED FLOATING FLOORING

The original purchaser of Embelton engineered floating flooring in Australia is offered the following warranties effective for purchases made after 1 May 2008.

25 YEAR LIMITED SURFACE WEAR WARRANTY

The Manufacturer warrants to the original purchaser that the timber coating will not, wear through under normal conditions and wear and tear, for a period of twenty five years from the date of purchase.

Gloss reduction and scratches caused by regular traffic are not considered wear through, and are not covered by this warranty.

25 YEAR STRUCTURAL INTEGRITY WARRANTY

The Manufacturer warrants its product in its original manufactured condition to be free from defects in material and workmanship, including lamination, assembly, dimension and grading. (May not apply to special or non-standard grade specifications, as advised at time of sale).

NOTE

Hardwood flooring will continue to expand and contract during normal seasonal temperature and humidity changes. Product, when properly installed, may experience slight expansion and contraction and separation between boards, which is normal. If minor separation does occur, it is not covered by this Warranty. Expansion gaps should be installed as required.

Some timbers may naturally experience minor checking (cracks). This is not covered by this warranty.

Being manufactured from a natural material, colour variations can occur between batches of the same species. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen.

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance-related claims, relating to features visible at purchase, once the products are installed.

If Embelton flooring should fail to meet the Terms of the Warranty, G P Embelton & Co Pty Limited and the Manufacturer, at its option, will either supply replacement product from the current range or parts to repair or replace the defective product or refund the purchase price of the defective product prorated over the remaining life of this limited warranty. A minimum of 10% of the total installed surface area must be affected for the warranty to apply.

This Warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and exclusive remedy for claims under this Warranty.

CONDITIONS

The Manufacturer will honour claims under this Warranty, only if all of the following Conditions are satisfied:

- The covered person must provide proof of date of purchase, original purchase price and that he/she is the original purchaser and the floor is at the original installation site.
- At all times between purchase and installation, the flooring must be properly stored according to installation instructions by a qualified installer.
- This Warranty applies to interior residential construction only.
- The flooring must be installed in accordance with the manufacturers installation instructions. Relative humidity in the area of use must be maintained within a range of 30% to 70%.
- Embelton Floating Flooring must be maintained in accordance with the manufacturers recommendations.
- The Manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this Warranty. The Manufacturer must be given 60 days following notice to inspect the product to confirm any failure. Written notice should be sent to G P Embelton & Co Pty Limited. The Manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.
- The Warranty will be made void if unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake or standing water occur during or after installation.

WARRANTY EXCLUSIONS

The Manufacturer's Warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water erosion, insects, animals, high-heeled or spiked shoes, and high traffic areas
- Failure to follow the Manufacturer's written floating floor installation instructions, including protecting the floor from sub-floor moisture.
- Exposure to excessive heat, sunlight or improper humidity in the area.
- Improper maintenance, insufficient protection or misuse.
- Where sub-floor heating is used..
- Improper alterations to original manufactured product. Alterations or repairs to the Manufacturer's original product will void any and all Warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or re-finishing.
- Failure due to structural changes in the sub floor, settling of the building or uneven sub floor that has not been adequately levelled.

WARRANTY DISCLAIMERS

The foregoing is in lieu of all other Warranties expressed or implied, including but not limited to the implied Warranties of merchantability and fitness for a particular purpose, except as covered by Common Law.

The Manufacturer's shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser.

This Warranty gives you specific Rights and you may also have other Rights that may vary from State to State. It should be read in conjunction with G P Embelton & Co Pty Ltd's General Terms and Conditions of Sale (available upon request).

MAINTAINING YOUR FLOOR

Your hardwood floor is designed with low maintenance in mind. Follow these simple steps to achieve many years of enjoyment from your floor.

- Lift and move furniture and appliances. Do not drag. Use felt furniture protectors.
- Use "breathable" mats at entrances to trap grit, dirt, sand or any abrasive material which otherwise can scratch, damage and prematurely wear the surface.
- Mats will also protect the flooring from excessive water brought in by footwear. Use rugs in high traffic areas.
- Avoid the use of golf or spiked high-heeled shoes.
- Maintain relative humidity levels between 30% and 70%.
- Sweep, dust or vacuum the floor regularly to prevent accumulation of dirt or grit that can scratch or dull the floor finish. Use hard floor attachment, not a beater bar. Floors must not be cleaned with steam mops.
- Do not wash or wet-mop floor with soap and water, oil soap, detergent or any other liquid cleaning material. This can cause swelling, warping, delamination and joint line separation and void the Warranty.
- Do not use oil-based, strong ammoniated or abrasive cleaners. Do not scrub with steel or copper wool scrubbers.
- Use a damp cloth to blot up spills or stains as soon as they happen.
- Periodic cleaning with a good-quality, non-abrasive wood floor cleaner to remove all residues or dulling dirt film layer. Consult your Dealer for recommendation of a cleaning product designed for cleaning UV-finished wood floors.
- Do not use paste, wax, silicone or solvent-based polish.

REPAIR SOLUTIONS

If a nick or scratch marks your hardwood floor, it can easily be repaired. Consult your Dealer for a colour-matched crayon-type filler stick, designed for use on UV-finished wood floors. You then simply need to fill in the scratch. If severe damage occurs, the old flooring can be removed and replaced with new boards of the same colour and style, or sanded and refinished.

REFINISHING SOLUTIONS

If the UV finish starts to show traffic wear patterns or loses its original gloss, a water-based urethane dressing can be used to restore the original gloss. Consult your Dealer or a professional Refinisher, for products and instructions designed for use on UV-finished wood floors.

If necessary, your floor can be lightly sanded and recoated with a urethane finish. This will restore the gloss level and protect the wood. It is recommended that the entire floor be recoated and that a professional Refinisher be consulted to achieve the best results. It must be noted that some timbers may have a colour tint added to the coating. **It is essential that Embelton Flooring is contacted prior to any sanding or re-coating process.**