

WARRANTY GUIDE

COMMERCIAL LVT



COMMERCIAL LVT

WARRANTY GUIDE

LIMITED WARRANTY

Goods furnished by Signature Floors (the Seller) shall conform to the product description for such goods. All first quality goods are warranted to be free from visual defects in material at the time of shipment and for a period of one year from installation. Written notice of any claimed visual defect must be received by Signature Floors within one year after the date of installation. Signature Floors products are further warranted against excessive wear when properly installed under normal usage in recommended applications for a period of fifteen years. The Seller shall convey good title to the Buyer. The Seller further warrants its *Commercial LVT* flooring products against excessive wear for the period of time specified in its Limited Wear Warranty Statement for the respective goods. Colour shade may vary from printed illustrations or samples. Seconds or irregular materials are sold as is without warranty as to quality in any respect.

Warranties as defined below ensure that your Signature Floors *Commercial LVT* will perform properly for the stated warranty period when installed in accordance with Signature Floors recommended installation instruction and current AS/NZS 1884 over approved substrates and underlayment's and using the recommended adhesives with proper cleaning and maintenance program.

Manufacturing Defects Warranty
Ensures that your floor will be free of obvious visible manufacturing defects.
Curl-Crack-Rip-Tear-Gouge Resistant Warranty
Ensures that your floor will not curl, crack rip, tear or gouge from normal commercial use* and proper maintenance.
Moisture Resistant Warranty
Ensures that your floor will not permanently discolour from moisture.
Yellowing Stain Resistant Warranty
Ensures that your floor will not permanently stain or yellow from UV rays.
Wear Resistance Warranty
Ensures your floor will not wear through the wear layer under normal commercial conditions and proper maintenance**.

* Commercial use is defined as: Use in environments which do not experience heavy commercial traffic, or exposed to prolonged standing water. Please note warranty exclusions with respect to caster chairs and rolling loads. Applications considered industrial "do not qualify for warranty coverage. If there is a question as to the type of use that is considered Commercial," please contact Signature Floors Customer Service prior to purchase and installation.

** Wear-through is defined as: Complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty. See *Commercial LVT Maintenance Guide* for further details and instructions. Signature Floors will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces.

- Careful sub-floor preparation as per current AS/NZS 1884 is vital for an excellent floor appearance and good installation. The sub-floor must be hard, flat, smooth, clean, dry, and free from defects, contaminants and fit for purpose.
- Commercial LVT* performs to its specifications when laid at room temperature between 18°C – 28°C. The product should be acclimatised within the room it is to be laid at least 24 hours prior to installation. A constant temperature, fluctuating no more than 3°C per day and not below the required 18°C room temperature and 15°C floor temperature, should be maintained 24 hours before, during and after installation.
- Commercial LVT* is recommended to be installed with solvent free 'hard set' adhesive with a V1 trowel for normal installations. Only use adhesives from Signature Floors recommended adhesives list, available from www.signaturefloors.com.au
- Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Signature Floors floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product - Minor colour, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with the manufacturer prior to installation.

COMMERCIAL LVT

WARRANTY GUIDE

- Support furniture with wide, weight-bearing, smooth non-staining plastic floor protectors or non-staining felt pads. The protectors/pads should be at least 25mm in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion.
- Perform proper cleaning and maintenance regularly and as needed. See *Commercial LVT Maintenance Guide* at www.signaturefloors.com.au

What is NOT Covered by this Warranty

- Product sold by the manufacturer as other than "first quality."
- Improper Installation: Material installed not in accordance with Signature Floors *Commercial LVT* Installation guide and current AS/NZS 1884, including any and all problems caused by the use of non-recommended adhesive or seam sealer, underlayment and/or preparation of the substrate, are not warranted. Installation errors are not manufacturing related conditions. Signature Floors does not warrant installer workmanship.
- Signature Floors will not pay for labour costs to repair or replace material with visible conditions that were apparent before installation.
- Improper maintenance which results in loss of gloss or build-up of a dulling film. This includes damaged caused by steam mops.
- Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
- Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc).
- Damage resulting from accidents, casualty events, abuse, accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc, as well as, damage resulting from unprotected furniture legs.

- Damage caused by appliance or plumbing leaks and/or steam mops.
- Fading, discoloration, or other damage due to excessive temperatures or sunlight.
- Radiant heat must not exceed 29°C and be approved by the manufacturer for the use of their product with *Commercial LVT* flooring applications.
- Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Signature Floors *Commercial LVT* Installation Guidelines and current AS/NZS 1884.
- Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolour your *Commercial LVT*. Always use mats marked as "non-staining".
- Damage caused by remodel or construction related activities.
- Discoloration caused by wheeled traffic.
- Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
- Flooring installed on stairs is excluded from warranty coverage.

CLAIM PERIOD AND REMEDIES

Prompt written notice shall be given to the Seller of any claim of breach of warranty or otherwise relating to the goods. Should any failure to conform to these warranties under normal and proper use occur within the warranty period, the Seller will supply, without charge, new goods of the same or similar colour, design and grade for the defective goods or, at its option, the Seller may refund the purchase price thereof with due allowance made for the service rendered by the goods returned. Inspection by an authorised representative of the Seller will be required to verify that a manufacturing defect exists. The remedies provided above are the Buyer's sole remedies for any failure of the Seller to comply with its obligations. Correction of any nonconformity by replacement or by refund of the purchase price of the nonconforming goods (less allowance for use) shall constitute complete fulfilment of all the liabilities of the Seller with respect there to whether the claims of the Buyer are based in contract, or tort (including negligence), or otherwise.

COMMERCIAL LVT

WARRANTY GUIDE

LIMITATION OF LIABILITY

The Seller shall not be liable in contract, in tort (including negligence), or otherwise for damage or loss of other property, loss of profits or revenue, loss of use of property or equipment, claims of customers of the Buyer, or for any special, indirect, incidental, or consequential damages whatsoever. Under no circumstances shall the Seller's liability exceed the purchase price of the goods in respect of which damages are claimed. The obligation of Signature Floors and the Buyers sole remedy under its Limited Wear Warranty and in accordance with Signature Floors depreciation scale, is the supply of replacement *Commercial LVT* for the failed material from regular product inventory lines. After confirmation that the product has failed in accordance with our warranties, Signature Floors shall replace or repair (at Signature Floors option) the *Commercial LVT*. The cost of said replacement would be the responsibility of Signature Floors in line with industry standard rates. The costs must be agreed to in writing and agreed by all parties concerned before any rectification are to commence, Signature Floors shall not be liable for labour or for any other costs incurred in the repair or replacement of *Commercial LVT*, nor shall Signature Floors be liable for any special, indirect, incidental or consequential damages.

DISCLAIMERS AND CAVEATS

Signature Floors products will conform to the Buyers' expectations given such reasonable variations as generally acceptable in the trade. Product variations include but are not limited to pattern registration, colour variation, fleck dispersion and other product attributes not specifically covered by specifications indicated in this literature.

The warranty takes the form of a sliding scale. This is to say that, when the scale is applied in terms of a percentage depreciation of the product. The duration of the warranty is indicated clearly on the packaging of every product.

Commercial LVT - Warranty Guide

Document ID: 100076

Revision No: 02

Date modified: 19/11/2018

Signature Floorcoverings Pty Ltd
ABN 45 007 172 938
PO Box 1122 Epping 3076 VIC
13 Wurundjeri Drive, Epping 3076 VIC Australia
Tel: 03 9401 0888 Fax: 03 9401 0866
www.signaturefloors.com.au

PO Box 527, Silverdale, Auckland 0944
7B Furnace Place, Silverdale, Auckland 0932
Tel: 0800 150 555
www.signaturefloors.co.nz

The logo for Signature floorconcepts features the word "Signature" in a large, elegant, cursive script. Below it, the word "floorconcepts" is written in a smaller, clean, sans-serif font. A registered trademark symbol (®) is positioned to the upper right of the word "Signature".