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Moduleo® Transform Vinyl Care Guide & Warranty

Congratulations!

On your purchase of beautiful Signature Floors' Moduleo® Transform Vinyl for your home.

Our vinyl care guide will assist you to maintain and extend the life of your new vinyl over many years to come. The guide also presents valuable information on your rights under Australian Consumer Law. There are great hints and tips in dealing with those accidents that will always happen in a busy household and great advice on your day to day cleaning. This guide also contains important warranty information for your purchase. Take time to read how to best care for your vinyl and it will give you additional pleasure in years to come.

This guide is freely available with your purchase, and your vinyl retailer is aware of the availability of this important consumer information. Your retailer should provide this brochure to you at or about the time of purchase. For further information, please do not hesitate to contact your store's salesperson or visit Signature Floors' website at:
www.signaturefloors.com.au

Caring for your Moduleo® Transform Vinyl

Caring for your Transform vinyl flooring is easy when you know how.

Recommended Initial Treatment

Maintain a temperature controlled environment and do not wash your new floor for at least 24 hours after installation. This allows the adhesive to set.

Sweep with a broom or vacuum to remove any grit and dirt. This will avoid scratching your floor prior to implementing our recommended maintenance schedule.

Your vinyl maintenance program

Caring for your vinyl floor

The nature of the maintenance will depend on the amount and type of traffic. It also depends on the design. A typical maintenance program for a standard home would be as follows:

Daily Care

Sweep with a broom or vacuum the floor to remove any grit or dirt. Stubborn dirt can be removed by wiping the surface with any neutral cleaning product.

Monthly Care

Sweep with a broom or vacuum the floor. Mop the entire floor by using a neutral cleaning product. Remove any marks using a damp eucalyptus cloth.

Removing Scuff Marks

Scuff marks on your cushioned floor surface are usually caused by dragging heavy items like furniture or sliding shoes across the floor. Generally, these can be just wiped away. If you are having any difficulties in getting these off, we suggest the following:

Add eucalyptus oil to a damp cloth and wipe scuff marks to remove any residue.

Avoid

Paving paints, bitumen, acids, chemicals and shoe polish can discolour your floor. Don't leave spills on your floor for extended periods of time. Remove stains quickly with a damp cloth.

**Note: - Do NOT use a solvent or ammonia-based cleaner, either in liquid or powder form.
- Do NOT use steam apparatus to clean your floor, as this may cause damage to the surface.**

Plasticiser Migration

Rubber mats and rubber tips used on furniture and chairs could cause discolouration. Rubber backed mats and shoe polish can permanently stain your floor. Rubber soiled shoes left for extended periods of time can also migrate into the surface.

Ultraviolet Light

It is possible that your floor may fade due to ultraviolet light. Draw curtains as a precautionary measure during peak hours of sunshine.

Gouging or scratching

Ensure furniture with sharp or small feet are fitted with suitable end caps or glides to distribute the weight evenly. Similarly, a protective material such as felt can be fitted to prevent marking from constantly moving furniture. To avoid damage when moving heavy objects such as refrigerators lift or slide them into position on a sheet of particle board, Masonite or plywood.

Installation

Floor preparation

The manufacturer will not take responsibility for possible defects in subfloor preparation that show through to the surface as a result of installation.

Installation Guideline

1. Laying Instructions

The following recommendations are a guide for a professional installation of Signature's Moduleo® Transform vinyl flooring. Failure to follow these recommendations can affect performance and visual aesthetics of the vinyl flooring.

The installation must be in accordance with these recommendations and in accordance with Australian Standard AS1884-2012 Floor coverings – Resilient sheet & tiles – Installation practices.

Before laying the Moduleo® Transform vinyl flooring please examine that it is completely as you ordered.

- Is it the correct colour and pattern?
- Is it the correct width?
- Is it the correct measurement?
- Is there any visual defect?
- Is there any Colour variation?
- Is there any Damage?

Acclimatisation

Before installation, the floor covering should be stacked within or near laying area for a period not less than 24 hours in order to bring it to the temperature of the area in which it is to be laid. The preferred temperature range is 18°C to 26°C.

2. Subfloor information

The subfloor must be in accordance with AS 1884-2012 for a successful installation.

Underlayment

Many times wood panel subfloors are damaged during the construction process or are not suitable for an underlayment. These panels must be covered with an approved underlayment. Underlayment panels are intended to be used to provide a smooth surface on which to adhere the finished floor covering. It must be understood that underlayment panels cannot correct structural deficiencies. Moduleo[®] Transform can be installed on hardboard and cement sheeting. Care must be taken to follow underlayment manufacturer's specifications or installation and suitability of product. In all cases, the underlayment manufacturer or underlayment installer is responsible for all underlayment warranties.

Underlayment Installation

Note: always consult underlay manufacturer's specification for installation.

Careful and correct preparation of the subfloor is a critical part of a satisfactory floor covering installation. Roughness or unevenness of the subfloor will telegraph through the new floor covering, resulting in an unsightly surface and excessive wear on high spots. The manufacturer will not accept any claims or be responsible for the show through of any subfloor imperfections.

Wood Subfloors

Good ventilation is essential for under floors to prevent distortion, possible decay and excessive movement of the subfloor, frame supports and underlay. If inadequate ventilation exists, subsequent damage to the floor covering material or adhesive systems will occur. Wood subfloors installed directly on concrete or installed over sleeper construction are not satisfactory for the installation of Moduleo[®] Transform vinyl.

Signature's Moduleo[®] Transform vinyl should **never** be installed on the following subfloors:

- Existing resilient sheet and tile floor coverings.
- Carpet.
- Yellow tongue/chipboard flooring.

Note: Signature's Moduleo[®] Transform 'Click' can be laid over existing permanently bonded vinyl, linoleum, parquet or laminate systems where the surface has been prepared correctly. It must be hard,

smooth, level, clean, dry and free from defects to provide a firm foundation. Any irregularities in the sub-floor will show through to the finished floor.

Concrete Subfloors

Concrete subfloors must be dry, smooth, and plane as per AS 1884-2012 for planeness, dryness and smoothness. Concrete subfloors must be free from dust, solvent, paint, wax, grease, oil, asphalt sealing compounds and other extraneous materials including builders chalk or marking paint. The surface must be hard and dense, and free from powder or flaking.

New concrete slabs must be thoroughly dry and completely cured. Curing agents, surface hardeners and other additives may cause adhesive bonding failure. These should be removed by sanding or grinding. All concrete slabs must be checked for moisture and alkalinity before installing material. The final responsibility for determining if the concrete is dry enough for installation of the flooring lies with the floor covering installer.

Holes, grooves, expansion joints and other depressions must be filled with a latex underlayment compound, trowelled smooth and feathered even with the surrounding surface.

3. Fully Adhered Installations

Always adhere Moduleo® Transform vinyl flooring following the adhesive manufacturer's specifications and recommendations.

Any concerns with regard to adhesion must be referred to the adhesive manufacturers.

Moduleo® Transform Warranty

General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. Signature Floors' warranties are extended to the original purchaser of the vinyl and are non-transferable. The warranty is solely for the domestic indoor use of the product in an owner occupied single-family private residence. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, shorts lengths or used. Products must be properly installed in accordance with the AS1884-2012. Product also requires routine maintenance, and should be properly maintained in accordance with the recommendations described in this brochure. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense, or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

The warranty does not cover:

- Product installed outdoors or in garages.
- Any defects due to improper installation including subfloor imperfections.
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care.

- Damage to the product caused by burns, wheel & castor traffic, tears, pet abuse or furniture depressions.
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.
- Changes in product colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.
- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances.
- Any product which has been treated after installation with any protective material or deflects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc.) which has adversely affected the attributes of the product.
- Normal or minor differences between colour and texture of samples and the installed product.

What the manufacturer will do if your vinyl fails to perform

The law states, pursuant to Schedule 2 of the Competition and Consumer Act (CCA) that “Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

If any part of your vinyl fails to perform in accordance with a warranty applicable to the vinyl flooring. The manufacturer may offer to repair, replace, refund or offer an allowance or arrange a credit equal to the cost of the material only, in the affected area. The credit will apply only to a new vinyl floor of the same or comparable quality depreciated as set out right.

Home Owner Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the vinyl, together with proof of installation date.
- Have your vinyl installed in accordance with Australian Standard AS1884-2012 Floor coverings – Resilient sheet and tiles – Installation practices, and otherwise in accordance with the guidelines set out in this brochure.
- Maintain your vinyl flooring with regular care and cleaning.

Making a Claim

If you consider that your vinyl flooring is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer to arrange an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer will take appropriate action, including notifying the manufacturer if

necessary. Should you be unable to contact your retailer, or if you do not get a satisfactory reply from them, please contact Signature Floors' head office.

Year	Commercial – 10 (%)	Residential – 20 (%)
1	100	100
2	90	95
3	80	90
4	70	85
5	60	80
6	50	75
7	40	70
8	30	65
9	20	60
10	10	55
11		50
12		45
13		40
14		35
15		30
16		25
17		20
18		15
19		10
20		5