

CARE AND WARRANTY GUIDE

TIMBER



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Congratulations! On your purchase of a beautiful engineered *Timber* floor for your home.

Our *Timber* flooring care guide will assist you to maintain and extend the life of your new floor over many years to come. The guide also presents valuable information on your rights under Australian Consumer Law/NZ Consumer Guarantees 1993. 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 new *Timber* flooring floor, and it will give you additional pleasure for years to come.

This guide is freely available with your purchase, and your *Timber* flooring 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.

CARING FOR YOUR BEAUTIFUL *TIMBER* FLOOR

Caring for your *Timber* flooring is easy when you know how.

We recommend the use of Bona Wood Floor Cleaner, because we know and trust these products.

PROTECTING YOUR INVESTMENT

To protect your flooring, we recommend the following precautions:

- Avoid contact with dirt, sand, grit and substances such as oil or asphalt by placing carpets and felt-back doormats at the front- and backdoor.
- Never leave standing water on the floor.
- Use floor protectors and furniture legs/wheels with a large ground surface to limit the impact of heavy objects.
- Maintain a relative indoor air humidity of between 30 and 70% all year round, in order to limit natural expansion and contraction of the wood.
- Avoid cutting and grooving in your flooring by sharp objects. If you have chairs with wheels, make sure they are made of soft rubber.

- The surface of your new laminate flooring is particularly durable and wear resistant, so that it requires no additional treatment. No need for sanding, varnishing, polishing or waxing, meaning that the typical and intrinsic properties of your laminate flooring are retained.
- *Timber* floors have a hard, closed surface, so that you needn't always clean it with a damp mop. Every once in a while will do.
- Protect your floor from UV light by drawing your curtains during peak periods of sun exposure.
- Keep your pets nails trimmed as they have they can impact your floor.
- Only use WOCA cleaning products to maintain your floor.
- Do NOT use steam apparatus to clean your floor, as this will cause damage to the surface.
- Do NOT use a solvent or ammonia-based cleaner, either in liquid or powder form.

The nature of the maintenance will depend on the amount and type of traffic, and 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 Bona Wood Floor Cleaner.

WEEKLY Care

Sweep with a broom or vacuum the floor. Mop the entire floor by using The Bona Spray Mop system. This uses the minimum amount of liquid and prevent standing water from penetrating into joints. Remove any stubborn marks using a damp cloth.

Removing Difficult Stains

For chocolate, grease, juice and wine stains, use lukewarm water and a pH neutral detergent.

Nail polish, tar, markers, crayon, lipstick, ink and cigarette burns can be removed using nail polish remover or denatured alcohol. For candle wax and chewing gum, scrape carefully with a blunt plastic scraper. Add Eucalyptus oil to a damp cloth and wipe scuff marks to remove any residue.

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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.

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

Entrance Mats

A proper clean-off zone is strongly recommended. It will reduce the soiling of the flooring by as much as 70%. Entrance mats, when properly serviced, can effectively remove any abrasive and foreign materials from foot traffic and cut down on tracked in water. Where possible, prevent dirt from reaching the floor. A suitable barrier matting system will help prevent soiling and abrasive material from entering a building and make maintenance easier. Regularly clean the clean-off zone so that it functions optimally. Prevent fibres from the clean-off mat from running or adhering together with dirt. As far as possible, remove sand and adherent dirt such as chewing gum using a spray or gum remover. Replace the clean-off mat in time to ensure an optimally functioning dirt entrapment zone. Avoid rubber or latex backed mats as these may leave stains.

Protection of Sliding Furniture

Good protective caps that have a sufficiently large support surface, and are made of a non-absorbent material to prevent the ingress of moisture and dirt are strongly recommended.

Plasticiser Migration

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

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 MDF, Masonite or plywood.

General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. *Timber* flooring warranties are extended to the original purchaser of *Timber* flooring and are non-transferable. The warranty is solely for the domestic and light commercial indoor use of the product. 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 Installation Guidelines and FCIA best practice hand book. Products also requires routine maintenance, and should be properly maintained in accordance with the recommendations outlined in this guidelines. 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 sub-floor 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 and castor traffic, tears, pet abuse or furniture depressions.
- Damage caused by spills (for example pet urine) which are not removed promptly.
- Damage caused by stiletto heels or gouging from heavy sharp objects.
- 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 dyes or chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.

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- 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 defects, 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.
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Normal or minor differences between colour and texture of samples and the installed product.
- Expansion or contraction as a result of poor installation practices which may lead to peaking or gapping of the floor.

What the Manufacturer will do if your Floor Fails to Perform

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. 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/NZ Consumer Guarantees Act 1993. 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, replaced, refunded, or be offered an allowance or arrange a credit equal to the cost of the material only in the affected area if the goods fail to be of acceptable quality and the failure does not amount to a major failure." The credit will apply only to a new Timber flooring 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:

- Never leave standing water on the floor.
- Make sure the humidity in the room is between 40% and 65%. Use a humidifier, if necessary.
- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the flooring, together with proof of installation date.
- Have your *Timber* floor installed in accordance with the Installation Guidelines and FCIA hand book of best practice.
- Maintain your *Timber* flooring with regular care and cleaning.

Making a Claim

If you consider that your *Timber* 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.

WARRANTY

Signature Floors *Timber* flooring comes with 25 and 30 year residential warranty, and warrants your floor against premature wear and manufacturing defects.



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