

Kayuna®

engineered hardwood flooring

## WARRANTY

### General Conditions:

The Manufacturer / Supplier guarantees that the goods will be free from manufacturing defects from the date of installation for a period of 50 years. This warranty is valid for the First Purchaser only and when installed in a normal domestic environment. This warranty is only valid when the product has been installed and maintained according to the manufacturer's recommendations and all applicable norms, practices and standards have been observed. Kayuna beautiful hardwood floors are a product of nature and therefore not entirely free of special features. All flooring in the Kayuna collection is manufactured according to accepted industry standards which permit tolerances in dimensions by no more than 5% generally (see also AS2796.1-1999).

This warranty is in addition to, and in no way limits statutory warranties enjoyed by the First Purchaser.

The warranty covers the original purchase by the first purchaser and the original installation only and is non transferable;

A valid claim under the guarantee should be lodged at the store where you purchased the material from. In order to substantiate your claim, original proof of purchase and a description of the damage is necessary.

When a floor has been installed and subjected to a longer period of use, the value of compensation in terms of material will be deducted by 2% per annum (after the first year) and will be in relation to the remaining term of the warranty period. E.g. a valid claim made in year 15 after installation will give a compensation of  $100 - (15 \times 2\%) = 70\%$  of the original material value.

The Manufacturer or any of its Representatives has the right to inspect the floor and, if necessary, remove samples from the installed floor without compensation if the defect in the floor is not due to a manufacturing defect.

### REPLACEMENT

When the claim is considered valid by the Manufacturer or its Representatives, the customer shall be provided with a replacement timber board from the current range.

Compensation will be limited to material costs and will not cover transportation, installation, inconvenience etc.

### Actions that make your claim nul and void:

- Sub floor preparation other than indicated above or other than according to the during time of installation applicable standards, norms and/or practices;
- Problems in the floor caused by improper or defective installation i.e. installed in a different way than described in the installation instructions and changes after the initial installation to the floor or conditions of the site;
- Moisture rising from the sub-floor or through walls in the area of installation or adjoining areas or lack of a proper moisture barrier between the sub floor, the wall and the underlay or as indicated by the Manufacturer;
- Moisture penetration in the product through adverse weather conditions, water/liquid spillage or excess water used to clean the product;
- Use of a glue other than a cross linked D3 PVA with a solid content of at least 50%;

- Installation in extreme or uncontrolled climatic conditions such as a tropical environment or regions subject to extreme temperature and humidity variations unless the site is permanently climate controlled. For normal climate control, the relative humidity should be between 45% and 65% and the average temperature between 59° F and 77° F (15° and 25° C);
- Gaps between boards due to seasonal temperature and humidity changes ;
- Under floor heating not installed to the instructions above;
- Non-residential installation or other than domestic use where extreme traffic conditions and use may lead to abnormal, accelerated wear and tear;
- Failure to follow and routinely protect and maintain the floor (see above);
- Use of steam cleaners, heated cleaners, high pressure cleaners all with or without the use of special detergents, different pressure levels or approval from its manufacturers;
- Indentations from stiletto heels, golf or 'pointed' shoes or damaged shoes, dropping of items and permanent indentations due to heavy furniture;
- Damage due to: improper use, re-coating or repairs, exposure to excessive moisture, heat, water or excessive sunlight;
- Use of heating mats under rugs or directly laid on the timber floor;
- Surface damage caused by: excessive traffic – vehicular traffic (including bikes, rollerblades, roller shoes, skate boards etc.) – abnormal or abusive use – normal wear and tear – poor or improper maintenance –sand, grit or gravel – outdoor applications – direct sunlight –too high or too low humidity or excessive moisture - use of castor chairs without appropriate protective mats;
- Spillage of urine, ammonia, corrosive liquids, bleach or acidic liquids and substances onto the floor;
- Scratching, indentation or damage from impact;
- Damage caused by factors beyond the Manufacturer's control (e.g. flooding, burn marks, adverse weather conditions including cyclones, accidents, leaking or broken plumbing and leaking washing machines, dishwashers etc., household alterations, pets and insects ...);
- Drying out of the timber and e gaps, cracks, splits etc. and other damage due to direct exposure to: open fires; radiant heat panels and other heat sources etc. .

## **RIGHTS & ADVICE**

- The manufacturer or its representative reserve the right to change product specifications, product dimensions, available colours and designs and other information in this leaflet.
- When handling (and working with) timber products dust and other particles are released. Prolonged and frequent exposure to those particles can lead to health issues. We recommend that you always wear appropriate dust-masks, eye protection wear and appropriate clothing and follow the guidelines, advice and ruling of Work Cover, any State and/or Federal laws and rulings relating to this issue.