

# ■ Warranty Policy



## Limited Residential and Light Commercial Warranty

The manufacturer warrants to the original purchaser of its engineered timber flooring in Australia the following warranties:

### 25-Year Limited Finish and Wear Residential Warranty

The manufacturer warrants to the original purchaser that its factory-applied finish will not wear through, peel off, or delaminate under normal and ordinary residential use and with proper maintenance and floor care for a period of 25 years from the date of purchase.

### 25-Year Limited Structural Integrity Residential Warranty

The manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including delamination (separation between plies), milling, and grading for up to 5% of the international industry standard.

These warranties, which begin from the date of purchase, apply only to products used in indoor dry residential applications, either below grade, on grade, or above grade, and are valid only in Australia.

These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable.

### 5-Year Limited Finish and Wear Light Commercial Warranty

The manufacturer warrants to the original purchaser that its factory-applied finish will not wear through, peel off, or delaminate under approved light commercial use and with proper maintenance and floor care for a period of 5 years from the date of purchase.

### 5-Year Limited Finish and Wear Light Commercial Warranty

The manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including delamination (separation between plies), milling, and grading for up to 5% of the international industry standard.

The accepted industry standard is an allowance of up to 5% of the flooring shipped to contain milling, grading, handling, and occasional finish defects and shall not be considered a finish or structural defect.

Any product designated as “tavern,” “economy,” “cabin grade,” “seconds,” “B grade,” or “as is” is not covered by any of these warranties.

Engineered timber flooring is a natural product that may expand and contract during seasonal, temperature, and humidity changes. When properly installed, the product may experience slight separation (up to 0.8 mm) between boards. If minor separation or seasonal cracks occur, they are not covered by this warranty, as they are normal to engineered timber floors.

Finish wear through is defined as 100% finish removal over a minimum of 10% of the total installation.

Any product thought to be defective by the person doing the installation should be returned to the retailer for inspection and possible replacement PRIOR TO INSTALLATION. Installation implies acceptance. No warranty will be offered for obvious visual defects or appearance-related claims such as grade or colour once the products are installed.

#### IF THE ENGINEERED FLOORING SHOULD FAIL TO MEET THE TERMS OF THE WARRANTY, THE MANUFACTURER, AT ITS OPTION, WILL EITHER:

- Supply products or parts to repair, refinish, or replace the defective product at the manufacturer’s option.
- Provide a refund up to the full purchase price of the defective product.

THIS WARRANTY IS EXCLUSIVE. It covers the repair or replacement of defective materials only and does not cover labour costs unless professionally installed by a certified flooring installer. Installation of any replacement products not performed by a certified flooring installer will be at the original purchaser’s expense. If professionally installed, the manufacturer will pay reasonable labour costs to perform the replacement or repair during the first 5 years from the date of the original purchase. Any and all labour costs must be pre-approved by the manufacturer. In the event that the style installed in the home is no longer available, the manufacturer will replace the affected floor with another style of equal value. Under no circumstance will the value of a warranty claim exceed the original purchase price of the product.

**THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER’S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.**

## Conditions

The manufacturer will honour claims under this warranty only if all of the following conditions are satisfied:

- At all times between purchase and installation, the flooring must have been properly stored according to installation instructions.
- The flooring was used for approved interior residential or light commercial installation only.
- Only approved products were installed and used over radiant heat.
- The flooring has been installed below grade, on grade, or above grade according to the recommended installation instructions.
- Interior environmental conditions have been maintained at 15-27 °C and at a constant relative humidity level of 35%-55%.
- Problems caused by failure of the homeowner or installer to evaluate the job site and job site conditions are not covered.
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
- A description of the problem, photographs, and a sample that clearly shows the warranted problem must be presented to the retailer for presentation to the manufacturer.
- The person covered by the warranty must provide valid proof of purchase for material and labour in the form of sales receipts or invoices. This documentation must show the date of purchase, the original purchase price, and that he/she is the original purchaser.
- The manufacturer must receive written notice within 30 days after the discovery of any claimed defect or failure covered under this warranty but within the time period applicable to the limited warranty. Contact your retailer to file a warranty claim.
- The manufacturer reserves the right to have a manufacturer’s designated representative or firm inspect and take samples of the engineered timber floor for analysis.
- The manufacturer must be given 60 days following notice to inspect the product to confirm any failure.
- Inspections of the engineered timber floors must be performed in accordance with industry standards from a standing position with normal lighting and no glare.
- Written notice and all photographs, samples, and other documentation should be sent to the retailer from which the flooring was originally purchased.

## Warranty Exclusions

This limited warranty shall not apply to damage to the engineered timber floor or to the finish arising from and specifically excluding any of the following:

- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc., are inherent to wood and shall not be construed as defects. No two pieces of wood are the same, and colour or other variations will occur. The manufacturer does not guarantee against natural variations or the normal difference between colour samples or photographs and the colours of installed floors. New and/or replacement flooring may not match samples and/or existing flooring or warrant a colour match to other wood products such as stairs, cabinets, trim, moulding, etc.
- Squeaking and cracking of the engineered timber floors by any cause other than mismanufacturing is not considered a defect. This includes splitting or cupping resulting from exposure to improper environmental conditions.
- Hollow spots between the flooring and the subfloor are not a defect of the flooring and usually result from improper subfloor preparation as described in the installation instructions.
- Expansion and contraction of the engineered timber due to seasonal changes in climate shall not be considered defects.
- Natural colour changes due to full or partial exposure to sunlight and weather are not considered defects. Maple, Merbau, Kempas, pine, cherry, and exotic species such as Brazilian cherry may darken or yellow due to light exposure over time. This is a natural occurrence and is not covered by this warranty.
- Indentations, scratches, damage caused by negligence, water, moisture, water saturation, insects, insect infestation after the product has left the factory, animals, pebbles, grit, sand, other abrasives, high-heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture are not covered by this warranty.
- Failure to follow the manufacturer’s written installation instructions, failure to follow instructions for protecting the subfloor from moisture, and improper storage and handling are not covered by this warranty.
- Failure to follow the manufacturer’s written installation instructions on approved adhesives and/or damage caused by the use of water-based adhesive over sheet vapour retarder or sound insulation voids the warranty.
- Excessive or inadequate humidity in the area of use resulting in damage or defects to flooring will not be covered by the warranty. Relative humidity in the area of use must be within a normal range of 35%-55%.

# Maintenance and Care Guide

- Stains as a result of negligence, chemical or industrial products, wax or oil soaps for cleaning, or standing liquid for a prolonged period of time are not covered by the warranty.

- This warranty does not cover removal or replacement of cabinets, appliances, furniture, or other fixtures.

- Insufficient or improper protection, care, or maintenance, or failure to use the manufacturer's approved installation and maintenance products will void the warranty.

- Damage from improper cleaning practices is not covered. Do not use steam mops or wet mops to clean your floors, as outlined in the Care Guide.

- Misuse or abuse of flooring material will void the warranty, as will use of flooring for purposes other than for which it was designed.

- Improper alterations of the original manufactured product, as well as alterations or repairs to the manufacturer's original product, will void any and all warranties. This includes sanding, top coating, recoating, or attempted refinishing of the factory-applied finish.

- Gloss reduction is not considered surface wear through.

- Freight costs or expenses and any damage incurred during shipping are not covered.

- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled voids this warranty.

- Accidents, negligence, abuse, or misuse are not covered. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, wind, lightning, earthquake, prolonged power outages, or standing water occur during or after installation.

## Warranty Contact

If you have any questions or wish to make a claim under this limited warranty, please visit:

[www.compassmaterials.com](http://www.compassmaterials.com)

## 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.

THE MANUFACTURER DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE FLOORING.

THE MANUFACTURER SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL, SPECIAL CONSEQUENTIAL COSTS, EXPENSES, LOSS OF INCOME OR PROFITS, OR OTHER SIMILAR DAMAGES INCURRED BY THE ORIGINAL PURCHASER.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY, FROM STATE TO STATE.

## Cleaning Your Floor

- Use a damp cloth to blot spills as soon as they happen. Never allow liquids to stand on your floor. For tough spots, such as oil, paint, markers, lipstick, ink, tar, or cigarette marks, use acetone-based nail polish remover, and then wipe with a damp cloth.

- Always vacuum with the hard floor attachment, not the beater bar. You can also use a dust mop or broom to sweep the floor and minimise abrasive grit, debris, and dirt.

- Do not damp mop. Rather, periodically clean the floor with a engineered timber flooring cleaner specially formulated for the finish.

- Do not use wax or polish. Also, avoid oil-based, ammoniated, or abrasive cleaners, such as steel wool or scouring powder.

- Do not wash or wet-mop the floor with soap, water, oil soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, which would void the warranty.

- Never use any type of buffing machine.

## Protecting Your Floor

- Use area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit, and other undesirable outdoor substances from being tracked onto your floor. The rugs must be made of a breathable material to prevent moisture entrapment.

- Do not use rubber- or foam-backed plastic mats or area rugs, as they may discolour the floor or leave an imprint. To prevent slippage, use an approved vinyl rug underlayment.

- Sweep, dust, or vacuum the floor regularly to prevent the accumulation of dirt or grit that can scratch or dull the finish.

- Use protective caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Use wide-bearing leg bases, barrel-type caster wheels, or rubber rollers to minimise indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be.

- Use a dolly when moving large furniture, appliances, and other heavy objects. First, put down a sheet of plywood or Masonite to protect the floor and help prevent denting. Carpet or cardboard is not adequate to prevent surface compression scratches. Never try to slide or roll heavy objects to avoid denting or scratching the floor.

- Avoid gouges or cuts in your floor from sharp objects. While your floor is very wear-resistant, sharp or pointed objects can damage it. Don't walk on your floor with stiletto-style heels, spiked shoes, or cleats as they may cause indentations or punctures in your floor. Keep pets' nails trimmed to minimise finish scratches.

- Rearrange area rugs and furniture periodically so the floor ages evenly. UV sunlight will naturally soften the tone of different species of engineered timber to varying degrees.

- Protect your floor from direct sunlight as much as possible. Use curtains and UV-resistant film on large glass doors and windows. Over time, natural and artificial light could discolour the floor.

## Maintaining the Proper Interior Environment

- Maintain a normal indoor relative humidity level between 35% and 55% and a temperature of 15-27 °C throughout the year to minimise the natural expansion and contraction of wood.

- During heating season (dry indoor conditions), a humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions. Minor gapping between wood planks during the heating season is a normal occurrence with engineered timber flooring installed over radiant heat.

- During non-heating season (more humid indoor conditions), an air conditioner, dehumidifier, or periodically turning on your heating system can maintain humidity during the summer months. Avoid excessive exposure to water during periods of inclement weather.

## Repairing Your Floor

- Minor damage can be easily repaired with finishing putty available in blending colours.

- Retain several planks during installation and set them aside in a safe, environmentally controlled place for future repairs.

- Major damage will require board replacement. If using the floating installation, your floor can easily be disassembled to allow for replacement.