

Laminate Floors

Commercial Wear Warranty and Floor Care

This Airlay International Pty Ltd Laminate flooring comes with a 10 Year Commercial Limited Wear Warranty from the date of purchase from the original purchaser.

This warranty applies for as long as the original purchaser owns and resides in the home where the product was installed. In case that a builder or developer purchases the flooring, will be entitled to cover under this warranty, effective from the date of the initial purchase.

This warranty does not apply to:

- All industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

Who is covered?

This warranty covers wear through of the surface of the floor (show through of the HDF core) in an single area greater than 1cm² within 15 years. Airlay laminate flooring installation instructions must be followed closely when installing your laminate floor and Airlay laminate flooring care & maintenance guidelines should be followed at all times after your flooring is installed. Installation instructions can be found inside each pack of Airlay Laminate flooring box and Care & Maintenance Guidelines can be obtained by contacting your Airlay Account Manager.

Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor must be informed in writing of such defects within 15 days . After this time has elapsed, no further complaints will be accepted.

This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination, reduced resistance of the wear layer, staining and colour fading.

The damage to the product must be evident, measuring, per product unit (panel, accessory, etc) at least one cm², and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as sever impact, scratching (for example caused by dragging of furniture) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture.

The ingress of sand and/or dust on to the floor must be prevented by installing a suitable mat at all entrance doors.

Warranty Exclusions

- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the core or indentations.
- Wear that may be associated with improper installation or improper maintenance.
- Damage, intentional or accidental, caused by water, abuse, misuse of stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items etc.
- Scratches or surface marks / stains.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.
- Of course, boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

How to evoke a claim

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact Airly International Pty Ltd to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Airly International Pty Ltd. Should board replacement be necessary, new boards from the current batch (only if current batch is still available) will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.

The benefits to the consumer under the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Airly International Pty Ltd's Laminate Flooring 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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

All expenses related to warranty claims are the responsibility of the consumer making the warranty claim.

Acceptable Quality

Airly laminate flooring is fit for use in internal environments/installations and should not be used externally. Furthermore, Airly laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor. Airly laminate flooring should be installed in a "laminate flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

Airly laminate flooring, should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. As mentioned on Page 1, Airly laminate flooring should be installed as per the installation instructions (which can be inside each carton) and maintained in accordance with the care & maintenance guidelines (available below and from your place of purchase).

Major Failure

Airly laminate flooring is resistant to chips, scratches, stains and wear but not "proof" in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. Airly laminate is made using High Density Fibreboard in the core of the product and that this wood based material can be susceptible to seasonal movement, creating small gaps between the joins of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. They are considered part of purchasing a laminate floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser. As the warranties for Airly laminate flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

Liability

Airly International Pty Ltd reserves the right, and must be offered the opportunity to inspect the complaint and where applicable to inspect the floor in its installed condition. Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the laminate floor.

- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Airlay International will cover reasonable labor costs.
- Airlay International Pty Ltd can never be held liability for any secondary damage.

Airlay International will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.

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, except as covered by Common Law. The manufacturer shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser.

This warranty gives you specific rights and you may also have other rights that may vary from State to State.

Care Instructions

Laminate flooring is virtually maintenance-free. Routine cleaning requires you only to vacuum, use a dust mop, or a slightly damp (not wet) mop and dry with a clean, cotton cloth. Regular cleaning should be done with either Performance Accessories Hard Surface Cleaner or plain water (distilled if your area has particularly hard water). With its smooth surface, Airlay flooring cannot retain dust or dirt.

Post Installation

- Remove and sweep up all installation debris.
- Never move heavy furniture or appliances directly across the laminate floor. Place sheets of plywood over laminate when moving heavy furniture or appliances into position.
- Maintain post installation temperature between between 13°C and 38°C. Maintain relative humidity between 40% and 70%.

Simple Maintenance procedures will ensure your floor stays looking beautiful:

- Sweep and vacuum your laminate floor regularly to remove dirt and debris that can cause scratches or dull the finish.
- Clean up all spills immediately with a damp cloth. Do not allow liquids to remain on laminate flooring.
- Clean your laminate floor occasionally using a mop
- Do not flood the laminate floor with water or put water or any other liquids directly on the floor. Excessive water will damage your floor, resulting in peaked edges, warping, swelling and delamination.
- Do not use soap or oil based cleaning products. Do not use abrasive cleaners, steel wool or scouring powder.
- Do not wax or polish laminate flooring. Do not dry buff or burnish laminate flooring.
- For tough stains or stains such as oil, paint, markers, lipstick or similar, use nail polish remover or acetone on a clean white cloth. Do not pour liquid directly on the floor.
- For hard to remove items such as chewing gum or candle wax, freeze the item with ice, then carefully scrape off with a plastic spatula.

Floor Protection

- Immediately wipe up wet areas from spills, muddy feet and damp paws
- Place a natural or colorfast mat at doorways or outside entrances to reduce the amount of dirt and moisture tracked into your home
- Do not slide heavy objects across the floor.
- Use sooth, hard plastic or metal furniture rests or glides under frequently moved furniture to avoid scratches and indentations. Do not use felt pads. Periodically inspect the bottom of the floor protectors for dirt and debris that can damage the floor.
- Rolling castors on portable appliances, dishwashers, microwave carts, etc. may cause damage to laminate floors. Use caution when moving these items on the laminate floor. If using castors, a non-staining, flat, wide castor is recommended. Protective plastic mats or castor cups are recommended under frequently moved furniture with castors, such as desk chairs.