

SUN FLOORS HYBRID FLOORS MAINTENANCE AND WARRANTY GUIDE

HOMEOWNER OBLIGATIONS: Care and Maintenance Guide

Your Hybrid floors have been designed with low maintenance in mind to give you more time to enjoy your new floor. With a little routine care and regular maintenance, it is easy to look after your hybrid floor. Just follow the easy steps below:

Immediately: Clean up any liquid or water-based spills or any other potentially staining marks using a dry clean cloth. Though hybrid floors are waterproof, don't leave liquid water-based spills there just to test it.

Hybrid floors are resistant to most spots and stains, however some materials or colorants (such as tar, grease, oil, waxes, ball point, marker pens, or foods/ beverages containing strong dyes as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.

Daily as required: Remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a power head, if installed).

Weekly: Clean floors using damp mop and a PH neutral cleaner if required to remove any dirt and other stains or marks.

When cleaning the Floor:

1. Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
2. Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floors.
3. Never use a steam mop or steam cleaner.
4. You should also never flood the floor with water. Excessive water can damage your floor. Soak up bulk liquid spills.
5. Hybrid floors have been designed for use in internal environments. Cannot be used for outdoors/covered alfresco where there is direct sunlight, or rooms with inbuilt drains (e.g., showers).

Protect your Floor: Follow these simple steps to achieve many years of enjoyment from your hybrid floor:

1. Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
2. Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
3. Heavy objects and furniture such as large bookcases, full sized billiard tables, freestanding bathtubs or kitchen units shouldn't be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure. Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
4. Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly. Pet claws can scratch your floor. Keep nails trimmed.
5. Floor to ceiling windows coupled with the Australian Sun can create floor surface temperatures over 70°C. Hybrid flooring is manufactured to be stable in low and high temperatures (0-35°C). However, your floor should be protected from extreme temperatures and strong direct sunlight using interior temperature and humidity control.
6. Hybrid Floors recommended temperatures always should be between 10°C ~ 35°C and relative humidity levels between 30% and 70%), window tinting, awnings and/ or curtains/ blinds can be used to protect the floors from direct Sunlight.
7. Dramatic temperature changes and/ or extreme humidity can cause joins to lip up or cause gaps creating waves like effect of the floors. Direct sunlight can cause fading.
8. Hybrid flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on hybrid floors.
9. Even though hybrid floors are exceptionally stable, planks can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. This is a normal feature of hybrid

floors and not considered a manufacturing defect.

Installation:

1. If your hybrid floors are to be installed in a wet area, it must also be in accordance with the Wet Area Installations instructions (which form part of the Hybrid Floors Installation Instructions). Check to ensure product suit compliance with your local building code.
2. If the floor is improperly installed this may void the Hybrid Floors Residential and Commercial Warranties. Before installing the hybrid floor, installers should check to make sure it is undamaged, of the right size with no visual defects when viewed standing up in daylight at the installation site. If any planks are visibly faulty or deemed visually or structurally inappropriate, they should not be installed, and the fault should be immediately reported to the retailer. Care needs to be taken to properly inspect the flooring before it is installed as the supplier may refuse a claim under the Sun Floors Hybrid Floors Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.

PLEASE NOTE: In addition to you complying with the other conditions which apply to the Hybrid Floors Residential Warranties, to obtain and maintain your coverage under the Warranties, you must keep proof of purchase in the form of a receipt OR invoice showing the details of flooring and the date of its purchase, together with proof of installation date. You must also demonstrate the floor is still at the original installed site and you have maintained in accordance with instructions set out in this booklet.

RESIDENTIAL WARRANTY CONDITIONS

The Hybrid Floors carry 25 years of Warranty and the benefits given by these warranties are in addition to other rights of the consumer under the Australian law in relation to the goods. The Residential Warranties are subject to and qualified by the “Residential Warranty Conditions” and “Homeowner Obligations” set out on the following pages. You can establish the specific warranty period applicable to a particular hybrid floor (which applies from the date of the original installation) (relevant period) by asking your retailer.

1. **Abrasion/ Wear Resistance Warranty:** We warrant that under normal household conditions, the wear layer will not wear through to the design layer surface of your hybrid floor for the relevant period. Abrasive wear means actual wearing through of the floor surface to show a visual change in the floors appearance and does not include other changes in appearance: example: scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between planks, reductions in gloss level etc.
2. **Stain and Spill Resistance Warranty:** We warrant that your hybrid floor is resistant to normal household stains and spills on the floor surface for the relevant period. But excludes the floors will be resistant to permanent stains.
3. **Pet Warranty:** We warrant that your hybrid floor is resistant to stains from all domestic pets for the relevant period, provided the stain is immediately cleaned and the Pet nails are trimmed.
4. **Fade Resistance Warranty:** We warrant that your hybrid floor will not have a significantly noticeable color change due to fading resulting from exposure to indirect sunlight or normal artificial light (with exception of natural ageing) for the relevant period.
5. **Structural Warranty:** We warrant that your hybrid floor in its original manufactured condition will not delaminate for the relevant period. This does not include any separation of any pre-adhered underlay from the floor.
6. **Waterproof Warranty:** We warrant that the surface of your hybrid floor is 100% waterproof and resistant to damage from mopping or normal household spills for the relevant period. 100% waterproof” refers to the surface resistance of the flooring material to normal household spills and damp mopping. It does not mean the product is immune moisture vapor from the slab, prolonged standing water, flooding or leaks, water trapped beneath the floor. Damage arising from these conditions is excluded from warranty. The floor will not, upon reasonable exposure to water, swell, buckle or undergo any significant diminution of its structural integrity. If installed in wet areas, this warranty is subject to the floor being installed in accordance with “Wet Areas Installations” section of the hybrid floors. This warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or similar or damage resulting from mould or mildew growth.
7. **Free from Manufacturing Defects Warranty:** We warrant your hybrid floor in its original manufactured condition shall be free from manufacturing defects for the relevant period, including defects which after time cause an abnormal change in the floor such as early wear.
8. **Consumer Warranties:** Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a Replacement of the goods (Hybrid floors of same value) or Refund (only for the supply of hybrid floors) for major failure and 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 a major failure.

INSTALLATION WARRANTY:

Installation workmanship is warranted for 12 months from the date of installation, subject to normal residential use.

Issues relating to subfloor preparation, levelling, expansion gaps, or installation tolerances must be identified within this period.

GENERAL WARRANTY CONDITIONS:

These Hybrid Floors Residential Warranties apply only in Australia purchased after 1 January 2019;

1. Time to Notify of Defects: Any defect relating to installation, subfloor condition, product performance, or appearance must be notified to Sun Floors within a reasonable time after the defect first becomes apparent.
2. Failure to notify Sun Floors promptly may limit or void warranty entitlements where the delay has contributed to worsening of the condition or prevented early rectification.
3. To the original purchaser of the floor or in the case of a builder or developer the owner of the residential home 6 months after purchase of the floor; To new, first quality flooring in its original installation; and
4. To floors used indoors in a residential home, excluding areas/ sunroom/alfresco /areas with built in drains (e.g. showers).
5. These warranties relate solely to residential uses. For details of Hybrid Floors Commercial Warranties, please ask your retailer or our account manager. Lifetime coverage (where applicable) means 25 years. The
6. Warranties are not transferable.
7. Sun Floors reserves the right to refuse a claim for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

Hybrid Floors Residential Warranties do not cover:

1. Hybrid flooring performance may be affected by natural building settlement, slab movement, or structural changes over time. These conditions are outside the control of the installer or manufacturer and are not considered defects.
2. Damage due to improper installation/maintenance, use of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations described in this guide.
3. Damage arising due to the floor being exposed to extreme cold (under 10°C) or extreme heat (over 35°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations). This causes the clicks to raise and have a wave effect which is not covered under warranty.
4. Damage directly associated with exposure to excessive moisture either to the surface or trapped beneath the floor.
5. Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage (excluding stains covered by the Pet Warranty), smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
6. Damage caused by risks covered by a generally available homeowner insurance policy. Improper alterations to the original manufactured product. Alterations, repairs, refinishing, removal and/or reinstallation to the original product will void any and all warranties.
7. Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 2mm over 1000mm). Labour charges associated with any rectification work is not covered.

INSPECTION REQUIREMENT

Warranty assessment requires reasonable access for inspection.

Claims may be declined or suspended where access is refused, delayed, or conditional.

NOTE: Claims must be raised and pursued in good faith.

Public statements or actions taken prior to inspection or assessment do not replace the warranty process.

If your floor fails to perform? If any part of your hybrid floor fails to perform in accordance with any of the Hybrid Floors Residential Warranties, we will supply the hybrid free of charge to replace the affected area of the floor through your original retailer.

Making a Claim please notify Sun Floors to arrange an onsite inspection. Be sure to describe the specific problem (providing a photo if possible) and to include a copy of your proof of purchase. We will then take appropriate action by inspecting your floors.