



**QUALIMAX  
FLOORING**

## **Installation**

## **Warranty**

## **Maintenance**

**Note:**

- Prefinished solid timber arrives in Australia with a moisture content from 9% to 12%
- 136mm wide solid timber plank does not require top nail installation
- Australian species engineered flooring can be installed with full glue underneath

QualiMax products come with a guarantee that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have these goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Timber flooring is a natural product, and as such, exposure to excessive heat, dryness or moisture may cause damage to your engineered timber flooring. It is natural that some minor contraction and expansion will occur during heating and non-heating seasons. Due to the wood's inherent properties, properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If shrinkage gaps do occur, they are not covered by this warranty. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained.

Over time, natural colour change may also occur on your hardwood flooring, especially when exposed to direct sunlight, which is not considered a defect. The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers and exclusions described below.

The benefits under these Warranties are in addition to other rights and remedies under a law in relation to the goods. For the avoidance of any doubt,

any and all undertakings which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation.

### **WHO IS COVERED?**

This defects warranty is for the benefit of the property owner for whom the flooring product is installed ('you'). It is not transferable.

### **WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?**

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions. If you were not the direct purchaser, then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must properly care for your timber floor using our easy to follow maintenance instructions. We recommend that you use only specially formulated wood cleaning products as detailed to preserve your flooring. The use of wood cleaning products other than those we have nominated for use on our flooring products may damage your floor.

### **DEFECTS WARRANTY**

Subject to the conditions stated below and elsewhere in this Warranty, including correct installation and maintenance in accordance with our recommended guidelines, and under normal household use, we warrant that:

#### **1. Pre-Installation Defects Warranty**

We warrant that the product will not have any obvious milling, dimension or visual defects. You or your installer should carefully inspect the products before installation for such defects. Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced. Since wood is a natural product, there will be natural variations in colour, tone and grain that are not covered by this warranty. This pre-installation defects warranty expires on installation.

#### **2. Lifetime Defects Warranty**

For as long as you own the product we warrant to you that:

(1) the product in their original manufactured condition, will be free from manufacturing defects in lamination, assembly, milling, dimension and trading;

- (2) The UV matt wear layer will not wear through under normal household use;
- (3) The product may be professionally sanded and refinished at least 2 times if proper sanding and refinishing procedures are followed;

### 3. Surface Finish Warranty

We warrant to you that the product will have a decent surface finish, for the lesser of 25 full years or as long as you own the floor; With the exclusions mentioned below ('What is not covered by these Warranties') including in particular: Indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, excessive water/moisture, erosion, pebbles, sand, other abrasives. Insufficient protection of furniture. Wet mopping or failure to follow all of our written maintenance instructions. Use of floor care products other than those specially formulated for use on QualiMax product may damage your floor and may void the warranty.

### **WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?**

At QualiMax Flooring we want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

QualiMax Flooring Pty Ltd,  
Phone: 02 7809 4930  
Email: [admin@qualimaxflooring.com.au](mailto:admin@qualimaxflooring.com.au)

PLEASE KEEP YOUR SALES RECEIPT, INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED. If you wish to make a claim, our customer representative will let you know what information we need to process your claim, including to establish whether any of the conditions or exclusions apply. This may involve us inspecting the premises where the goods have been installed and removing samples for technical analysis. You will bear any expenses involved in contacting us to claim on the warranty, and we will bear the expenses of any inspection and of processing your claim.

### **WHAT WILL WE DO IF ANY OF THE COVERED EVENTS OCCUR?**

If we honour a claim under this warranty, we will - at our sole discretion - repair, refinish or replace the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labour costs to

perform the repair, refinish or replacement. This repair, refinish, replacement or refund will be a pro-rated percentage of the flooring and labour cost. This percentage is determined by the number of years remaining on the warranty and the length of warranty. For example if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered. For Lifetime limited warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, refinish, replacement or refund will be maximum 5% of the original flooring purchase amount. This does not include labour involved in removal or replacement of cabinets and other fixtures.

### **WHAT IS NOT COVERED BY THESE WARRANTIES?**

Without limiting or restricting the other rights and remedies that may be available to you under the Australian Consumer Law or any other law in relation to the flooring product, these warranties do not cover:

- Any other person (the warranties are not transferable).
- Wood flooring installed in designated wet areas.
- Damage caused by fire, flooding or other natural disaster and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Product Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and castors (see Product Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Product Care and Maintenance Guidelines)
- Damage caused by steam mops
- Reduction in gloss, scratches or indentation due to sand, pebbles, or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Product Care and Maintenance Guidelines).
- Minor colour, shade or texture variations between samples or replacement flooring and the actual material in place.
- Minor colour variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.)
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks etc.) associated with anything other than the incorrect manufacture of the flooring.
- Naturally occurring wood characteristics such as variations in grain, colour, knots and fine checking.

- Changes in colour due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards. Surface 'checking' (fine surface split) as a result of the wood losing moisture.
- Products designated as "seconds", "economy grade", "closeout", "off-goods" or "non-standard". Such products are sold "AS IS". Floors that are installed in other than owner-occupied or tenant occupied residences.
- Commercial installations of residential products unsuitable for commercial traffic.
- Delivery, construction or installation-related damage including installations made: (i) in breach of applicable local housing or building codes or standards, or (ii) contrary to written instructions furnished with the product.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes or gutters, flooding, water spills or weather conditions.

\*False or exaggerated claims

We may refuse to action a claim in relation to these Warranties, or reduce the benefits available to you in respect of the claim, if, in our reasonable opinion, you make any misrepresentation or commit any fraudulent or dishonest act or omission in connection with the claim. Nothing in this paragraph limits our consumer guarantee obligations to you.

### **THESE WARRANTIES CANNOT BE VARIED**

None of our installers, retailers or QualiMax employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of these warranties.

## Installation Guide

Timber floor is suitable for all rooms other than those that are subject to excessive moisture and high level of humidity.

**Important notice: All wood is hygroscopic and will shrink or swell with changes to air humidity. Wood will also absorb unwanted moisture from water leaks or high humidity environments that can occur during the building process. It is important to guard against such moisture sources as they can damage the flooring.**

### I. BEFORE YOU START

- Calculate the total square metres of the room(s) and add 10% for cutting and waste.
- It is important that you check each board for any manufacturing defects. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed.
- Claims regarding visible defective floor panels must be made prior to installation. Each board should be inspected to ensure that the quality is acceptable. No claims relating to surface defects can be accepted after installation.
- The boxes of flooring should be stored in the room that it is to be laid in for a period of 24 hours so that the flooring is close to the installation temperature. The boards should be stored and laid in a relative humidity between 35% -65% and at room temperature between 18°C and 29°C.
- There are two most common causes of failure with floating floors, being uneven sub floors or inadequate expansion left around the perimeter of the floor.
- All substrates must be structurally sound, flat and dry. The surface should be free of all contaminants and loose material. All potential sources of moisture e.g. drains, damp proof courses, plumbing, fridges, washing machines etc. MUST be thoroughly checked and rectified if found to be an issue.
- All sub floors need to be sufficiently flat to accept the flooring system. With floating floors, the first thing you require is that the sub floor or surface flatness should not exceed 3mm beneath a one meter long straight edge.
- The boards should be fitted lengthways down main hallways where possible.

**If installing onto concrete**

Concrete sub floors regardless of their age should always be tested prior to the installation of wood flooring. Concrete should be dry to less than 75% RH tested as per ASTM 2170. For relative humidity higher than this please contact your local State Sales Manager for technical information.

**If installing onto a wood sub floor**

If installing onto a wood sub floor that isn't sufficiently flat for the product the use of a universal self levelling smoothing compound is recommended.

**Sub floors with radiant heating**

Installation on a heated subfloor is warranted by our manufacturer's warranty.

**GENERAL INSTALLATION TIPS**

The timber floor should be installed from several cartons at the same time to ensure good colour and shade mixture.

When possible, pre select and set aside boards that blend best with all horizontally mounted mouldings to assure a uniform final appearance. Install these boards adjoining the mouldings.

When installing engineered products of uniform length begin the rows with starter boards cut to various lengths. Avoid staggering the rows uniformly to prevent stairstepping. Boards cut from the opposite end of the row may be used for the next starter boards.

Where Relative Humidity is between 35% to 65% allow a minimum 10mm - 15mm expansion gap around all vertical obstructions.

Where the room is longer than 10 metres in board length or wider than 8 metres across the width of boards, we recommend that the appropriate expansion joints to be installed.

## Care & Maintenance

It is natural that hardwood floors will show signs of wear over time. You can expect years of beauty from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines. Timber flooring is a natural product which will mature with age. The boards will change shade over time through exposure to sunlight.

- Keep dirt, sand, grit and water off the floor by placing outside mats in front of all entrances to your home.
- Sweep or vacuum regularly to rid the floor of dust and grit that can scratch the finish.
- Remove shoes with spiked or damaged heels before walking on the floor to prevent scratches and dents.
- Keep pets claws trimmed, paws clean and free of dirt or soil.
- Always apply felt pads under any furniture or chair legs to prevent scratches and to ease movement.
- Keep pads clean at all times and regularly check and replace as necessary. Protect the floor when moving heavy furniture or large appliances. Place on mat or slide protector and slide smoothly over floor.
- Use non-slip plugs in high wear areas, i.e. in heavily travelled spots and pivot points such as room entries and stair landings.
- Never flood or wet mop the floor with water or any other liquid products. Severe damage may occur that voids the warranty.
- Wipe up spills immediately with damp cloth within 15 minutes.
- Exposure to sunlight with its UV rays accelerates oxidation and aging of materials. This may change the colour of the floor. Periodically rearrange the furniture to allow they floor to age evenly.

## Ongoing routine care & maintenance

- Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A hardwood floor swivel-mop with terry cloth cover is also highly recommended to eliminate finer particles of grit or dirt that can act like sandpaper on hardwood floors.
- Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply hardwood spray cleaner onto clean cloth and rub into the spot. Never apply wax treatments to your urethane-coated floor.
- Periodically, as necessary, thoroughly clean the floor with hardwood spray cleaner using a hardwood swivel-head mop with terry cloth cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess hardwood spray cleaner to remain on the floor's surface. Excess liquid may damage the fibre of the wood.
- Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
- Area rugs are recommended in front of kitchen sinks, at all pivot points and within high traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
- Never clean or wet mop with water, it may permanently damage the floor. Never use any of the following products (or products similar in nature) on your floor; ammonia-based cleaners, acrylic finishes, wax-based products, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products pit or etch the finish of your flooring to prevent the proper use of recommended maintenance materials.
- 8. Keep animal nails trimmed to minimize finish scratches.
- 9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- 10. Avoid walking on wood floors with spike or stiletto heeled shoes. Spike or stiletto high heels must be properly maintained to prevent damage from the steel heel support.
- 11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
- 12. Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
- 13. Replace hard, narrow furniture rollers with wide rubber rollers.
- 14. Keep the relative humidity in your home between 35% and 65%.

- Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Colour shade variation can occur if the floor is exposed to direct sunlight.

### **Resanding**

Once the lacquer has been damaged, it is advisable to sand and re-coat the entire floor to maintain an even finish rather than spot lacquering. This is a procedure which is best carried out by a professional. Please note that repeated sanding will remove some of the textured finish.