



PRODUCT WARRANTY - Timber Flooring

Structural Warranty

1. Ascent Living Pty Ltd, warrants to the original purchaser that the floor structure will remain free from manufacturing defects, for the time specified in Table 1, provided that normal environmental conditions have been maintained :
2. Normal environmental conditions means that both heating & ventilation systems must be constructed to maintain a level between 40% & 60% relative humidity in the air, all year round. This warranty does not cover damage, which may be caused due to high levels of moisture, poor transportation, high humidity, prolonged periods of rain, direct sunlight, extreme heat or cold conditions and Installation procedures not according to the manufactures guidelines.
3. If Ascent Living Pty Ltd has undertaken the installation of the flooring Ascent Living will, at its option, for a period of 12 months from installation date (i) repair without charge the affected planks to conform to the warranty; or (ii) replace the affected planks without charge with planks of equal value and/or quality, excluding the cost of transportation and/or storage. After 12 months, the structural warranty will revert to clause 4.
4. If Ascent Living Pty Ltd has only supplied the flooring Ascent Living will, for the period specified in Table 1, replace the affected planks without charge with planks of equal value and/or quality, excluding the cost of transportation, storage, and installation.

Finish Wear Layer Warranty

1. Ascent Living warrants to the original purchaser that the surface finish wear layer will not peel or separate for the time specified in Table 1.
2. This warranty covers usage, provided that all preventative maintenance and care operations are maintained.
3. The warranty excludes any indentations and surface damages which have been caused through lack of care, or the lack of proper maintenance, negligence, misuse, walking with stiletto heels or stones on shoes, nails, spiked shoes, water damage, other liquids or chemicals, abrasives of any kind not mentioned and insufficient pre protection.
4. The damaged section must be visible and must cover at least 10% of the floor area.
5. The reduction of the sheen-gloss is not considered surface wear
6. Ascent Living will replace defective products only. This warranty excludes all other costs associated with repair, removal, installation and delivery of the product.

Warranty Exclusion

1. This warranty does not cover indentations, impact damage or scratches caused by sharp or heavy objects, grit, sand or other abrasive materials, stains arising from negligence, accidents or abuse, fire, excessive heat, water damage, erosion, infestation, normal wear, damages caused by pets, damage from spiked heel shoes, insufficient protection, misuse or improper alterations to the original manufacturers' product.
2. Failure to follow all manufacturers' specific installation instructions voids this warranty.
3. Improper maintenance which includes the use of detergents, furniture dustings, sprays or other cleaning maintenance products voids this warranty.
4. Gloss reduction is not considered a finish defect. Defects to the finish must be readily visible and at least 10% of the product surface affected.
5. This warranty does not cover colour variations.
6. Gapping, cupping and crowning due to moisture ingress will not be warranted. Timber flooring will have a slight shrinkage and expansion under changes in atmospheric conditions.
7. This warranty does not cover fading due to sunlight.
8. Final inspection of product quality is the installer and/or the owner's responsibility. All flooring products should be inspected prior to installation. Careful examination should be made for colour, grade, finish and general quality before installing. If any material is not acceptable, immediately contact your supplier. Once the product has been installed it is deemed to have been accepted by the purchaser.
9. This warranty does not cover any incidental expenses such as labour costs, installation, transport, travel and any other cost associated with the installation of the product.
10. No warranty applies to any product that has not been paid in full.
11. This warranty will be void once the original finish has been altered or refinished.

Claim Procedures

1. The original purchaser must notify Ascent Living or their agents in writing within 30 days of discovering the problem – claims must be within the warranty coverage period – a copy of the original invoice and receipt is required.
2. Claims must include the description of the problem, a copy of the invoice to establish the date and cost and any additional information that can verify the claim.
3. No attempt shall be made by the customer to refinish, repair or replace any material prior to inspection for this will void the warranty.
4. Any claim is limited to the extent of the replacement of the floor on defective materials only. Any other incidental or additional expenses are not liable to Ascent Living.

Normal Environmental Conditions

This means that both heating & ventilation systems must be constructed to maintain a level between 40% & 60% relative humidity in the air, all year round. This warranty does not cover damage, which may be caused due to high levels of moisture, poor transportation, high humidity, prolonged periods of rain, direct sunlight, extreme heat or cold conditions and Installation procedures not according to the manufactures guidelines.

Expansion

It is very important that suitable expansion joints are left at all the perimeters of the floor, timber expands and contracts as well as being hygroscopic, it also absorbs moisture from the atmosphere, adequate expansion is imperative, at least 2mm per meter is required; example if you are installing in an area where the floor is 6m x 8m then allow for $6 \times 2 = 12\text{mm}$ and $8 \times 2 = 16\text{mm}$, best leave minimum 10 to 15mm. If there is insufficient expansion your floor will buckle, bend, crack and split. Follow the installation procedures, which are enclosed in the packaging boxes. Timber floors can show evidence of cupping and can also open on the joints, this is caused in climatic changes both dry and also in humid times.

Routine & Preventative Maintenance

1. Dust – dry mop or vacuum your timber floor regularly.
2. Apply suitable floor mats at all entrance areas leading on to the floor; always ensure that these mats are well cleaned; do not allow dirt to build up under the mat.
3. Periodically clean the floor with any Neutral pH Cleaner, this is applied by lightly spraying the area above the floor as you clean, a micro fiber mop is best, if you need to wash your mop while cleaning, make sure it is very well wrung, never apply water directly to the floor surface (does not apply to SPC and SWC range), as this will damage your floor.
4. Do not apply any timber polishes - solvents or waxes, which have not been approved by the manufacture. Sand and dirt carried in by shoes can be abrasive to the surface, place protective mats in doorways to keep the moisture and dirt from being walked into the floor.
5. Area mats are also recommended in front of sinks and in the kitchen. Mats and rugs should be protected with a slip resistant backing that is non-abrasive.
6. Install floor protectors on all furniture legs; never drag furniture across the floor
7. Clean spills as soon as they happen.
8. Spiked and stiletto heel shoes, especially those that have worn heels, can dent and scratch floors.
9. Maintain proper humidity levels between 40-60% humidity throughout the year, avoid extreme humidity changes from season to season.
10. Avoid direct sunlight; protect windows with shades or window tints
11. Trim your pet's nails.
12. Never use hot water or steam mop on your floors.
13. When tumble drying clothing please ensure that the house is suitably vented allowing the moisture to escape outdoors.

Table 1 :

Type of Timber	Residential Application	Commercial Application
8mm Laminate	25 Years	5 Years
12mm Laminate	25 Years	5 Years
12mm Diamond Laminate	15 Years	2 Years
Strand Woven Bamboo	25 Years	2 Years
Bamboo	10 Years	3 Years
Engineered Timber	25 Years	5 Years
Solid Prefinished	25 Years	5 Years
SPC Flooring	25 Years	7 Years
SWC Flooring	25 Years	7 Years