

# Reflections Laminate 12mm GenCore+ Flooring Warranty

Reflections Laminate 12mm GenCore+ Flooring comes with a 30 Year Residential Wear Warranty and 8 Year Commercial Wear Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

**Installation** is installed in strict accordance with current written installation instructions.

**Wet Areas** are not suitable for installation in bathrooms, saunas, laundries, or any other areas, in which high levels of steam and moisture are present.

**Care and Maintenance Guidelines** must be adhered to.

**Non-Assignment:** the warranty is limited to the original purchaser and may not be assigned or transferred.

**IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, SHOULD NOT be installed and will not be covered by warranty provisions.**

The installation instructions must be followed strictly when installing your floors and the manufacturer's care & maintenance guidelines should be followed at all times after your floor is installed.

All installation instructions can be found inside each pack of flooring and the manufacturer's care & maintenance guidelines can be obtained by contacting your local retailer. Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

**IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, SHOULD NOT be installed and will not be covered by warranty provisions.**

Post-installation cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws.

## 30 Year Residential & 8 Year Commercial Wear Warranty

This 12mm laminate flooring provides for a 30 Year Limited Residential and 8 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

**PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from the original store of purchase within 30 days of the problem being noticed. Proof of purchase (date), identity of the wholesaler or retailer, and the location of installation must be provided.**

**All assessments for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by the supplier prior to any repair.**

## 8 Year Commercial Wear Warranty

### Exclusions

- 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.

### Major Failure

12mm laminate flooring is highly resistant to chips, scratches, stains, wear, moisture and heat, but still not “proof” in any respect (i.e. scratch proof and waterproof).

Slight colour and/or pattern variation from batch to batch may occur, minor gaps between the joins of each board might be caused by temperature or relative humidity change. Please note these minor gaps, batch colour and/or pattern variation, chips, scratches are not considered to be major failures. Once floor has been installed, it is considered that the product has been accepted by the installer/contractor.

### Acceptable Quality and User Guidelines

The 12mm laminate flooring is designed for use in internal environments including floors, walls, etc., and should not be used externally. Furthermore, 12mm laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor.

The 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. Maintain the internal environment relative humidity level between 45-60% range throughout the year, using humidifiers or dehumidifiers if necessary.

This 12mm 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. In areas where spills may occur often such as kitchens and living areas, make sure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible planks deformity.

### GenCore+ 72 Hour Moisture Guard

Thanks to our unique core design, Reflections Laminate 12mm Gencore+ Flooring is proudly engineered to withstand exposure to moisture for up to 72 hours in household settings.

It is important to note that even though this laminate is more resistant to moisture than others, it is still vital to promptly clean up spills and moisture to prevent damage. As with all timber-based products, GenCore+ laminate flooring is not waterproof. The flooring will therefore react with moisture in the environment, causing it to expand or contract.

Excessive wetting of the floor and exposure to pet urine are **NOT ALLOWED** at any time. This flooring **CAN NOT** be installed in **ANY** wet areas including bathrooms, laundries, toilets or areas subject to regular moisture or water.

## Australian Consumer Law

Our goods 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 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.

### Warranty Exclusions

- The manufacturer for the purpose of this warranty will be referred to as ‘the supplier’. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- Directly associated with improper installation or care and maintenance will void the warranty. This 12mm Laminate Flooring must be installed in strict accordance with the manufacturer’s current written installation instructions. In addition, the Care and Maintenance guidelines must be adhered to.
- Damage caused by use of cleaning products other than pH neutral cleaners is not covered by this warranty. Solvents are including (but not limited to) Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, and Vinegar and/or similar solutions.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.
- Direct or indirect result of moisture ingress and damage along with the incorrect use of cleaning will not be covered by this warranty. **WET & DRY VACUUM CLEANERS ARE NOT ALLOWED FOR 12mm LAMINATE FLOORING UNDER ANY CIRCUMSTANCES.**
- Scratches, surface marks/stains, chipping or indentations of any type are also not covered by this warranty.
- 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 warranty.
- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, urine, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Extreme Conditions: As Laminate Flooring is a living product, the humidity level in the home must be in the 45%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor’s authorised representative.

- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- 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.
- Directly associated with improper installation or care and maintenance.

Please always visit our website [www.asttimbers.com.au](http://www.asttimbers.com.au) for the most up-to date version of our installation instructions, warranty, technical data sheet and care & maintenance as it may have been revised and updated.