

Nouvelle Acoustic Flooring Warranty

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.

Nouvelle Acoustic Flooring's 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.

Nouvelle Acoustic Flooring 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.

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.

Lifetime Residential Warranty & 15 Year Commercial Warranty

Nouvelle Acoustic Flooring provides for a Lifetime Limited Residential Warranty and 15 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.

All installation instructions can be found inside each pack of Nouvelle Acoustic 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.

PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date), identity of the wholesaler or retailer, and the location of installation.

All assessment and final approval 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 activities.

Nouvelle Acoustic Flooring 15 Year Commercial Wear 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.

Acceptable Quality and User Guidelines

Nouvelle Acoustic Flooring is designed for use in internal environments including floors, walls, etc, and **SHOULD NOT** be used externally. Furthermore, Nouvelle Acoustic flooring should not be directly adhered to a subfloor and **MUST BE INSTALLED** as a floating floor.

Nouvelle Acoustic Flooring must be installed in a "hybrid flooring friendly environment" in which the area is occupied and protected from direct heat and sunlight.

If not protected, the product could expand and contract abnormally, sliding doors and/or windows therefore need to be covered by blinds or curtains. Heating and cooling systems must be in place and used to control the internal temperatures. **KEEP THE ENVIRONMENT TEMPERATURE BETWEEN 0°C - 35°C.**

Major Failure

Nouvelle Acoustic Flooring is highly resistant to chips, scratches, stains, and wear, but is still not "proof" in any respects (i.e., scratch proof).

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 change. Please note these minor gaps, batch colour and/or pattern variation, chips, scratches are not considered as major failure. Once floor has been installed, it is considered that the product has been accepted by the installer/contractor.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the current 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 goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please always visit our website www.asttimbers.com.au for the most up-to-date version of installation instructions, warranty, and care & maintenance as it may have been revised and updated.

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. Nouvelle Acoustic Flooring must be installed in strict accordance with the manufacturer's current written installation instructions. In addition, the Nouvelle Acoustic Flooring's care and maintenance guidelines must be adhered to.
- Any damages incurred by using solvents of any kind to clean the floor. Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus and/or similar solutions will damage the floor surface and will void the warranty.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- Scratches, stains, 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, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Direct or indirect result of incorrect use of heating and cooling systems will not be covered by this warranty. Please note subfloor heating needs to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning will not be covered by this warranty. **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED FOR NOUVELLE ACOUSTIC FLOORING UNDER ANY CIRCUMSTANCES.**
- 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.
- 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.