

**Advanced Flooring Services (“the distributor”)
Hydroloc – Luxury Hybrid SPC (“the product”)
25 Years Limited Residential Structural Warranty
3 Years Limited Commercial Structural Warranty**

Current as of 12th January 2019

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty documents of this product.

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 goods fail to be of acceptable quality and the failure does not amount to a major failure.

What is Covered

Advanced Flooring Services Pty Ltd as the distributor of Hydroloc – Luxury Hybrid SPC (“the product”), guarantees to the original purchaser only (and it is not transferable) that the product is free from manufacturing defects notified in writing to Advanced Flooring Services Pty Ltd within 25 years from the date of original receipt when installed in a residential situation or 3 years from the date of original receipt when installed in a commercial situation. Please note that rental units, leased properties and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations. The warranty and liability does not extend beyond the product and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the product at the sole discretion of the distributor.

This warranty is restricted to the replacement of the defective product only and does not extend to cover claims for any consequential or inconsequential loss, damage or expense incurred (including but not restricted to labour, installation costs and other costs in replacing the product, inconvenience and physical injury). In the event of a colour no longer being available in the range, a selection from the current range will be offered in its place.

What is Not Covered

The warranty does not cover, and it is not limited to:

- Chipping, indentations, scratches, dents, stains and damages caused by pets,
- Warping, bridging (caused by insufficient expansion spacing or gaps), movement within the product, expansion and contraction (caused by either as a direct result of moisture rising from the sub-floor and being absorbed into the product or as a direct result of water/liquid spillage or excess water being used to clean the flooring product), cleaning

agents or other corrosive liquids, mould, mildew, bacteria, fire, damages caused by force majeure events (including natural disasters, acts of God etc.), hydrostatic pressure,

- Damages caused by the product being installed in areas without adequate temperature control and/or when temperature has not been continuously maintained within required temperature levels throughout the lifetime of the product.

- Any noise or sound issues related to the product and/or subfloor,

- Any damage caused to the product, by subfloor movement(timber/particle board) and cracking(Concrete).

- Damages caused by installing damaged floorboard or the improper installation or unauthorised alterations or repairs to the product. Any modification to the product other than as outlined in the distributor's installation instructions will void the warranty,

- Damages caused by the failure to adhere to and follow all of the instructions for installation and maintenance and the use of incorrect or insufficient protection and maintenance,

- Changes in colour, appearance or changes to gloss levels,

- Damages caused as a direct result of vehicular traffic, abnormal use, abusive use, poor maintenance, by any footwear (especially high-heeled or spiked shoes), the use of all types of heating systems (such as subfloor heating or room heaters), the flooring product being exposed to urine, water ingress, the use of steam mopping, excessive sand, grit or gravel,

- Damages caused by the exposure to extreme temperatures and UV light sources, or where the product has been used in very high or very low humidity conditions areas (outside the humidity levels of 35% to 60%), submerged in water for an extended period of time or water leakage,

This warranty excludes claims due to differences in the colour and texture between the product and the display models and literature, as well as differences in colour and texture from floorboard to floorboard. The warranty excludes claims due to lightening or darkening of the product from exposure or lack of exposure to direct sunlight or harsh indoor light. This warranty explicitly excludes products sold "as is".

Before commencing the installation, carefully read the laying instructions on this warranty and installations instructions and on the flooring packaging. The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions. This warranty specifically excludes colour variances from one production run to another. Prior to installation, verify the colours are of an acceptable match.

Take care when transporting the boxes as to avoid possible damage. Damaged boxes may void product warranty. Place the unopened boxes inside the building where the floor is to

be laid and do not leave outside. Always use the correct accessories when laying the product to ensure the product's warranty does not become void.

Prior to installation, it is the purchaser's and/or installer's responsibility to ensure that the product exhibits no visible defects and that any defects are to be addressed prior to installation. All questions of product quality are to be addressed prior to installation. Never install defective product. Advanced Flooring Services Pty Ltd makes no warranty or guarantee of the quality of the installer's work or of a particular installation performed by them. It is the sole responsibility of the purchaser and/or installer to ensure that site conditions are acceptable for the installation of the product. Advanced Flooring Services Pty Ltd will not accept any responsibility of material failure resulting from or connected with site conditions or installation methods. The purchaser and/or installer must do checks and site testing prior to installation. It is essential that subfloor levelness meet Australian Standards and that the product should be laid indoors in suitable areas without a continual risk of excessive moisture and/or flooding such as in saunas or outdoor areas. The product must be stored in a completed building where it is protected from the environment (i.e. must be weathertight). The product is to be kept in the packaging prior to installation. The product should only be installed in the final stages of a construction project with most trade work completed.

Important Product Information

The product has been replicated from real timbers. Variations in grain, pattern, colour and/or texture are common and are not considered defects. The product may display characteristics such as slight colour variation, blemishes, gaps and surface indentations. This is normal and will not be considered a failure. To take into consideration the different tones and patterns, we recommend working from a number of boxes to allow a more even distribution when laying. The product is to be installed as a floating floor and is manufactured from up to 50% natural wood fibres, and like many products containing wood fibres, it will expand and contract with changes in room temperature and humidity. Therefore uneven joints and slight gaps between planks and incidental movement of the floorboards are within normal product tolerances and will not constitute a failure. These definitions are not intended to diminish or reduce the statutory rights of any purchaser. This warranty only covers the product and installation warranties should be obtained from the installation company or individuals completing the installation.

Under no circumstances shall Advanced Flooring Services Pty Ltd be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect, incidental or consequential damages related to the product.

Please note, all the mouldings and accessories are not covered by this warranty

Claiming Warranty

All warranty claims must be made in writing (including photographic evidence) and be mailed to the original reseller and must include proof of purchase along with an original Hydroloc – Luxury Hybrid SPC product label. Additional information may be requested by the distributor and/or retailer. Any party that commits to the repair and/or maintenance of the product without the consent of Advanced Flooring Services Pty Ltd will be held responsible

for the cost of the repair and/or replacement. All settlements will be accompanied by a waiver signed by all parties.

Note that the distributor and/or retailer reserves the right to visit or have their representatives visit the property where the product warranty claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

Maintenance

Please follow the recommendations in this guide to retain the new look of the Hydroloc Luxury Hybrid SPC Floorboards and protect the finish. After installing the floor, we recommend a first cleaning to remove loose dirt or debris that may have been introduced during the installation process. Also, in order to protect the flooring surface from abrasive dirt and debris we recommend installing an effective barrier system to limit the amount of moisture, dirt and grit that may enter the flooring area. Please check any new cleaning agents on a small sample of the Hydroloc Luxury Hybrid SPC Floorboards.

Do not use harsh cleaners or ammonia based cleaning products.

- Sweep and vacuum the floor surface to ensure removal of all loose dust, dirt and debris. Wipe the floor surface with a lightly damp (not wet) micro-fibre mop. Use warm, clean water and ring several times or as needed.
- Do not allow pets with unclipped nails on to the flooring. It may result in severe scratching to the surface. The same is true for any high heeled shoes that do not have proper tips on the heels.
- Avoid exposure to direct sunlight for prolonged periods of time. During peak sunlight hours, use drapes or blinds to minimise the direct sunlight on the vinyl flooring. Most types of flooring will be affected by continuous strong sunlight. In addition, excessive temperatures are not good for resilient floors. Some natural ventilation or intermittent air conditioning in vacant homes should be considered. Long term continuous inside temperatures of over 35°C combined with strong direct sunlight will damage the flooring and cause the installation to fail.