

## Residential Warranty First Floors

The original purchaser of First Floors engineered flooring in Australia is offered the following warranty, effective for purchases made after 1st January 2020.

### **25 Year structural integrity warranty**

The manufacturer warrants its product in its original manufactured condition to be free from defects in material and workmanship, including dimension, lamination and assembly.

### **Notes**

Timber flooring will continue to expand and contract during normal seasonal temperature and humidity changes. The product, when properly installed, may experience slight expansion, contraction and separation between boards, which is normal. If minor separation does occur, it is not covered by this warranty. Expansion gaps should be installed as required.

Timber may naturally experience minor checking (cracks). This is not covered by this warranty.

Being manufactured from a natural material, colour variations can occur between batches of the same species. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen.

Product thought to be defective by the installer should be returned to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance related claims, relating to features visible at purchase, once the products are installed.

If a flooring product from First Floors should fail to meet the Terms of the Warranty, First Floors and the manufacturer, at its option, will either supply a replacement product from the current range, parts to repair or replace the defective product, or refund the purchase price of the defective product prorated over the remaining life of this limited warranty.

This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and is an exclusive remedy for claims under this warranty.

### **Conditions**

The manufacturer will honour claims under this warranty, only if all of the following conditions are satisfied:

- The covered person must provide proof of date of purchase, original purchase price and that he/she is the original purchaser. He/she must also demonstrate the floor is at the original installation site.
- At all times between purchase and installation, the flooring must be properly stored according to installation instructions.
- This warranty applies to interior residential construction only.
- The flooring must be installed in accordance with the manufacturer's installation instructions. Relative humidity in the area of use must be maintained within a range of 30% to 70%.
- First Floors must be maintained in accordance with the manufacturer's recommendations.
- The manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. The manufacturer must be given 60 days following notice to inspect the product to confirm any failure. Written notice should be sent to the dealer First Floors was purchased through. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.

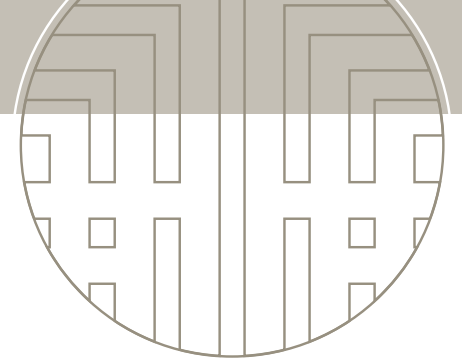
### **Warranty exclusions**

The manufacturer's warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high heeled or spiked shoes, urine and high traffic areas.
- Failure to follow the manufacturer's written engineered timber floor installation instructions, including protecting the floor from subfloor moisture.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.



**FIRST FLOORS**  
Premium Australian Engineered Hardwood



## Residential Warranty First Floors continued

- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1000mm).

### Warranty disclaimers

The foregoing is in lieu of all other warranties expressed or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose, except as covered by Common Law. The manufacturer shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser.

This warranty gives you specific rights and you may also have other rights that may vary from State to State.

### Maintaining your floor

Your engineered floor is designed with low maintenance in mind. Follow these simple steps to achieve many years of enjoyment from your floor:

- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the floor.
- Use felt protectors under heavy pieces of furniture.
- Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs.
- Steam mops **must not be used**. If a spill occurs, soak up the bulk liquid promptly.
- Always follow the the maintenance as listed below and only use approved cleaning products.
- Keep animal nails trimmed.
- Maintain relative humidity levels between 30% and 70%.

### Maintenance of Osmo Hardwax Oil

#### Daily/ Weekly Cleaning

Osmo Wash & Care - Used as a cleaner for weekly or bi-monthly cleaning, Wash and Care cleans and nourishes the floor in one step.

#### Quarterly Maintenance

From time to time, your First Floors flooring can look tired, this means it needs refreshing. For private households, generally this is first necessary after some months. Osmo Liquid Wax Cleaner regenerates the protective oil-wax layer and your floor retains its special shine.

#### Rejuvenation

For high traffic areas or to give your floor a total refresh, Osmo Maintenance Oil can be used to bring back your floor to the original finish level.

The protective surface of your floor can be renewed when the floor starts to show signs of wear. This can be done at any time without needing to sand the old finish. This is a huge advantage over lacquered wooden surfaces.

**For further information on First Floors, please contact us via [info@firstfloors.com.au](mailto:info@firstfloors.com.au)**