

# ■ Warranty Policy

The manufacturer provides to the original purchaser of its engineered timber flooring in Australia the following warranties: Please note The original purchaser is covered by this warranty and may not be assigned or transferred.

## 25 Year Residential Wear Residential Warranty

The manufacturer warrants to the original purchaser that its factory-applied finish will not wear through, peel off, or delaminate under normal and ordinary residential use. The Compass Materials Prime Oak Maintenance & Care Guideline should be followed at all time after the floor is installed.

## 5 Year Light Commercial Wear Warranty

Prime Oak flooring provides for a 5 Year Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Care and Maintenance instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Instructions and guidelines for keeping your floor in optimum appearance can be obtained directly from your point of purchase or obtained from contact via our web portal: [www.compassmaterials.com](http://www.compassmaterials.com)

### Prime Oak flooring 5 Year Commercial 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.

## Lifetime Structural Warranty

**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 manufacturer warrants its products in their original manufactured condition to be free from manufacturing defects including delamination (separation between plies), milling, and other manufacturing aspects that would result in inadequate floor performance, and not caused inadequate installation or inappropriate environmental conditions.

Engineered timber flooring is a natural product that may expand and contract during seasonal, temperature, and humidity changes. When properly installed, the product may experience slight separation between boards. If minor separation or minor seasonal cracks occur, they are not covered by this warranty, as they are normal to engineered timber floors.

Any product thought to be defective by the person doing the installation should be returned to the retailer for inspection PRIOR TO INSTALLATION. Installation implies acceptance of the product. No warranty will be offered for visual imperfections or appearance-related claims such as grade features or colour once the products are installed.

The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between client and contractor. We would recommend that you always ask for installation or contractor warranties to cover workmanship as these are not covered by manufacturing warranties

These warranties, which begin from the date of purchase, apply only to products used in indoor dry residential applications, for flooring installed below grade, on grade, or above grade, and are valid only in Australia. These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable.

## Conditions

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

- At all times between purchase and installation, the flooring must have been properly stored according to installation instructions.
- Only approved products were installed and used over radiant heat.
- The flooring was used for interior residential or light commercial installation only.
- The flooring has been installed below grade, on grade, or above grade according to the recommended installation instructions.
- A description of the problem, photographs, and a sample that clearly shows the warranted problem must be presented to the retailer for presentation to the manufacturer.
- Written notice of the claim is to be provided to the retailer who originally supplied the flooring and include all photographs, samples, and other documentation.
- The manufacturer reserves the right to have a manufacturer's designated representative or firm inspect and take samples of the engineered timber floor for analysis.

• Inspections of the engineered timber floors that relate to appearance aspects, will be from a standing position under normal lighting, and by methods, as accepted within the industry.

• The manufacturer must be given 60 days following notice to inspect the product to confirm any failure.

## Warranty Exclusions

This limited warranty shall not apply to damage to the engineered timber floor or to the finish arising from and specifically excluding any of the following:

- Natural wood characteristics ,including colour variations, features such as knots and grain variations are inherent and shall not be considered as defects. The manufacturer does not guarantee against natural variations or the normal difference between colour samples or photographs and the colours of installed floors. New and/or replacement flooring may not match samples and/or existing flooring or warrant a colour match with other wood products such as stairs, cabinets, trim, moulding, etc.

- Squeaking and crackling noises in the engineered timber floor by any cause other than manufacturing is not covered by this warranty.

- Splitting and warping resulting from exposure to improper environmental conditions is also not covered by this warranty.

- Hollow spots between the flooring and the subfloor are not covered by this warranty as this hollow sounds in floors is not manufacturer related.

- Expansion and contraction of the engineered timber due to seasonal changes in climate shall not be considered defects.

- Natural colour changes due to full or partial exposure to sunlight and weather are not considered defects. This is a natural occurrence and is not covered by this warranty.

- Indentations, scratches, damage caused by negligence, water, moisture, water saturation, animals, pebbles, grit, sand, other abrasives, high-heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture are not covered by this warranty.

- Failure to follow the manufacturer's written installation instructions, failure to follow instructions for protecting the subfloor from moisture, and improper storage and handling are not covered by this warranty.

- Failure to follow the manufacturer's written installation instructions on competent adhesives voids the warranty. please talk to the adhesive manufacturer in this regards.

- Excessive or inadequate humidity in the area of use resulting in damage or defects to flooring will not be covered by the warranty.

## Warranty Contact:

If you have any questions, please do not hesitate to contact us by visiting our web portal: [www.compassmaterials.com](http://www.compassmaterials.com)



- Stains as a result of negligence, chemical or industrial products, wax or oil soaps for cleaning, or standing liquid for a prolonged period of time are not covered by the warranty.

- This warranty does not cover removal or replacement of cabinets, appliances, furniture, or other fixtures.

- Insufficient or improper protection, care, or maintenance, or failure to use the manufacturer's approved installation and maintenance products will void the warranty.

- Damage from improper cleaning practices is not covered. Do not use steam mops or wet mops to clean your floors, as outlined in the Care Guide.

- Misuse or abuse of flooring material will void the warranty, as will use of flooring for purposes other than for which it was designed.

- Improper alterations of the original manufactured product, as well as alterations or repairs to the manufacturer's original product, will void any and all warranties. This includes sanding, top coating, recoating, or attempted refinishing of the factory-applied finish.

- Gloss reduction is not considered surface wear through.

- Freight costs or expenses and any damage incurred during shipping are not covered.

- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled voids this warranty.

- Accidents, negligence, abuse, or misuse are not covered. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, wind, lightning, earthquake, prolonged power outages, or standing water occur during or after installation.