

Engineered Hardwood Residential Care and Warranty

Golden Field Corporation. Pty Ltd

TIMBER FLOORING SPECIALISTS, IMPORTER.

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ABN: 52 100 767 217



Care and maintenance for Green Earth Engineered Hardwood Floors

1. Use products that are free from toxic chemicals.
2. Scuff and heel marks can be removed with a recommended hardwood floor cleaner and light rubbing with a clean cloth.
3. Do not use oil soaps or ammonia solutions, as these will dull your floor's finish and make refinishing difficult.
4. If your urethane finish starts to show wear, you can easily recoat it. Lightly sand the surface, and then apply the finish.
5. Wax finishes should never be cleaned with a water-based cleaner. Consult the finish manufacturer about what cleaner to use. Generally this will be a solvent-based cleaner.
6. If the wax finish on your hardwood floor begins to dull, clean and then buff the floor. Additional wax should only be applied in very high traffic areas to avoid over-waxing.
7. White spots resulting from water spills may be cleaned with fine steel wool and mineral spirits. Use a small amount of spirits and gently rub at the spot with the steel wool until the spot disappears. Then re-wax and buff the area on the hardwood floor.
8. When vacuuming the hardwood floor, avoid using a vacuum with a beater bar. Instead, use a vacuum with a brush or felt head.
9. Place mats at all outside entrances to capture excess dust and dirt before it enter the house. Be sure to frequently shake out, vacuum, or wash any mats or area rugs. In order to let the floor cure, avoid laying down rugs or mats for the first three weeks.
10. Apply floor protector pads to the bottoms of furniture legs. Keep them clean of any dirt or grit and periodically replace them with new ones.
11. Never use a non-ventilated or rubber-backed mat on hardwood floors.
12. To keep dust and dirt from damaging your finish, be sure to dust mop, vacuum, or sweep your hardwood floors regularly. Walking over a dirty or dusty floor will damage the finish.
13. Consider purchasing a humidifier or dehumidifier to use in your home, especially if you live in a climate where the humidity frequently fluctuates. This will keep your hardwood floors at the appropriate moisture level to minimize cracking between the planks.
14. Clean up liquid spills immediately. Spills left sitting can leak between the boards and damage your hardwood floors, warping the wood and potentially leading to mold beneath the floor.
15. When mopping the floor, apply floor cleaner directly to the mop until lightly damp. Do not pour cleaner onto your hardwood floor. It's a good idea to use a swivel-head mop with a terry cloth cover to avoid scraping your hardwood flooring.
16. Never wax over a urethane finish, and avoid using cleaners that will leave behind a residue.
17. If you're installing hardwood flooring in your kitchen, place area rugs in front of the sink and stove to prevent excess wear and catch liquid splashes and spills. Vacuum and shake out the rugs when needed to keep them clean.
18. Always use manufacturer-recommended hardwood floor cleaners. If you use the wrong type of cleaner, you risk voiding your warranty.
19. Be aware of what type of finish your hardwood flooring has, because that will determine what you use to clean it.
20. Protect your hardwood floors from direct sunlight, as this can fade your floors over time. Frequently move rugs and furniture, and hang window treatments to limit direct sunlight exposure.

Residential Warranty for Green Earth Engineered Hardwood Floors

What is guaranteed by Golden Field?

25 Year Residential Limited warranty

The manufacturer warrants to the original purchaser that the engineered hardwood surface will not wear through under normal conditions of wear and tear, for a period of ten years from the date of purchase.

Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective on the date of purchase.

Lifetime 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 and warrants that for the period of whole lifetime from the date of purchase it will not buckle, warp, twist or separate due to glue failure under normal household conditions. A normal household condition refers to common activities associated with residential use and maintained in accordance with Green Earth[™] Engineered Hardwood flooring Care and Maintenance Guide.

What is not covered by Golden Field

Wood being a natural product 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. Wood Flooring may naturally experience minor checking (cracks). This is more common in environments that are excessively dry or excessively humid or prone to dramatic variations in humidity. This is not covered by this warranty.

Colour variations can occur between batches of the same species. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen. Fading and discolouration from heat and sunlight is not covered by this warranty.

The manufacturer's warranty does not cover the following:

1. Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
2. Failure to follow the manufacturer's written engineered hardwood floor installation instructions, including protecting the floor from subfloor moisture.
3. Exposure to excessive heat, sunlight or improper humidity in the environment.
4. Improper maintenance, insufficient protection or misuse.
5. Where subfloor heating is used.
6. Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
7. Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
8. 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).

Claimer

The Green EarthTM warranty is in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Green EarthTM products 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 for 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 major failure.

All expenses related to warranty claims are the responsibility of the consumer making the warranty claim.

The original purchaser of Green EarthTM Engineered Hardwood flooring in Australia is offered the following warranties, effective January 1, 2012

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.

A minimum of 10% of the total installed surface area must be affected for the warranty to apply. 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.

Product Warranty is for indoor residential use only.

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

1. Original Proof of purchase must be provided inclusive of purchase price plus date of purchase and date and location of original installation.
2. At all times prior to installation the flooring must be properly stored according to installation instructions.
3. This warranty applies to interior residential use only.
4. 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 35% to 55%.
5. Green EarthTM Engineered Hardwood flooring must be maintained in accordance with the manufacturer's recommendations.
6. 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 Green EarthTM. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.
7. The warranty will be made void if unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, and earthquake or standing water occur during or after installation.
8. Heavy objects and furniture should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking and possible failure.

If the Green EarthTM flooring should fail to meet the Terms of the Warranty, Green EarthTM 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 pro-rata over the remaining life of this limited warranty.



Disclaimer

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. It should be read in conjunction with Green Earth's General Terms and Conditions of Sale.

Please note:

The warranty is not transferrable, only extending to the original purchaser of the floor at the original residential location.

All work must be carried out in accordance with the specified laying instructions, otherwise all warranties are void.