

SENZA TEMPO FLOORING 25 Year Warranty

LIFE TIME STRUCTURAL WARRANTY

SENZA TEMPO FLOORING offers you a Lifetime Structural Warranty.

SENZA TEMPO FLOORING warrants that, under normal residential conditions and with proper maintenance, our products will be free of structural defects such as delamination, twisting and deformation. **This warranty does not cover surface wear.**

SENZA TEMPO FLOORING 25 Year Warranty on Wear Layer

SENZA TEMPO FLOORING offers a 25 year warranty on timber face wear layer. SENZA TEMPO FLOORING warrants that, under normal residential conditions and with proper maintenance, our multi-coat Aluminum Oxide coating system will not wear through within 25 years. Gloss reduction and scratches are not considered wear through and are therefore not covered by this warranty.

These warranties are offered under the following conditions:

Installation - SENZA TEMPO FLOORING is to be installed in strict accordance with the current written installation instructions.

Wet Areas - SENZA TEMPO FLOORING is not to be installed in bathrooms, saunas, laundries or any other area in which high levels of steam and or moisture is present.

Maintenance - SENZA TEMPO FLOORING should be maintained in strict accordance with our current written maintenance instructions. Use of cleaning agents such as oils, ammonia-based cleaning liquids, steam mops, etc, will void warranties.

Limited warranty

The structural and wear warranties for SENZA TEMPO FLOORING as stated above are limited to the original purchaser and may not be assigned or transferred. In the case where a builder make the purchase, this warranty is limited the owner of the floor 1 year after practical completion of works.

Structural and wear warranties are subject to the condition that the flooring is suitable for indoor areas and is to be installed and used in accordance with SENZA TEMPO FLOORING installation instructions and maintenance instructions.

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Exclusions to warranty - The Following are excluded from these warranties.

Color Variation

Timber based flooring is a natural product and color variation will be a part of the natural beauty of wood. Cut samples, panels, website images and brochures displayed and or provided are indicative only and will not match the floor installed. Other variations will also occur such as small knots, grain variations, gum/sap marks and mineral marks. All variations are normal and not considered defects; therefore do not form part of these warranties.

Improper installation

SENZA TEMPO FLOORING is to be installed in strict accordance with the current written installation instructions.

Improper installations shall void all warranties. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any materials installed, which has visible defects or damage prior to installation of boards. We will not be responsible for damages due to poor installation, transportation or storage. All products must be stored indoors at room temperature and protected from the elements.

Subfloor Heating

SENZA TEMPO FLOORING will provide warranty if subfloor heating is used, only if all the conditions as stipulated below in the UNDERFLOOR HEATING AND REQUIREMENTS are observed and implemented.

Improper maintenance

SENZA TEMPO FLOORING should be maintained in strict accordance with the SENZA TEMPO FLOORING maintenance instructions. Use of unauthorized cleaning products and agents such as oils, ammonia-based cleaning liquids, steam mops etc, will void all warranties.

Extreme Conditions

The humidity level in the home must be in the **30-65%** range throughout the year using humidifiers or de-humidifiers when appropriate. Floors subjected to humidity levels outside the recommended range can cause checking (small cracks in the surface of the timber and or coating). Checking is not considered a product defect and is not covered by the warranties.

Abuse or Misuse

These warranties do not cover indentations, scratch damage caused by negligence or damage caused by high heel shoes, furniture or equipment, pet claws, pebbles or sand.

Water Damage

These warranties do not cover damage caused by moisture penetration through the subfloor, flooding, leaking in plumbing, overflowing hydrostatic pressure or other similar water damage.

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Alterations or Repairs

Alterations to the flooring will void any and all except implied warranties. No warranty is provided to cover repairs. Resurfacing and repairs or replacements shall not extend the warranty period.

Reinstallation

If SENZA TEMPO FLOORING chooses to replace or reinstall warranted planks, the following applies. Unless expressly provided in the warranty description herein, SENZA TEMPO FLOORING is not obligated to provide for, or to incur the costs of, repair or reinstalling defective flooring, or resurfacing or refinishing the replaced surrounding flooring. An obligation to replace or repair does not extend to any sub flooring material, adhesives, supplies or other items consumed in the course of removal, installation or refinishing.

Insect Infestation

These warranties do not cover any insect infestation once the product has left the factory. The product leaves the factory free of insect infestation.

Liability Limitations

SENZA TEMPO FLOORING is intended for use in residential settings with light to normal traffic conditions.

This statement of warranty is the only warranty, expressed or implied provided by SENZA TEMPO FLOORING for this product.

This warranty does not apply to any products designated or sold as B Grade, which is sold "as is"

Except as stated herein, no other warranty, expressed or implied is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No Agreement to repair or replace shall in any event act to extend the period of coverage of any warranty period.

Under no circumstances shall SENZA TEMPO FLOORING be liable or in any matter responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from a special, indirect, incidental, or consequential damages, including without limitation, lost profits, emotional, multiple, punitive or exemplary damages or attorneys fees, even if SENZA TEMPO FLOORING or its representatives have been advised of the possibility of such damages before the sale.

In no event shall SENZA TEMPO FLOORING be obliged to cover the costs of old or new materials other than SENZA TEMPO FLOORING brand product, and any warranty thereto is limited to the warranty, if any, provided by us. In no event shall the liability exceed the amount of defective materials issued by the distributor, sales representative, builder, installer and or retailer. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered. All claims must be made in writing, and must include evidence of the purchase date

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and the identity of the original purchaser and installation location; without such proof, no warranty coverage will apply.

This warranty gives you specific legal rights and you may have other rights, which vary, from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such events, the exclusion or limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you. To obtain services under these warranties, start with the source where you have purchased your flooring.

MAINTENANCE GUIDE INFORMATION

Here are some simple guidelines for a successful laying and caring for timber floors.

TIPS BEFORE LAYING YOUR TIMBER FLOORING

- Follow laying instructions provided diligently and carefully for best results.
- Wood is a natural product with natural variations of color, grains and characteristics; this must be expected from the species and products that you have chosen. Please ask for further explanation from your sales assistant.
- Unopened packs of parquet flooring must be left in the room to be installed for at least 24 hours prior to installation to help acclimatize and stabilize the flooring. This will ensure the limiting of bowing.
- MOISTURE CONTENT (MC) OF SUBFLOOR must be checked prior to laying of timber flooring. If the subfloor is a concrete base, a simple method to determine the MC is to tape (duct tape) a nylon sheet (trash bag) to the subfloor and wait a day or two. If there are water droplets or condensation visible under the sheet, it means that the subfloor has a high MC and is not ready for timber flooring. Ask your sales assistant for methods to assist you in solving this issue.
- Ensure that the subfloor is completely flat prior to installation. If there are any irregular heights on the subfloor, it is possible that slight creaking might happen (Creaking is not a fault but is quite irritating). To stop this, ask your layer or sales assistant to help level the subfloor.
- If it is required (i.e. the area to be laid is susceptible to water logging) a good humidity barrier should be used over the subfloor (ensure that the subfloor is suitably dry, especially when the concrete subfloor is newly laid).
- Wood is a living material that swells if their moisture or humidity rises, and shrinks if their moisture or humidity is lowered. These not only show that your floor is a natural product, but can also lead to some irreversible deformation of the floor if the room climate and humidity is left too high or too low for an extended period of time. This can particularly happen if e.g. - in the wintertime - the humidity (RH) in a heated room goes below the specified 45 %. In this case, you should install an Air Humidifier in order to prevent damages to your floor. The same may also be necessary with Air Conditioned room.
- Respect the expansion joints, especially if the installation is in a building subject to great climate span.

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