



25 YEAR LIMITED LIFETIME STRUCTURAL WARRANTY

PROVENCE OAK FLOORING warranty is extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. Warranties are not transferrable. PROVENCE OAK FLOORING is supplied with a 25 Year Limited Lifetime Structural Warranty to cover the performance of the plank from delamination or splitting causing delamination when installed as per general guidelines. This warranty covers the flooring in its original manufactured condition.

WHERE TO USE

All PROVENCE OAK FLOORING is designed for interior use only for floors and feature wall and ceilings. It is not designed for external use. The product will not be covered by warranty if used in wet areas, (Bathrooms or similar). In areas where spillage may occur, such as Kitchens or Living areas, spillage should be wiped dry as soon as possible to avoid moisture ingress and possible board distortion.

INSPECTION PRIOR TO INSTALLATION

PROVENCE OAK FLOORING is manufactured from French Oak, natural features such as knots, splits, indentations, surface checking, colour variation and grain blemishes are normal and are not considered defects or failures. This will also extend to coating variations for gloss / sheen levels, surface texture, coating finish can only be viewed in an indirect natural light environment. PROVENCE OAK FLOORING is rigorously inspected many times during the manufacturing process. However it is the responsibility of the flooring contractor / installer to finally inspect every board prior to installing, once the board has been installed it will be deemed as being acceptable for its use. Grading provisions provide for patching and filling of natural characteristics with appropriate colour wood filler, this forms an acceptable visual appearance for the natural board.

INSTALLATION

Flooring should only be unpacked at time of installation, do not leave flooring unwrapped overnight. Requirements of the client for individual board placings to highlight or disguise unique board features are the responsibility of the contractor / installer. Once a board has been installed it will be deemed as acceptable. Due to PROVENCE OAK FLOORING 6mm thick oak wear

layer the finished floor will experience slight incidental movement along board edges in extreme dry conditions, this movement will reverse once the flooring environment returns to its normal ambient conditions. Any distortion of flooring boards such as cupping and crowning after installation will be considered a site related issue and will not be warranted. Once boards have been installed it is considered that site matters such as substrate suitability, site conditions and the product have been accepted by the installation contractor. We strongly recommend PROVENCE OAK FLOORING is installed by a professional flooring contractor that has a contractors warranty to cover onsite workmanship. PROVENCE OAK FLOORING can only be installed in a "direct stick" method, if installed as a "free floating floor all warranties will be void.

COATING

PROVENCE OAK FLOORING is coated with a UV oil finish. UV Oil gives a more natural finish to your French Oak floor when compared with standard UV lacquer coatings. Over the life of the floor the UV Oil coating will require some maintenance depending on the type of use it receives. The advantage of UV Oil is that it can be maintained. For light "wear and tear" markings, UV Oil can be polished with a burnishing oil which is applied with a polishing machine. For more severe markings an additional coat of oil may be required. Additional coats can be applied to the existing surface at minimal cost, and without having to completely re-sand the floor. Flooring installed in front of glass doors and windows will experience increased surface heat and may result in slight gapping between boards.

MAINTAINACE

To maintain the floor it is recommended to brush with anti-static mop or vacuum on a daily basis to remove dust

and small grit particles. Any abrasive particles or abrasive sole shoes will reduce the life of any type of coating. To clean the floor use a damp mop with water and “Whittle Wax Floor Care Concentrate” on a weekly basis. Whittle Wax Floor Care has a highly concentrated soap combination consisting of natural plant oils. As well as cleaning the floor the natural oils help preserve and maintain the UV oil coating (go to Whittlewaxes.com.au for more information). Do not use any bleach, ammonia or caustic type cleaners to clean the floor. Any floor covering such as carpets etc that are placed over the Oak flooring must be a woven type fabrics that will allow the Oak floor to “breathe”. Ensure all furniture legs and bases are covered in thick felt or soft rubber stoppers to avoid scratching. Do not drag heavy furniture over floors. Stiletto shoes or shoes containing other sharp heels will indent most hardwood floor including French Oak. If PROVENCE OAK FLOORING is to be used in a home office type environment adequate floor protect should be considered underneath mobile furniture to avoid possible indentations. Direct ultraviolet light will fade all coatings including UV Oil.

**PROVENCE OAK FLOORING LIMITED
WARRANTY IS SUBJECT TO THE FOLLOWING:**

- The warranty provisions will not cover installations practices not consistent with manufacturer’s installation guidelines and or good installation practices as set out in the Australasian Timber Flooring Association (ATFA) installation data sheet. Gluing details referred to in the manufacture installation data must be adhered for the flooring to be covered under this warranty.
- 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.
- 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%.
- PROVENCE OAK FLOORING must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. PROVENCE OAK FLOORING must be given 60 days following notice to inspect the product to confirm any failure. Written notice should be sent to PROVENCE OAK FLOORING. PROVENCE OAK FLOORING or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.
- Floor care and maintenance must be conducted as per product guidelines. Warranty provisions will not cover a poorly maintained floor.
- Incidental scratching, chipping, indentations and fading from external sources would be considered site related and therefore not covered by warranty provisions.
- Avoid using masking tape on the surface of the planks as some adhesive tapes when removed may harden and be difficult to remove without damaging the coating. If any additional building work is to be carried out after flooring has been installed adequate floor covering / protection should be used to avoid any potential damage to the floor.
- Moisture ingress from internal or external sources that results in coating or board distortion is not covered by warranty provisions.
- Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.
- Boards that have been installed that may display imperfections outside of natural grading specifications would be deemed as acceptable and suitable for installation. Warranties do not cover workmanship and installation selection and site suitability.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Evaporative cooling systems need to be operated as per the manufacturer’s guidelines. Please consult with the home builder, system installer or manufacturer to better understand operating methods.
- All assessment and final approval for replacement flooring that may be required due to faulty boards must be formally approved in writing by PROVENCE OAK FLOORING prior to any repair working being carried out. Costs associated with any rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between the supplier and reseller. Items such as temporary accommodation, re-painting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case by case basis and will be administered as per the individuals rights as consumer laws dictate.