Warranty Ash

Warranty coverage

Hurford's, from the date of purchase, provides to the original floor purchaser, limited warranties relating to board structural integrity and surface wear through. The structural integrity warranty is for a period of 25 years and the wear-through warranty is 15 years for residential floors and 5 years for commercial floors for purchases made after 1st August 2015.

Australian and New Zealand Consumer Law

Hurford's flooring comes with guarantees that complement consumer entitlements under Australian Consumer Law and the New Zealand Consumer Guarantees Act.

Installer and owner responsibilities

- Hurford's warranties apply to interior residential and commercial floors only.
- The product must be in its 'as manufactured' condition (e.g. boards not modified nor the surface resanded and coated).
- At all times between purchase and installation, the flooring must be properly stored according to the installation instructions.
- It is necessary that the floor has been installed to Hurford's installation instructions.
- The floor also needs to have been cleaned and maintained in accordance with Hurford's 'Care and Maintenance Instructions'.
- The floor is not to have been subject to extremes in conditions including sustained periods of very low relative humidity (below 40%), sustained periods of very high humidity (above 70%), moisture ingress, or localised heat sources (including direct unfiltered sunlight).

Structural integrity warranty

Hurford's warrants the boards will remain structurally sound and be free of integrity issues arising from the manufacturing process if the integrity issue affects the performance and/or appearance of the installed floor (e.g. delamination of the surface timber).

Not covered by the structural warranty

- Damage brought about by incorrect handling and storage practices.
- Damage from incorrect installation practice (improper installation can cause damage to the locking mechanism and fracturing/splintering of board edges).
- Damage brought about by the floor becoming moisture affected.
- Board shape changes (e.g. crowning and bow) when not associated with the manufacturing process.
- Checking (splits in the surface veneer) when not extensive and when brought about by the floor being exposed to adverse conditions.

Wear through warranty

Hurford's warrants that the coated surface will not wear through to raw timber beneath, nor experience extensive coating delamination when the floor is maintained in accordance with Hurford's 'Care and maintenance instructions'.

Not covered by the wear through warranty:

- Damage that has occurred that would not be considered normal 'wear and tear'.
- Damage from furniture, contaminants (grit) or footwear which can result in indentation, scuffing and scratches.
- Substances applied or spilled on the floor which can cause localised damage (e.g. pet flea treatments) or broader damage (e.g. floor cleaners with slow solvents).
- Minor delamination of the coating that can occur at features (e.g. knots).
- Damage caused by pets, other animals or insects (e.g. termites).

Other warranty exclusions

- Damage through incorrect cleaning products and practices.
- Stains and discolouration as a result of liquids, substances, adhesive tapes and objects (e.g. rubber products).
- Damage from objects contacting the floor causing surface damage, indentation, or abrasion of the floor. This includes high point loads that can occur from appliances (e.g. those with narrow wheels), footwear (e.g. stiletto heels), and furniture (narrow or unprotected chair legs).
- Colour changes that occur with aging, and the effects of rugs and other objects preventing light exposure and thereby the even natural aging of the floor.
- Any damage caused by pets including marking, indentation and urine stains.
- Damage from extreme conditions throughout the dwelling (e.g. excessive use of evaporative coolers) or to localised areas (e.g. radiant heaters directed at the floor).
- Damage caused by moisture ingress including odour and mould.

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- Noise from the floor when not related to board manufacture.
- Separation at board joints brought about by seasonal changes in weather or heating and cooling systems (including subfloor heating).

Making a claim

With valid warranty claims, Hurford Wholesale Pty Ltd. and the manufacturer, at its option, will either supply replacement boards from the current range, parts to repair or replace the defective boards or refund the purchase price of the defective boards prorated over the remaining life of this limited warranty.

At the time of installation:

- If boards are considered to have structural integrity concerns at the time of installation, they are to be returned to the supplier for inspection and replacement pending assessment. If boards have been installed, replacement boards will still be provided, but the warranty does not cover their installation.

After the floor is in service:

- The person claiming must provide proof of the date of purchase, the original purchase price, evidence of being the original purchaser, and that the floor is at the original installation site.
- Written notice to Hurford Wholesale Pty Ltd must be received within 30 days after discovery of any claimed flooring, covered under this warranty.
- Hurford's or its representative must be given the opportunity to inspect the floor and be given 60 days, following notice, to inspect, assess and respond.

Warranty disclaimers

This warranty is exclusive. It covers the repair or replacement of only those boards accepted under the warranty claim. It does not cover labour costs associated with remedial work to install the floorboards or associated works. This is the only exclusive remedy available.

Neither Hurford's nor the manufacturer shall be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser.

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:

- Maintain internal conditions that you feel comfortable in, as the floor will perform best under those conditions. Relative humidity levels should be maintained between 40% and 70%. Protect any floor areas that are subject to intense sunlight.
- Use protective mats at all exterior entrances. Do not use rubber-based mats on the floor as rubber compounds may leach and discolour the floor.
- Sweep or vacuum as often as necessary to remove any loose dirt or grit. Ensure vacuum brushes are not warn and liable to scratch.
- Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Use felt protectors under movable furniture. Be aware that hard castors can damage the floor and may be replaced with softer castors.
- Stiletto heels or shoes in need of repair can severely damage your floor. In high traffic areas, consider using runners or rugs to reduce wear, noting that they should not be placed for six months to allow the floor to age and change colour more evenly.
- Damp mopping is permitted but steam mops are not to be used. If excessive water is used during cleaning, it will damage the floor. Only used pH neutral floor cleaners and spot cleaners from coating manufacturers, noting that some cleaners indicated to be for use on timber floors can damage them. Never use oil, soap, wax or other household products to clean your floor.
- If a spill occurs, soak up the bulk liquid promptly. The longer a floor surface stays contaminated the more damage it can do.
- Keep animal nails trimmed and be aware that they can damage floors.
- If possible, hold a box of spare boards on site in case of the need to replace some boards later on.

Repair solutions

If nick or scratch marks occur on the floor, they can be repaired. Consult the flooring supplier for a colour matched crayon-type filler stick designed for use on UV finished wood floors. You then simply need to fill in the scratch. Alternatively, there are companies that specialise in this type of floor repair. If severe damage occurs, the damaged boards can be removed and replaced with new boards.

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