



# Strand Woven Bamboo Limited Residential Warranty

This Airlay International Pty Ltd Strand Woven Bamboo Floor comes with a Lifetime Structural Warranty and a 20 Year Residential Wear Warranty.

This warranty begins from the date of purchase and applies when used in dry residential applications. Life time warranty apply for as long as the original purchaser owns and resides in the home where the product was installed. Airlay International's Strand Woven Bamboo Floors installed in rental properties are covered under Airlay International's 5 Year Limited Commercial Warranty, not under the 20 Year Limited Residential Warranty.

## **About this Warranty**

The benefits to the consumer under the warranty are 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.

Airlay International Pty Ltd's Strand Woven Bamboo Floors 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.

Installation of Airlay International's Strand Woven Bamboo Floors are to be installed in strict accordance with current instructions.

Wet Areas are not suitable for installation in bathrooms, saunas, laundries or any other area in which high levels of steam and moisture are present.

Maintenance care guidelines must be adhered to.

Non-Assignment the warrant is limited to the original purchaser and may not be assigned or transferred.

## **20-Year Limited Residential Warranty**

From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use the surface will not wear through, during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals or high heeled shoes. These are not considered a defect and therefore not covered by this warranty.

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.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor, from time to time this will need to be maintained and checked for wear.

A written notice must be received by Airlay International Pty Ltd within 30 days of discovery of any defect to be found, along with proof of purchase (date) and the location of installation.

Airlay International Pty Ltd will acknowledge within 30 days the receipt of written notice and must be given the opportunity to inspect the floor prior to any repair or replacement is to take place.

## **Lifetime Structural Warranty**

The manufacturer warrants its product from structural defects, de-lamination, cracking, warping, twisting or any other forms of structural deformation at the time of supply. Installation instructions must be adhered to so that this warranty applies. Please ask your Airlay representative for these guidelines.

Exposure to excessive moisture caused in any way whatsoever such as floating, spills, leaks, excessive wet mopping, steam mops, sub-floor moisture or heating may cause distortion within the board and will not be covered by this warranty.

Care should be taken to maintain even indoor humidity and temperature with good ventilation. Excessive heat dryness or exposure to direct sunlight will cause damage to the goods and is considered negligence and is not covered by this warranty.

### **Warranty exclusions**

Strand Woven Bamboo, 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 not occur, it is not covered by this warranty.

Expansion gaps should be installed as required. Bamboo 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 samples and batches of the same species. Samples displayed or provided are indicative only and within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in bamboo are not considered defects and will not form the basis of any claim under warranty.

Compared to other timber floors, moisture does not easily pass through bamboo, instead it can remain trapped within the bamboo creating the potential for minor peaking. Therefore bamboo must be floated over an underlay, preventing direct contact with a concrete slab.

Bamboo Flooring should not be installed over heated sub floors. No warranty shall be given in relation to such installations.

As bamboo is a natural product, the humidity level in the home must be in the 40 – 60% range throughout the year using humidifiers or dehumidifiers as appropriate.

The warranty does not extend to damage caused by moisture penetration through the sub floor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure or any other water damage.

Improper alterations and repairs to the original manufactured product will void all warranties.

Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas will also void all warranties.

Airly International's Strand Woven Bamboo Floors are to be installed as per our written floor installation instructions.

### **Warranty disclaimers**

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.

## **Care Instructions**

### **How to care for your floors**



Simple Maintenance procedures will ensure your floor stays looking beautiful.

- Sweep and vacuum as often as possible to remove any loose grit or dirt
- Use protective mats at all exterior entrances.
- Use felt protectors under all furniture and quality chair mats under chairs with castors.
- Never slide or roll furniture or appliances across your floor.
- High heeled or spiked shoes will cause damage to the floor.
- Avoid using excessive amounts of water, always use a well wrung out mop, if spills occur remove as quickly as possible. NEVER USE STEAM MOPS.
- Don't use soap, wax, oil or other household products to clean your floor. Only use reputable floor cleaners, specific for your type of floor.
- Keep animal nails trimmed.