



Replica Timber Plank (RTP) Warranty

The original purchaser of Natural Impressionist Replica Timber Plank flooring in New Zealand is offered the following warranty, effective for purchases made after 1st August 2015.

LIMITED WARRANTY FOR RESIDENTIAL USE

15 Year limited surface warranty

The manufacturer warrants to the original purchaser that the floor surface will not wear through under normal conditions of wear and tear, for a period of fifteen 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.

25 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.

LIMITED WARRANTY FOR COMMERCIAL USE

Hurford Wholesale warrants that your Natural Impressionist RTP flooring will be free from manufacturing defects, will meet all established industrial quality standards specified for each product category, and for a period of 10 (ten) years following the date of purchase, under normal commercial use*; will not discolour from mould, mildew or alkali, and will not wear through as long as preventive and regular maintenance is performed.

Correctly constructed wood sub-floors are not subject to moisture transmission. The commercial warranty applies only to floors installed directly on concrete subfloors. Mould and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered.

This commercial warranty program is non-transferable and extends ONLY to the original purchaser(s) of Hurford Wholesale's Natural Impressionist Replica Timber Plank.

*Commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. If there is any question as to whether the site is determined to be commercial, contact Hurford Wholesale or your local Hurford Wholesale Distributor.

**Note: Natural Impressionist RTP is installed as a floating floor system. This system when used in commercial applications will be susceptible to damage from rolling loads. Consideration must be given to the intended application.*

Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is NOT considered surface wear.

Notes

After Installation

- Keep traffic light during the first 24 hours.
- Avoid scrubbing or washing the floor for 48 hours after installation.

The warranty programs apply only when the required installation methods and floor maintenance procedures are followed. Hurford Wholesale's warranty program also assumes that proper temperature conditions are maintained within your home as set forth in the required manufacturer's installation guidelines and the Normal Environmental Conditions set forth below.



Replica Timber Plank (RTP) Warranty continued

Normal Environmental Conditions

The Hurford Wholesale RTP warranty program is only extended to Hurford Wholesale's Natural Impressionist RTP Floors maintained in Normal Environmental Conditions, which are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior temperature between 18° and 29° year round. These Normal Environmental Conditions must be met to ensure optimal performance of the Hurford Wholesale RTP products. Failure to comply with these Normal Environmental Conditions and the required manufacturer installation guidelines will void the applicable warranty.

This RTP warranty excludes any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, erosion, pebbles, sand, other abrasives, damage caused by fire, flooding or intentional abuse, and/or failure to protect the flooring material during move in and/or other construction activities in the immediate/adjacent area.

Conditions

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

- 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.
- At all times between purchase and installation, the flooring must be properly stored according to installation instructions.
- This warranty applies to interior residential construction only.
- The flooring must be installed in accordance with the manufacturer's installation instructions. Relative temperature is maintained between 18° and 29° degrees.
- Natural Impressionist RTP must be maintained in accordance with the manufacturer's recommendations.

- 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 Hurford Wholesale Ltd. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.

Warranty exclusions

The manufacturer's warranty does not cover the following:

- Construction related damage.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Variations of colour, shade, or texture of the floor you purchase from those shown on samples, photographs, or literature.
- Conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-flooring or improper sub-floor preparation as referred to in our installation guidelines.
- Conditions caused by improper use or maintenance, such as:
 - Loss of gloss or build-up dulling film due to lack of maintenance or improper maintenance
 - Damage resulting from failure to follow floor care instructions as outlined in this warranty
 - Scruffs, scratches, cuts
 - Damages or discoloration from carpet dyes, fertilizers, or other chemicals
 - Staining from use of mats not labelled non-staining
 - Damage caused by burns, flooding, fires and other accidents
 - Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection)
 - Damage caused by caster wheels or vacuum cleaner beater bars



Replica Timber Plank (RTP) Warranty continued

- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest flat on the floor.
- Although Hurford's Natural Impressionist RTP is not susceptible to damage from moisture, excessive subfloor damage is an ideal breeding ground for mould, mildew and fungus. The warranty does not cover discolouration from mould or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.

For further information please see the Hurford Wholesale Floor Care Instructions on this warranty.

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.

Maintenance

Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances from being tracked onto your floor. Use non-staining mats on your floor. Do not put rubber-backed, latex-backed or coco fiber mats on your floor because they will stain or damage the surface

Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings to fade or discolour.

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters (type W), felt pads or floor protectors are recommended for all moveable furniture.

Use protection mats under chairs with caster in order to avoid abrasion of the vinyl flooring. Make sure that any metal protectors are rust-proof.

If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers.

Sweep your flooring regularly with a damp cloth and only with water at least once a week.

Prevent stains by wiping up spills promptly.

Occasional mopping with Rinse-Free Cleaner is recommended when dirt builds up and sweeping alone is not sufficient. Follow strictly the guidelines given on the bottle. Do not use soap or detergent products as they will leave a dulling film.



Replica Timber Plank (RTP) Warranty continued

Natural Impressionist Stain Solver

The overall stain resistance of our Natural Impressionist is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.

Start with first step listed. Only do steps necessary to resolve the problem. Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry between steps. If stain removal causes a change in gloss level, apply polish to restore the shine. Do not use wax, do not buff. Allow polish to dry "tack-free" between coats.

Food, Beverages	If a substance is gummy, scrape off with dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour.
Tar, Oil, Asphalt, Grease, Wax, Paint (oil-based) Scuffs, Marks, Scratches	Scrape excess substance off with dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with isopropyl alcohol.
Minor Cuts, Burns	Limit traffic over damaged area, cover with masking tape, refer to section IV for repair.
Lipstick, Antiseptics	Scrape excess off with a dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with isopropyl alcohol. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour.
Rust	Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour.
Crayon, Ink, Hair Dye, Permanent Marker	Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened isopropyl alcohol.