HM WALK
AUSTRALIAN HARDWOOD ENGINEERED FLOORING
BY HURFORD FLOORING

Residential Warranty HM Walk

The original purchaser of HM WALK engineered flooring in New Zealand is offered the following warranty, effective for purchases made after 1st March 2012.

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.

Notes
Timber flooring 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 occur, it is not covered by this warranty. Expansion gaps should be installed as required.

Timber may naturally experience minor checking (cracks). This is not covered by this warranty.

Being manufactured from a natural material, colour variations can occur between batches of the same species. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen.

Product thought to be defective by the installer should be returned to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance-related claims, relating to features visible at purchase, once the products are installed.

If a flooring product from HM WALK should fail to meet the Terms of the Warranty, Hurford Wholesale Ltd and the manufacturer, at its option, will either supply a replacement product from the current range, parts to repair or replace the defective product, or refund the purchase price of the defective product prorated over the remaining life of this limited warranty. A minimum of 10% of the total installed surface area must be affected for the warranty to apply.

This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and is an exclusive remedy for claims under this warranty.

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 humidity in the area of use must be maintained within a range of 30% to 70%.
- HM WALK 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.

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Residential Warranty HM Walk continued

Warranty exclusions

The manufacturer's warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
- Failure to follow the manufacturer's written engineered timber floor installation instructions, including protecting the floor from subfloor moisture.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1000mm).

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.

Maintaining your floor

Your HM WALK engineered floor is designed with low maintenance in mind. Follow these simple steps to achieve many years of enjoyment from your floor:

- Sweep or vacuum (bristles down) as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the floor.
- Use felt protectors under heavy pieces of furniture.
- Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly.
- Never use oil, soap, wax or other household products to clean your floor.
- Keep animal nails trimmed.
- Maintain relative humidity levels between 30% and 70%.

Repair solutions

If a nick or scratch marks your floor, it can easily be repaired. Consult your dealer 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. If severe damage occurs, the old flooring can be removed and replaced with new boards of the same colour and style, or sanded and refinished.

Refinishing solutions

If the UV finish starts to show traffic wear patterns or loses its original gloss, a water-based urethane dressing can be used to restore it. Consult your dealer or a professional refinisher for products and instructions designed for use on UV-finished wood floors.

If necessary, your floor can be lightly abrade and recoated with a urethane finish. This will restore the gloss level and protect the wood. It is recommended that the entire floor be recoated and that a professional refinisher be consulted to achieve the best results. It is essential that your HM WALK dealer Flooring is contacted prior to any sanding or recoating process.

For further information on Hurford Flooring products, please visit our website at www.hurfordflooring.co.nz or call us on 0800 HURFORD.

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