

# CARE AND WARRANTY GUIDE

## ARNHEM LAND LVT



# RESIDENTIAL LVT

## CARE AND WARRANTY GUIDE

Congratulations! On your purchase of a beautiful *Residential LVT* floor for your home.

Our *Residential LVT* care guide will assist you to maintain and extend the life of your new *Residential LVT* floor over many years to come. The guide also presents valuable information on your rights under Australian Consumer Law/NZ Consumer Guarantees Act 1993. There are great hints and tips in dealing with those accidents that will always happen in a busy household, and great advice on your day-to-day cleaning. This guide also contains important warranty information for your purchase. Take time to read how to best care for your new *Residential LVT* floor, and it will give you additional pleasure for years to come.

This guide is freely available with your purchase, and your *Residential LVT* retailer is aware of the availability of this important consumer information. Your retailer should provide this brochure to you at or about the time of purchase.

For further information, please do not hesitate to contact your store's salesperson.

### CARING FOR YOUR BEAUTIFUL RESIDENTIAL LVT FLOOR

Caring for your *Residential LVT* flooring is easy when you know how.

#### Recommended Initial Treatment

Maintain a temperature controlled environment between 18°C – 28°C and do not wash your new floor for at least 24 hours after installation.

Sweep with a broom or vacuum to remove any grit and dirt. This will avoid scratching your floor prior to implementing our recommended maintenance schedule.

### YOUR RESIDENTIAL LVT MAINTENANCE PROGRAM

The nature of the maintenance will depend on the amount and type of traffic, and also depends on the design. A typical maintenance program for a standard home would be as follows:

#### Daily Care

Sweep with a broom or vacuum the floor to remove any grit or dirt. Stubborn dirt can be removed by wiping the surface with a pH neutral cleaning product.

#### Monthly Care

Sweep with a broom or vacuum the floor. Mop the entire floor by using a pH neutral cleaning product. The minimum amount of water/liquid should be used to prevent moisture from penetrating into joints. Remove any marks using a damp cloth.

#### Removing Scuff Marks

Scuff marks on your *Residential LVT* floor surface are usually caused by dragging heavy items like furniture or sliding shoes across the floor. Generally, these can be just wiped away. If you are having any difficulties in getting these off, we suggest the following:

Add eucalyptus oil to a damp cloth and wipe scuff marks to remove any residue.

**NOTE:** Do NOT use a solvent or ammonia-based cleaner, either in liquid or powder form.

Do NOT use steam apparatus to clean your floor, as this may cause damage to the surface.

**AVOID:** Paints, bitumen, acids, chemicals, dyes and shoe polish. These can discolour your floor. Don't leave spills on your floor for extended periods of time. Remove stains quickly with a damp cloth.

#### Entrance Mats

A proper clean-off zone is strongly recommended. It will reduce the soiling of the flooring by as much as 70%. Entrance mats, when properly serviced, can effectively remove any abrasive and foreign materials from foot traffic and cut down on tracked in water. Where possible, prevent dirt from reaching the floor. A suitable barrier matting system will help prevent soiling and abrasive material from entering a building and make maintenance easier. Regularly clean the clean-off zone so that it functions optimally. Prevent fibres from the clean-off mat from running or adhering together with dirt. As far as possible, remove sand and adherent dirt such as chewing gum using a spray or gum remover. Replace the clean-off mat in time to ensure an optimally functioning dirt entrapment zone. Avoid rubber or latex backed mats as these may leave stains.

#### Protection of Sliding Furniture

Good protective caps that have a sufficiently large support surface, possibly a hinge to ensure a straight contact between the furniture item and the flooring, and are made of a non-absorbent material to prevent the ingress of moisture and dirt.

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#### Plasticiser Migration

Rubber mats and rubber tips used on furniture and chairs can cause discolouration. Rubber backed mats and shoe polish can permanently stain your floor. Rubber soled shoes left for extended periods of time can also migrate into the surface.

#### Gouging or Scratching

Ensure furniture with sharp or small feet are fitted with suitable end caps or glides to distribute the weight evenly. Similarly, a protective material such as felt can be fitted to prevent marking from constantly moving furniture. To avoid damage when moving heavy objects such as refrigerators, lift or slide them into position on a sheet of particle board, Masonite or plywood.

#### General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. *Residential LVT* flooring warranties are extended to the original purchaser of the *Residential LVT* and are non-transferable. The warranty is solely for the domestic and light commercial indoor use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, shorts lengths or used. Products must be properly installed in accordance with the current AS/NZS 1884. Products also requires routine maintenance, and should be properly maintained in accordance with the recommendations outlined in the *LVT* Installation Guidelines. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense, or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

#### The Warranty does NOT Cover:

- Product installed outdoors or in garages.
- Any defects due to improper installation including sub-floor imperfections.
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care.

- Damage to the product caused by burns, wheel and castor traffic, tears, pet abuse or furniture depressions.
- Damage caused by stiletto heels or gouging from heavy sharp objects.
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.
- Changes in product colour or fading or other discolouration resulting from external causes, such as spills of dyes or chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.
- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances.
- Any product which has been treated after installation with any protective material or defects, or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc.) which has adversely affected the attributes of the product.
- Normal or minor differences between colour and texture of samples and the installed product.
- Expansion or contraction as a result of poor installation practices which may lead to peaking or gapping of the floor.

#### What the Manufacturer will do if your Residential LVT Fails to Perform

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. The law states, pursuant to Schedule 2 of the Competition and Consumer Act (CCA) that "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired, replaced, refunded, or be offered an allowance or arrange a credit equal to the cost of the

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material only in the affected area if the goods fail to be of acceptable quality and the failure does not amount to a major failure.” The credit will apply only to a new Residential LVT floor of the same or comparable quality depreciated as set out right.

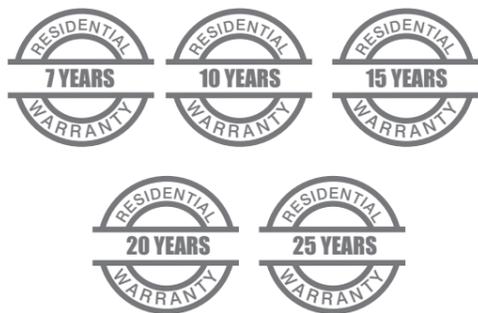
### Home Owner Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the Residential LVT flooring, together with proof of installation date.
- Have your Residential LVT installed in accordance with the Residential LVT Installation Guidelines.
- Maintain your Residential LVT flooring with regular care and cleaning.

### Making a Claim

If you consider that your Residential LVT flooring is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer to arrange an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer will take appropriate action, including notifying the manufacturer if necessary.



### WARRANTY

YEARS OF WARRANTY	7	10	15	20	25
1	100%	100%	100%	100%	100%
2	90%	90%	93%	95%	96%
3	75%	80%	86%	90%	92%
4	60%	70%	79%	85%	88%
5	45%	60%	72%	80%	84%
6	30%	50%	65%	75%	80%
7	15%	40%	58%	70%	76%
8		30%	51%	65%	72%
9		20%	44%	60%	68%
10		10%	37%	55%	64%
11			30%	50%	60%
12			23%	45%	56%
13			16%	40%	52%
14			10%	35%	48%
15			5%	30%	44%
16				25%	40%
17				20%	36%
18				15%	32%
19				10%	28%
20				5%	24%
21					20%
22					16%
23					12%
24					8%
25					4%

- Depreciating warranty per year

## Residential LVT - Care and Warranty Guide

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Signature Floorcoverings Pty Ltd  
ABN 45 007 172 938  
PO Box 1122 Epping 3076 VIC  
13 Wurundjeri Drive, Epping 3076 VIC Australia  
Tel: 03 9401 0888 Fax: 03 9401 0866  
**[www.signaturefloors.com.au](http://www.signaturefloors.com.au)**

PO Box 527, Silverdale, Auckland 0944  
7B Furnace Place, Silverdale, Auckland 0932  
Tel: 0800 150 555  
**[www.signaturefloors.co.nz](http://www.signaturefloors.co.nz)**

