

HYBRID FLOORS

CARE AND
MAINTENANCE,
WARRANTIES

Godfrey Hirst

FLOORS

WWW.GODFREYHIRST.COM

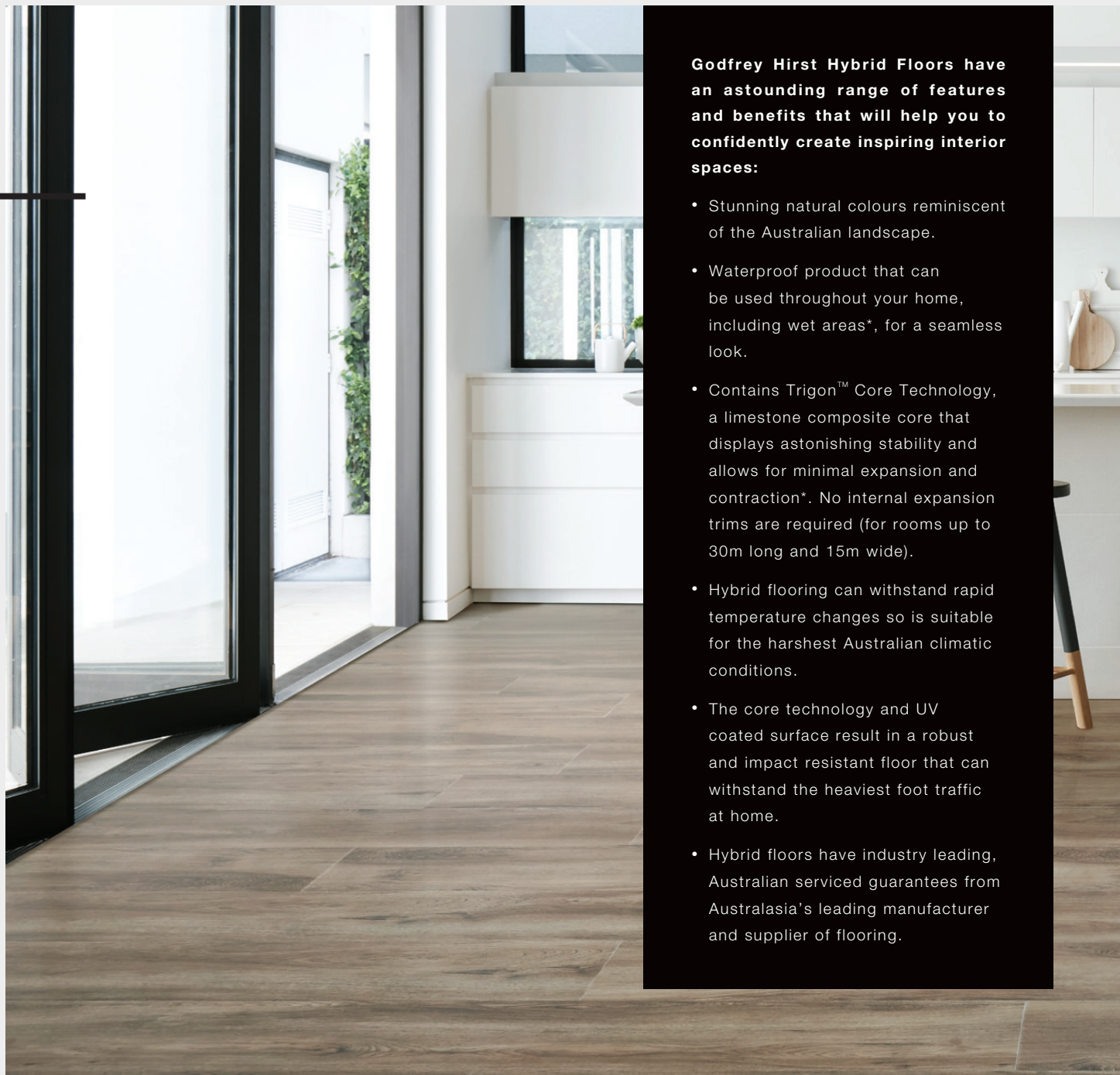
HYBRID

Thank you for considering a Godfrey Hirst Hybrid Floor.

This booklet provides a full explanation of the latest and most innovative flooring category to be launched to the hardfloors market, along with the guarantees and assistance to help you select the perfect floor for your home. There are also useful tips on how to keep your Godfrey Hirst Hybrid Floor looking its best year after year.

Hybrid floors are an advanced flooring system that contain the cutting edge Trigon™ Core Technology, an evolution in flooring that has the visual appeal of timber and combines the best attributes of laminate and vinyl.

*Subject to proper installation and maintenance as provided in this guide.



Godfrey Hirst Hybrid Floors have an astounding range of features and benefits that will help you to confidently create inspiring interior spaces:

- Stunning natural colours reminiscent of the Australian landscape.
- Waterproof product that can be used throughout your home, including wet areas*, for a seamless look.
- Contains Trigon™ Core Technology, a limestone composite core that displays astonishing stability and allows for minimal expansion and contraction*. No internal expansion trims are required (for rooms up to 30m long and 15m wide).
- Hybrid flooring can withstand rapid temperature changes so is suitable for the harshest Australian climatic conditions.
- The core technology and UV coated surface result in a robust and impact resistant floor that can withstand the heaviest foot traffic at home.
- Hybrid floors have industry leading, Australian serviced guarantees from Australasia's leading manufacturer and supplier of flooring.

CARE AND MAINTENANCE

Your Godfrey Hirst Hybrid Floor has been designed with low maintenance in mind to give you more time to enjoy your new floor.

With a little routine care and regular maintenance, it is easy to look after your Godfrey Hirst Hybrid Floor. Just follow the easy steps below:

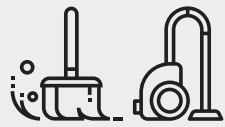
- **Daily** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a power head (if installed).
- **Weekly** – damp mop the floor using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks.
- **As required** – any stains or spillages should be cleaned up immediately using a dry cloth. Though Godfrey Hirst Hybrid Floors are resistant to

most spots and stains some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point or marker pens) may under certain conditions migrate into the wear layer causing indelible stains. Stubborn scuffs and stains can also easily be removed using a damp cloth or sponge with a diluted solution white spirit.

Never use when cleaning the floor:

- Abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.

NOTE: Godfrey Hirst Hybrid Floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable, they are not appropriate for outdoors.



Daily



Weekly



As Required

PROTECT YOUR FLOOR

Follow these simple steps to achieve many years of enjoyment from your floor:

- Place mats (please ensure the mat does not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Clean mats regularly.
- Use wide bearing, clear, hard plastic or non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture, with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion,

which can cause squeaking, gapping and possible failure.

- Never drag, 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. Rugs should be cleaned regularly.
- Even though Godfrey Hirst Hybrid Floors are manufactured to be stable in low and high temperatures, floors should be protected from extreme temperatures (under 0°C or over 55°C) and sunlight by use of interior temperature control, window tinting, curtains, blinds or awnings. Extreme temperature fluctuation could cause joins to lip or gaps to occur.

COMMON CHARACTERISTICS

- Godfrey Hirst Hybrid Floors may in areas of intense light and shade display some change in colour between exposed areas and areas covered by rugs or furniture. Generally this effect will disappear after a few weeks when these areas are again exposed to light.
- Some latexes/rubbers, which contain certain anti-oxidants, can permanently cause yellow staining. Rubber of this type is often used in backings for rugs and mats, protective feet for stools, low cost shoes and wheels for trolleys and wheelchairs. Non-staining vinyl backed mats or woven rugs identified as colourfast should be used on hybrid floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- Even though Godfrey Hirst Hybrid Floors are exceptionally stable, boards can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. Gaps should not exceed 0.03% of board length. This is a normal feature of hybrid floors and not considered a manufacturing defect.

INSTALLATION

Godfrey Hirst Hybrid Floors should be installed in accordance with Australian Standard AS 1884-2012 Floor Coverings – Resilient Sheet and Tiles – Installation Practices.

Installation instructions are available on the Godfrey Hirst website at:

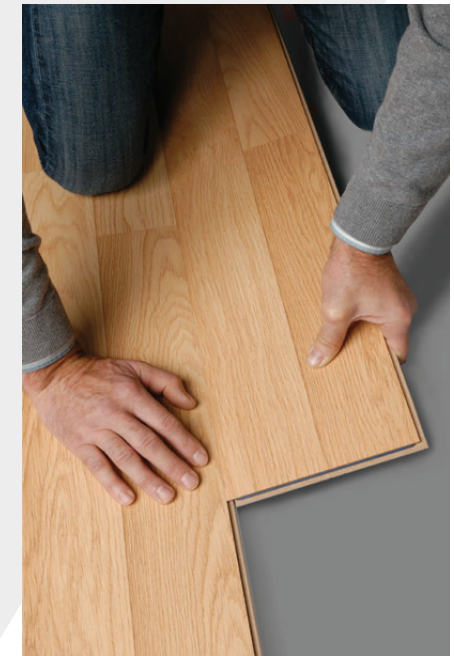
www.godfreyhirst.com

If your Godfrey Hirst Hybrid Floor is to be installed in a wet area, installation must also be in accordance with the Godfrey Hirst Hybrid Floor Wet Area instructions.

If the floor is improperly installed this may void the Godfrey Hirst Residential Warranties.

Before installing a Godfrey Hirst Hybrid Floor, installers should check to make sure it is undamaged, of the right size with no visual defects when viewed standing up in daylight at the installation site. If any boards or sheets are visibly faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to the retailer. Care needs to

be taken to properly inspect the flooring before it is installed as Godfrey Hirst may refuse a claim under the Godfrey Hirst Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.



RESIDENTIAL WARRANTIES

The following Residential Warranties - Hybrid Floors are provided by Godfrey Hirst Australia Pty Ltd ABN 58 000 849 758 (Godfrey Hirst) in respect to its hybrid products. The benefits given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods.

The Godfrey Hirst Floors Residential Warranties - Hybrid Floors are subject to and qualified by the “General Warranty Conditions” and “Homeowner Obligations” set out on the following pages.

Lifetime Abrasion/Wear Resistance Warranty

Godfrey Hirst warrants that under normal household conditions the wear layer will not wear through the design layer surface of your Godfrey Hirst Hybrid Floor for the life of the floor.

Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor's appearance and does not include other changes in appearance: e.g. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between boards, reductions in gloss level etc

Lifetime Stain and Spill Resistance Warranty

Godfrey Hirst warrants that your Godfrey Hirst Hybrid Floor is resistant to normal household stains on the floor surface and to damage from normal household spills for the life of the floor. This ensures your floor will be able to resist most potentially permanent stains.

Lifetime Pet Warranty

Godfrey Hirst warrants that your Godfrey Hirst Hybrid Floor is resistant to stains from all domestic pets provided the stain is immediately cleaned upon discovery.

Lifetime Fade Resistance Warranty

Godfrey Hirst warrants that your Godfrey Hirst Hybrid Floor will not have a significantly noticeable colour change due to fading resulting from exposure to indirect sunlight or normal artificial light (with exception of natural ageing) for the life of the floor.

Lifetime Structural Warranty

Godfrey Hirst warrants that your Godfrey Hirst Hybrid Floor in its original manufactured condition will not delaminate for the life of the floor. This does not include any separation of any pre-adhered underlay from the floor.

Lifetime Waterproof Warranty

Godfrey Hirst warrants that the surface of your Godfrey Hirst Hybrid Floor is 100% waterproof and resistant to damage from mopping or normal household spills for the life of the floor. The floor will not, upon reasonable exposure to water, swell, buckle or undergo any significant diminution of its structural integrity. This warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or similar or damage resulting from mould or mildew growth.

Free from Manufacturing Defects Warranty

Godfrey Hirst warrants your Godfrey Hirst Hybrid Floor in its original manufactured condition shall be free from manufacturing defects for the life of the floor, including defects which after time cause an abnormal change in the floor such as early wear. ■

General Warranty Conditions

These Godfrey Hirst Residential Warranties – Hybrid Floors apply only;

- In Australia;
- In respect of Godfrey Hirst Hybrid Floors purchased after 1 May 2017;

- To the original purchaser of the floor or in the case of a builder or developer the owner of the residential home 6 months after purchase of the floor;
- To floors installed in accordance with Godfrey Hirst's installation instructions set out in this brochure and leaflets in the boxes and on our website at www.godfreyhirst.com;
- To new, first quality flooring in its original installation; and
- To floors used indoors in a residential home.

These warranties relate solely to residential uses. For details of Godfrey Hirst Commercial Warranties – Hybrid Products, please ask your retailer.

Lifetime coverage is defined as the life of the floor from the date of installation.

The Godfrey Hirst Residential Warranties – Hybrid Floors Products are not transferable. Godfrey Hirst reserves the right to refuse a claim under the Godfrey Hirst Residential Warranties for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

Godfrey Hirst Residential Warranties – Hybrid Floors do not cover:

- Damage due to improper installation or improper maintenance, application of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations described in this guide
- Damage arising due to the floor being exposed to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations)
- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor)
- Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage (excluding stains covered by the Lifetime Pet Warranty), smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products)
- Damage caused by risks covered by a generally available home owner insurance policy.
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void any and all warranties
- 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)
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the Godfrey Hirst's authorised representative. ■

Consumer Warranties

Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement and refund for a major failure and compensation for any other reasonable 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 a major failure. ■

OBLIGATIONS & CLAIMS

Home Owner Obligations

In addition to you complying with the other conditions which apply to the Godfrey Hirst Residential Warranties, in order to obtain and maintain your coverage under the Godfrey Hirst Residential Warranties, 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 flooring and the date of its purchase, together with proof of installation date. You must also demonstrate the floor is at the original installation site.
- Have your floor installed and maintained in accordance with instructions set out in this brochure

To ensure Godfrey Hirst has a record of your purchase, please complete the attached warranty form and return it to Godfrey Hirst within 30 days of the purchase of your Godfrey Hirst Floor, or register your warranty online at www.godfreyhirst.com. ■

What Godfrey Hirst will do if your floor fails to perform

If any part of your Godfrey Hirst Hybrid Floor fails to perform in accordance with any of the Godfrey Hirst Residential Warranties – Hybrid Floors, Godfrey Hirst will supply free of charge the following percentage (in quantity) of an order for replacement Godfrey Hirst Hybrid Floors of the same or of comparable quality to replace the affected area of the floor through your original retailer (or another retailer in your area nominated by Godfrey Hirst). You would be responsible to pay for the balance of the flooring and the installation costs.

In relation to claims made under the Godfrey Hirst Residential Warranties – Hybrid Floors, Godfrey Hirst will not reimburse or pay for installation or underlay or your time associated with making the claim, new underlay, the cost of cleaning, repainting, accommodation, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of flooring, underlay or packaging. ■

Lifetime Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	30%
Year 21 to 25	20%
After 25 years	10%

Making a Claim

Should you believe your Godfrey Hirst Hybrid Floor is failing to perform in accordance with these Godfrey Hirst Residential Warranties - Hybrid Floors or your Australian Consumer Law rights, please notify your retailer to arrange an onsite inspection of the installation. Be sure to describe the specific problem (providing a photo if possible) and

to include a copy of your proof of purchase. The retailer will take appropriate action, including the notification to Godfrey Hirst if necessary. You must bear your expenses of claiming under the Godfrey Hirst Residential Warranties.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Godfrey Hirst directly on our contact details below:

Godfrey Hirst Floors Customer Service

PO Box 93
Geelong Vic 3220

Email: general.enquiries@godfreyhirst.com

Freecall: 1800 630 401

www.godfreyhirst.com



Godfrey Hirst

F L O O R S

WWW.GODFREYHIRST.COM

For information about your Godfrey Hirst Floor or any assistance please contact:

G O D F R E Y H I R S T

PO Box 93
Geelong, Vic 3220

general.enquiries@godfreyhirst.com

1300 444 778

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Please see www.godfreyhirst.com for information updates.

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