

Warranty Maintenance Installation

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20-year warranty

Made by Block Pty Ltd (ABN: 61 635 862 654) "The Supplier" is pleased to provide the following manufacturer's warranty for the Made by Block timber floors range.

A twenty-year structural warranty is accompanied with the purchase of Made by Block timber flooring, subject to the terms and conditions set out in this warranty. We warrant that when Made by Block flooring is installed in accordance with the standard procedures for tongue and groove floors the boards will remain intact for (20) years.

The warranty is extended to the original purchaser of pre-finished Made by Block timber flooring which has been installed using recommended installation methods and floor care procedures described in the Maintenance Instructions and Installation Guide within this document, and where proper humidity conditions within the home have been maintained.

This warranty extends only to manufacturing defects (not installation methods) that are approved by The Supplier.

In this document:

1. "You" or "The Purchaser" means the purchaser of the Made by Block timber flooring from the supplier to be used for residential purposes whilst a resident in the home in which the flooring is installed.
2. "Flooring" or "Floors" means any Made by Block timber flooring purchased by the purchaser.
3. "Maintenance Instructions" means the Maintenance Instructions set out in this warranty document.
4. "Installation Guide" means the Installation Guide set out in this warranty document.

Conditions

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General Terms & Conditions

1. The Supplier reserves the right to determine in its sole discretion, whether the flooring is defective or subject to any exclusion set out in the warranty. The warranty does not apply to any flooring designated or sold as second grade or downgrade items. Any flooring so designated will be sold "as is".
2. The warranties do not apply if damage to the floor is caused by any negligent or deliberate act or omission by the purchaser or other person or if the damage is caused by any event or circumstance beyond the reasonable control of The Supplier (including, without limitation, floods, storms, earthquakes or fire).
3. The Purchaser cannot make any claim under the warranty if at the time of purchase of the flooring the purchaser was aware of any fact, matter or circumstance that would or would be likely to result in a claim under the warranty.
4. The Purchaser must use all reasonable endeavours to mitigate any loss or damage to the flooring.
5. The warranty is not transferable and is extended only to the original purchaser of the flooring. All warranties expire upon the sale, transfer or change in ownership of the property in which the flooring was installed.
6. The Supplier is not liable for any special, indirect, incidental or consequential losses or damages, including without limitation, any accommodation expenses incurred by The Purchaser whilst any flooring is being repaired, re-coated or replaced.

Conditions

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7. The sole remedy under the warranty is, at The Supplier's sole discretion, to repair, re-coat or replace any defective flooring with the same or similar flooring of equal value. The Supplier shall have final say as to what is the appropriate remedy. Any repair, replacement, of the flooring (or attempt to do so) prior to The Supplier's inspection (if necessary) to determine the appropriate remedy under this Clause will void this warranty.
8. The Supplier must be notified in writing of any claim under a warranty within the time period specified under the relevant warranty.
9. No person other than The Supplier (including without limitation any retailer, installer, dealer, distributor, agent or employee) has authority to increase or extend the scope or alter the terms of any of the warranties. Any repair or replacement of the flooring shall not in any event extend the period of coverage of the warranty.
10. To the maximum extent permitted by law, the warranty other than the warranty set out in this warranty in relation to the supply of the flooring to the purchaser are expressly excluded from any agreement between The Purchaser and The Supplier.
11. The warranty represent the entire agreement between The Supplier and The Purchaser in respect of their subject matter. The warranty will not be extended, varied or amended except in writing signed by The Supplier.
12. Under-floor heating application is covered under this warranty provided strict and approved under-floor heating ranges are used and the installation is in accordance with the under-floor heating installation standards found in the Installation Guide of this document.

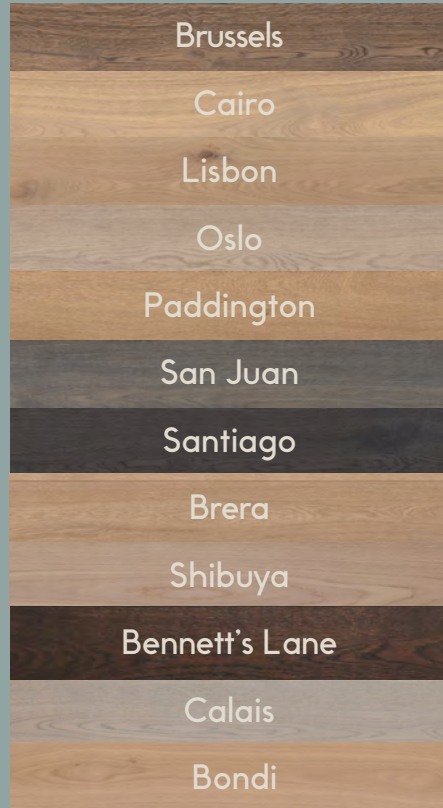
Exclusions

Our twenty-year warranty DOES NOT cover the following:

1. **Extreme & environmental conditions:** Exposure of the floor to extreme heat, dryness, moisture or water saturation, including wet mopping, improper exterior drainage, broken plumbing, hydrostatic pressure, or other sources of water will void this warranty.
2. **Alteration or repair:** Alteration or repair of the floor that is not authorized by the supplier prior to being carried out will void this warranty.
3. **Seasonal changes:** Timber is a natural wood product and may experience slight dimensional changes immediately after installation and during normal environmental changes. These changes are not covered by this warranty.
4. **Insect infestation:** This warranty will not cover any damage to the floors caused by insect infestation after shipment from the supplier.
5. **Water saturation:** This warranty will not cover any damage caused by excessive water saturation or inappropriate cleaning methods. The Maintenance Instructions included in this warranty document sets out procedures to follow in relation to cleaning methods to avoid water saturation.
6. **Structural defects:** Structural defects caused by events outside the control of the supplier, including but not limited to defects caused by water from broken pipes, flooding or excess sub floor moisture due to rain are not covered under this warranty.
7. **Sub-floor defects:** Where the sub-floor is not level, floorboards can open up slightly from compression into "hollow" sections of the sub-floor and squeaking can occur. Flooring installed over a sub-floor that is not level will not be covered under this warranty.

Note: For best results, the temperature in the room/s should be between 18-24oC and the recommended relative humidity should be in the range of 45-60%. Depending on climate conditions slight surface cracks may occur as the timber absorbs or releases moisture. This is a natural transformation of the timber during its life and is not considered a defect.

Our range



Lacquered

Brussels

Cairo

Lisbon

Oslo

Paddington

San Juan

Santiago

Brera Shibuya

Bennett's Lane

Calais

Bondi

General Maintenance

A Block floor is a unique piece of timber that's designed to last.

But it's also important that you take good care of your floor as timber is a natural product that is susceptible to ageing. With the right treatment and the right products, your Block floor will always look its best.

We highly recommend WOCA products for the maintenance and care of your Block floors. WOCA is the leading manufacturer of wood care products with over 40 years of experience and technical expertise.

Our instructions below explain how you get the best results.



Maintenance Kits

WOCA's complete maintenance kit for lacquered floors can be purchased directly from us.

Please contact us on **03 9938 8217** or email us on **enquiries@madebyblock.co** for availability and pricing.

Suitable products



for Block lacquered floors

WOCA Vinyl & Lacquer Soap: Used frequently for the general cleaning of lacquered floors.

WOCA Wood Cleaner: This intensive cleaner is used for extremely dirty floors.

WOCA Vinyl & Lacquer Care: this product is used once a year to refresh your lacquered floor. This product strengthens and prolongs the life of the surface as it protects against wear, tear and scratches.

WOCA Intensive Cleaner Spray: This is a unique ready-to-use-spray for the all-round cleaning of all interior wood work such as furniture, staircases, doors, panels and worktops independently, whether the surfaces are oiled, waxed or lacquered. It provides excellent cleaning, removes the most difficult dirt, grease and Stains, and is fast and easy to apply.

General cleaning instructions



using the WOCA Vinyl and Lacquer Soap

1. Mix 125 ml Vinyl and Lacquer Soap with 5 litres of water for regular cleaning.
2. Wash the floor lengthwise. It is recommended to work with two buckets – one with solution and one for rinsing. It is recommended to use as little water as possible for the cleaning and make sure that no water is left on the surface after.

Cleaning of very dirty floors



using WOCA Wood Cleaner

1. 125 ml Wood Cleaner is mixed into 5 litres of lukewarm water. Leave solution on surface to dissolve dirt if necessary.
2. Scrub with a brush or pad manually, or with floor machine if it is very dirty. Wipe clean with a mop or cloth. Always wipe a second time to minimise the exposure to water of surface.
3. Repeat this if the floor is extremely dirty.

Tip: Always work with two buckets – one with Wood Cleaner mixed with water and one with water for rinsing.

Maintenance of your lacquered floors



using WOCA Vinyl & Lacquer Care

1. Mix Wood Cleaner with water at a 1:10 ratio.
2. Wash the floor thoroughly until the surface is completely clean. The floor must be absolutely dry before application of Vinyl and Lacquer Care.
3. Pour the Vinyl and Lacquer Care into a bucket.
4. Dip the cloth into the Vinyl and Lacquer Care and wring it thoroughly.
5. Apply a thin coat of the Vinyl and Lacquer Care. Continue the application. Do not continue application of Vinyl and Lacquer Care when the floor has started to dry.
6. Leave the surface to dry for approximately 30 minutes.

Targeted cleaning



using WOCA Intensive Cleaner

1. Shake bottle thoroughly.
2. Spray the Intensive Cleaner onto the surface.
3. Leave solution to dissolve affected area.
4. Wipe surface dry with a firmly wrung cotton cloth.
5. Allow surface to dry.

Installation Guide

We only supply timber of the finest quality. Our range is hand selected from premium French and European Oak which are bonded onto an engineered base to ensure stability.

Our boards are pre-finished in an extensive range of colours with thicknesses available in 14mm and 15mm.

Please note that colour variation occurs with all natural timber; however most of our finishes have greater tonal variations than stained finishes due to the processes we use to achieve our colours i.e. smoking.

Our high quality engineered floors can be laid without restrictions that apply to a solid product. For example; shrinkage and movement is greatly reduced. We highly recommend qualified floor layers be used to install our floors. Please contact us for recommended installers.

Pre-Installation

Wastage allowances: We recommend a minimum wastage factor of 10% and up to 15% for darker floors or herringbone and chevron patterns.

Moisture & environment: We suggest installers refer to the AFTA (Australian Timber Flooring Association) Engineered Flooring industry standards technical publication (Version 1 – Feb 2012), for moisture content & humidity guidelines prior to installing the timber floors.

Prefinished boards: Our boards require no additional finishing treatment once laid, however care must be taken to remove glue residue during installation. Protection of the floor from damage is also important from other trades and traffic.

Removal of glue residue: It is vital that all glue residues are removed immediately after laying each pre-finished board. If using "Mapei Ultrabond P990 1K or Ultrabond ECO S995 " (recommended) to glue down, use the "Mapei Wipes" or a solvent suitable to the glue being used. Always test solvents first on an off-cut to establish that the solvent does not affect the colour or finish. Use a damp cloth to wipe away any solvent residue. Especially important on dark colours!

Using a block to install: Avoid being called back due to splintering issues! Care must be taken fitting boards together to avoid bruising the leading edges that cause splintering. Do not hit the edges of boards with a rubber mallet, use a wooden or nylon block to knock boards together by hitting the board against the tongue side not the groove. Bruised edges can be hard to spot on completion of the job but once a bruise has been washed a few times the timber will fatten and mops can then lift the splinter up and personal injury to bare feet can occur. If you have created a bruise, carefully cut it out with a knife then sand it smooth. Note all engineered boards can bruise the thinner the board the easier it is to bruise. Please avoid.

Installation methods

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Preparation of the slab: The concrete must be structurally sound, dry (no more than 5.5% moisture content), level and cleaned of waxes, adhesives dust etc. Slabs must be level with no more than a 3mm deviation over a 3-metre radius. If deviations are greater than above, use a self-levelling compound (e.g. Ardif) or grind the slab to level the surface within the above tolerance. It is important to consider the possible risk of sub slab water ingress from surrounding areas. A relative humidity & moisture content reading is required prior to installation; please document readings for your records. If moisture content is more than 5.5%, please contact us for further advice.

Installation of boards by direct sticking the boards to the slab: Over a prepared slab (see above re: slab preparation). Glue the boards with Mapei Ultrabond P990 1K or Ultrabond ECO S995 to the slab using a 3-6mm notch trowel. Spot weight across the floor and weight any hollow or drummy areas to ensure floorboard and subfloor contact.

Installation of boards onto ply over concrete slab: The minimum thickness of ply which can be used over a slab in order to secret nail is 9mm. Over a levelled slab lay thick polythene sheet as a moisture barrier. Overlap each sheet by 150mm and attach the overlaps using a 50mm wide double-sided tape. Lay the ply over the polythene sheet in the opposite direction (cross laminate) to the intended direction of the floor, for example; place the long length of the ply perpendicular to the direction of the boards. Attach the sheets to the slab using pre-drill sleeve pins only, at a rate of 28 pins per 2400mm x 1200mm sheet. Level ply as necessary by plane. Rough sand ply and glue using Mapei Ultrabond P990 1K or Ultrabond ECO S995 applied in either a snake pattern individually to the back of the board or applied by 3-6mm notch trowel to the ply. Secret nail every 100-200mm.

Installation of boards by direct sticking to slab with acoustic matting: The matting system is a requirement in multi-residential developments to reduce noise transfer. We suggest the use of A1 Rubber which is available 3mm, 4mm and 5mm thicknesses and is made in Australia. Over a prepared slab (see above re: slab preparation) the matting will need to be applied to the slab with Mapei Ultrabond P990 1K or Ultrabond ECO S995 using a 3mm notched trowel and allowed to dry to the manufacturer's specifications. Glue the boards directly to the matting with Mapei Ultrabond P990 1K or Ultrabond ECO S995 also using a 6mm notched trowel. Spot weight across the floor and weight any hollow or drummy areas to ensure floorboard and subfloor contact.

Installation methods

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Underfloor Heating: In-slab and above-floor heating systems can be used under our 14mm thickness boards. We control the moisture level of the flooring to 8% or below.

In-slab heating uses either electric or hydronic heating elements which are embedded in the slab. If using in-slab heating we recommend our direct-stick-to-slab method (above). **It is vital that any underfloor heating system be fitted with a cut-off thermostat set no higher than 25 degrees Celsius when measured under the timber flooring.** Irreparable damage to wooden floors occurs if it is subjected to temperatures above 25 degrees. It is important that the total timber thickness is no greater than 15mm otherwise the insulating properties of the timber reduce the effectiveness of the heating system. Any air gaps between the boards and the heating system should be avoided, hence why spot weighting across the floor is very important.

Also, the heating system must be operational prior to installation for 72 hours and then letting it rest for 24 hours, this will further dry the slab. We also recommend using the Soudal Moisture Barrier 1 Coat prior to the flooring installation if moisture content exceeds 1%.

A few general rules need to be observed with underfloor heating.

- The moisture content of concrete subfloors should be less than 1% when underfloor heating is to be used. To achieve this, you may need to have your floor heating turned on prior to installation
- Ensure that the instructions of heating procedures are followed before laying the floor boards
- The temperature on the surface of the subfloor can be a maximum of 24° C. If the subfloor heating system is newly installed, the system has to be switched on and left on for at least 3 weeks prior to laying the floor. Switch off the heating system 48 hours prior to installation
- Turn the heating system on again one week after the floor installation is completed, with a gradual increase of 1° C per day in accordance with the heating system regulations

Note: Made by Block only warrants installations over heated slabs in conjunction with the Soudal SMX-30P adhesive. If under-floor heating flooring is not installed by Made by Block, we will require proof of Soudal SMX-30P adhesive usage (receipts) for the warranty to apply.

Installation methods

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Installation over structural timber flooring

(e.g. Chipboard or Yellow Tongue)

Rough sand the timber substrate then glue using Mapei Ultrabond P990 1K or Ultrabond ECO S995 applied in either a snake pattern individually to the back of the board or applied by 3–6mm notch trowel to the ply. Secret nail every 100–200mm.

Installation over existing timber strip flooring: It is important to ensure that existing floors are sound and free of rot etc. prior to installation of new timber over top. If running the boards in the opposite direction to the existing timber floors, the boards can be glued and secret nailed directly to the substrate.

If installing in the same direction as existing flooring, a 4mm ply must be pinned down over the existing floor to create cross lamination. This minimises movement between the existing timber floor and new.

Timber floor: Rough sand ply and glue using Mapei Ultrabond P990 1K or Ultrabond ECO S995 applied in either a snake pattern individually to the back of the board or applied by 3–6mm notch trowel to the ply. Secret nail every 100–200mm.

Note: We do not suggest the installation of our boards directly over battens, bearers & joists, or as a floating floor. Please call us to discuss further if you have any questions.

Installation methods

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Block Floorboards can be used on wall or ceiling applications.

Installation of boards onto walls & ceilings: It is important the area be sheeted out with a minimum 9mm ply in order for the boards to be glued and secret nailed. Roughv sand ply and glue using Mapei Ultrabond P990 1K or Ultrabond ECO S995 applied in either a snake pattern individually to the back of the board or applied by 3-6mm notch trowel to the ply. Secret nail every 100-200mm. Gluing and secret nailing onto ply ensures that boards are firmly fixed and will not be subject to 'sagging' where the cut end joins are, especially on ceilings.

Post-Installation

Caulking: As the boards are engineered, the need for expansion allowances is minimised. We suggest a 8mm gap be left between boards & skirting. Caulk out the gap with silicone in a colour to match the floor or skirting.
Transitions: In most cases a 3mm aluminium flat bar is used as a transition between timber and other floor finishes.

After installation/builders clean: If dust is present, vacuum immediately, do not mop. Moisture can set plaster dust into the low grain of the timber making it very difficult to remove if not impossible.

Floor protection during construction: It is preferred that the boards are laid as late as possible in the project to prevent the boards from being damaged by other trades as they are prefinished. Should further work need to be done on the project after installation has been completed it is essential that the floor be protected using a 2mm foam underlay and a 3mm or 4mm MDF sheeting over top that is securely taped together (do not apply tape to the finished floor) or other protection method.

General Terms & Conditions

General Terms & Conditions

1. Made by Block Pty Ltd ABN: 61 635 862 654 supplies products that comply with Australian Standard AS 2796-1999.
2. All descriptions of timber products are provided in accordance with the relevant Australian Standard. The Purchaser agrees that variations of colour and grain within a timber species are normal and therefore samples can only be indicative of the range of characteristics within the timber species nominated.
3. Prolonged exposure to direct sunlight must be avoided as such exposure can cause excessive drying, splitting, moving and warping of the timber product and will void any warranty given by Made by Block.
4. Our manufacturers of timber flooring products recommend that these products be acclimatised on the site where they are to be installed prior to installation and failure to do so will void any warranty given by our manufacturer or Made by Block.
5. It is not necessary to acclimatise timber floating floors or laminate flooring.
6. All timber products are manufactured from quality kiln dried materials and will react adversely to moisture exposure. Any warranty given by our manufacturer or Made by Block for any timber flooring product, which is exposed to moisture becomes void.
7. All goods remain the property of Made by Block until full payment has been received from The Purchaser.
8. Made by Block warranty in relation to the timber flooring products is the same as our manufacturer's warranty in relation to those products. No warranty claims will be accepted by Made by Block until full payment has been received for the timber flooring products the subject of the warranty claim.

Payments

Payments

1. **In-stock items.** 100% of the total cost inclusive of GST must be paid at the time the order is placed with Made by Block.
2. **Stock-on-order items.** 50% of the total order cost inclusive of GST must be paid at the time the order is placed with Made by Block, with the balance to be paid once goods have arrived into the Made by Block warehouse.
3. **Installation.** 100% of the total cost of the installation inclusive of GST must be paid within seven (7) days of completion of the installation of the timber flooring products and the issuing by Made by Block of a final tax invoice.
4. **Holding fee.** Made by Block will charge a holding fee for stock not delivered/picked up within 30 days of stock allocation in the warehouse. This fee of \$20 per pallet will be charged for every week an order is held by Made by Block past original delivery/pick up date and will need to be paid prior to release of stock.
5. **Payment type.** All monies are to be paid by bank cheque, business cheque, money order or direct deposit into Made by Block' nominated bank account. Payments made by Visa or MasterCard attract a 2% surcharge.
6. **Overdue account fee.** Made by Block may charge an overdue account fee of \$50.00 and/or interest at the rate of 13% per annum compounding monthly on all overdue accounts after giving 2 days' notice of intention to charge the fee or interest.
7. **Payment recovery.** Made by Block may recover from the purchaser the cost of recovering of any money due and payable by the purchaser including the fees of any debt recovery agent in full or solicitor engaged by Made by Block on a solicitor/own client basis.

Delivery

Delivery

1. We charge for any delivery of Made by Block timber products. The purchaser accepts delivery of, and liability for goods immediately after delivery of goods or collection of goods by the purchaser.
2. Delivery costs are quoted separately. We do not charge 'per square metre' delivery charges as this can be an expensive add-on. We also do not mark-up delivery costs.
3. All standard deliveries are hand unloaded. We can also arrange for a crane unload or special delivery; Made By Block, ABN: 61 635 862 654, PO BOX 4311, Richmond East, VIC, 3121, Phone: 03 9938 8217, Mob: 0401 529 207 to meet building site constraints.
4. Although every effort is made to supply orders on time, Made by Block will not be held responsible for delays in delivery caused by shipping problems such as bad weather, custom or quarantine delays, industrial action and other events beyond our control.
5. When required goods are not in stock, allow approximately 12-16 weeks delivery from date of deposit.
6. Please provide a notice of at least 5 business days for dispatch requests. We aim to make delivery as easy as possible and we understand that scheduling delivery to co-ordinate with trades and building site access is not easy, so the sooner the notice and delivery details are provided, the better.

Cancellations & Returns

Cancellations & Returns

1. Goods will not be accepted for return after they are delivered and opened. Goods for return must be inspected by a representative of Made by Block, and all goods must be as new and in saleable condition without any damaged packaging before a refund may be granted.
2. If Made by Block accepts any returns or cancellations, it will attract a re-stocking and handling fee of no less than 25% of the total invoice value. Original invoice must also be produced as proof of purchase. No returns, cancellations or refunds will be accepted for custom cut, custom processed or custom acquired goods. Made by Block will not accept left over raw timbers of return for credit.

Made by Block

madebyblock.co



block

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