

Warranty  
information

PLANTINO LAMINATE AQUA  
OFFERS THE FOLLOWING  
WARRANTIES:

Your selected flooring will be covered  
by one or more of the below warranties.

20 Year Residential Wear Warranty

3 Year Waterproof Surface Warranty

For more information visit  
[premiumfloors.com.au](http://premiumfloors.com.au)



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## WARRANTY TERMS & CONDITIONS

### 20 YEAR RESIDENTIAL WEAR WARRANTY

All Plantino Laminate Aqua flooring is sold with a 20 Year Residential Wear Warranty from the date of purchase. Commercial area warranties are available on request.

### 3 YEAR WATERPROOF SURFACE WARRANTY

All Plantino Laminate Aqua flooring is sold with a 3 Year Residential Waterproof Surface warranty effective for 3 years from the date of purchase. Commercial warranties are again available on request.

### WHO IS COVERED?

The original purchaser is covered. In the case that a builder or developer purchases the flooring, the occupant of the residential home 12 months after purchase of the flooring will be entitled to cover under this warranty, effective from the date of the initial purchase.

### WHAT IS COVERED?

**Residential Wear Warranty** – This warranty covers wear through of the surface of the floor (show through of the HDF core) in a single area greater than 4cm<sup>2</sup> within 20 years.

**Waterproof Surface Warranty** – This warranty covers damage by water or liquid from the surface (top) of the floor within 3 years of the purchase date.

Both warranties are reliant upon Plantino Laminate Aqua Flooring Installation Instructions being followed closely when installing Clix Plus and Plantino Laminate Aqua Flooring Care & Maintenance Guidelines should be followed at all times after your flooring is installed. Installation instructions can be found inside every third pack of Clix Plus Flooring and Care & Maintenance Guidelines can be obtained by contacting your Clix Plus Retailer (place of purchase) at any time or are readily available at [www.premiumfloors.com.au](http://www.premiumfloors.com.au) or [www.floorscape.co.nz](http://www.floorscape.co.nz)

### WHAT IS NOT COVERED?

- Residential Wear Warranty – Wear that may be directly associated with water or liquid damage from any source (except within the first three years and covered by the 3 Year water-proof surface warranty), moisture ingress from any source into the core, fractures in the surface or indentations.
- Moisture damage caused by flood or appliance failure of any kind or moisture ingress from below the floor (subfloor etc).
- Wear that may be associated with improper installation or improper maintenance.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Scratches or surface marks / stains.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.
- Of course, boards that are visibly faulty or deemed visually or structurally inappropriate or damaged prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

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**HOW TO EVOKE A CLAIM?**

To evoke a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact Premium Floors Australia P/L, Floorscape Ltd or an authorized third party to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will, at the sole discretion of Premium Floors Australia P/L or Floorscape Ltd, be tailored to suit individual circumstances. Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of either Premium Floors Australia P/L or Floorscape Ltd. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.

**AUSTRALIAN CONSUMER LAW**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

**NEW ZEALAND CONSUMER GUARANTEES ACT**

The warranties listed in this document are in addition to any rights you have under the Consumer Guarantees Act 1993. Nothing contained in these warranties exclude, restrict, modify or affect the application of and condition, guarantee, right or remedy provided by New Zealand Consumer Laws.

**ACCEPTABLE QUALITY**

Plantino Laminate Aqua Flooring is fit for use in internal environments / installations and should not be used externally. Furthermore, Plantino Laminate Aqua Flooring should not be directly adhered to a subfloor and must be installed as a floating floor. Plantino Laminate Aqua Flooring should be installed in a "laminating friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Plantino Laminate Aqua Flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. Obviously, Plantino Laminate Aqua Flooring should be installed as per the installation instructions (found inside every third carton) and maintained in accordance with the Care & Maintenance Guidelines (available from your place of purchase), at [www.premiumfloors.com.au](http://www.premiumfloors.com.au) or [www.floorscape.co.nz](http://www.floorscape.co.nz).

**MAJOR FAILURE**

Plantino Laminate Aqua Flooring is resistant to chips, scratches, stains and wear but not "proof" in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. Clix Plus is made using High Density Fibreboard core and this wood-based material can be susceptible to seasonal movement, creating small gaps between the joints of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As the warranties for Plantino Laminate Aqua Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

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## CARE & MAINTENANCE GUIDELINES

### PREVENTATIVE CARE

- Placing colour-fast dirt trapping mats at all external entrances will help to keep dirt and grit off your floor as well as absorbing any excess moisture.
- Use high density felt floor protectors on the underside of all moving furniture or furniture that may be moved from time to time to help prevent premature wear and scratches.
- Install protective, clear vinyl chair mats under any office chairs or castor wheels that may be used in areas where Plantino Laminate Aqua is installed. Avoid plastic wheel use.
- When moving heavy furniture or items back into position after the installation has been completed, use protective sheets on the surface of your floor and avoid sliding or dragging furniture or appliances into place.

### REGULAR MAINTENANCE

- Vacuum (bristles down) or sweep your floor regularly to remove grit or objects that may scratch the surface of your floor, use a dust mop or wipe with a damp cloth.
- Any spills should be wiped off the surface of the floor as soon as they occur. Damage can occur if water /spills are left on the surface for periods of time.
- When cleaning your floor, use Quick-Step Laminate Maintenance Kit (available from your Plantino Laminate Aqua retailer) as directed on the back of the pack. This kit has been designed specifically for your flooring. It is important that you do not use soap-based detergents or "supermarket type cleaners", as these may leave a dull film on your floor that can be extremely difficult to remove (sometimes impossible).
- Do not use abrasive cleaners, steel wool, or scouring powder on your floor and never wax or polish your floor. Never use a steam mop on your floor.
- Laminate flooring, like other types of smooth floors, can become slippery when wet. Wipe any cleaning moisture off the floor immediately after cleaning using a clean towel or rag. Immediately wipe up wet areas from spills, foreign substances, or moisture from wet feet.

### A LAMINATE FRIENDLY ENVIRONMENT

Keeping your internal environment "laminare friendly" is important. The area should be well ventilated, occupied and protected from extreme sunlight and extreme swings of humidity and temperature. Failure to provide such an environment can lead to fading, excessive expansion / contraction (gaps) or noisy floors.

### ADDITIONAL INFORMATION

The most up to date information regarding care & maintenance is available at [www.premiumfloors.com.au](http://www.premiumfloors.com.au), [www.floorscape.co.nz](http://www.floorscape.co.nz) or by contacting your Plantino Laminate Aqua Retailer. Information on stain removal and other tips that will assist you with maintenance and related activities are also available in store.

Further information on any aspect of this Warranty can be obtained from;

#### IN AUSTRALIA

Premium Floors Australia P/L  
81-87 South Park Drive  
Dandenong South, Victoria 3175  
Phone (03) 9797 0808  
Email: [vicsales@premiumfloors.com.au](mailto:vicsales@premiumfloors.com.au)

#### IN NEW ZEALAND

Floorscape Ltd  
221A Bush Road  
Albany, 0632 Auckland  
Phone (09) 476 0428  
Email: [info@floorscape.co.nz](mailto:info@floorscape.co.nz)

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