



HARMONY TIMBER *Warranty Certificate*

Thank you for purchasing Harmony Timber Floors; we wish you many years of true enjoyment.

Residential Guarantee Applications

To validate this guarantee, you must fill in the return form and send it to Harmony Timber Floors, this guarantee only applies to the original purchaser and is not transferable, you must maintain your floors as per the instructions set down in the Warranty Conditions under "Care & Maintenance Of Your Floor," cleaning agents must be approved by Harmony Timber Floors, if not, non-approved agents may cause damage and your floor may be void of its warranty, this warranty applies to Residential Use Only. This guarantee is limited to either replacing or repairing the damaged section of the floor; and the final decision rests with Harmony Timber Floors Pty Ltd.

Surface Finish-Twenty Five Years Warranty

Harmony Timber Floors Pty Ltd, Warrant, that the surface finish has been applied under strict quality control systems by the manufacture. The warranty excludes any indentations and surface damages which have been caused through lack of care, or the lack of proper maintenance, negligence, misuse, walking with stiletto heels or stones on shoes, nails, spiked shoes, water damage, other liquids or chemicals, abrasives of any kind not mentioned and insufficient pre protection. The damaged section must be visible and must cover at least 10% of the floor area. The reduction of the sheen-gloss is not considered surface wear. Harmony warrant that the top layer will not wear through or separate from the Top Hardwood, for a period of twenty-five years

Harmony Timber-Top Lifetime Warranty

Harmony Timber Floors Pty Ltd, warrant, that the floor structure will remain free from manufacturing defects, this solid hardwood timber

top will not wear through, buckle, delaminate, warp, separate, in normal environmental conditions; see installation guidelines and instructions, this warranty is applicable to both commercial and domestic use.

Structural Lifetime Warranty

Harmony Timber Floors Pty Ltd, warrant that the floor structure will remain free from manufacturing defects, this warranty is applicable to both commercial and domestic use, provided that normal environmental conditions have been maintained.

Normal Environmental Conditions

This means that both heating & ventilation systems must be constructed to maintain a relative humidity level between 40% and 60% relative humidity in the air, all year round. Damage, which may be caused due to high levels of moisture, poor transportation, Installation procedures not according to the manufactures guidelines, plus extreme heat or cold conditions, will not be covered under this warranty.

Expansion

It is very important that suitable expansion joints are left at all the perimeters of the floor, timber expands and contracts as well as being hygroscopic, it also absorbs moisture from the atmosphere, adequate expansion is imperative, at least 1.5mm per meter is required; example if you are installing in an area where the floor is 6m x 8m then allow for $6 \times 1.5 = 9\text{mm}$ and $8 \times 1.5 = 12\text{mm}$. This has to apply to each board as the boards are glued together the floor will move as one whole membrane, If there is insufficient expansion your floor will buckle, bend. Follow the installation procedures, which are enclosed in the packaging boxes. Timber floors can show evidence of cupping and can also open on the joints, this is caused in climatic changes both dry and also in humid times.

Facts that you should be aware of

Timber & bamboo are natural products, they expand and contract as seasons change and so will your floor. In certain areas /states the weather patterns can differ greatly therefore one has to expect that the floor will react differently in a more humid (hot moist) area, compared to a cooler environment, therefore the expectation of a timber floor cannot be compared to a marble or tiled floor, the composition is totally different, you will get movement in your floor, gaps will form and cupping can develop, this does not mean that the floor or timber/bamboo is inferior, it is merely changing with the climate. In extreme cases you may need to contact the original installer to examine the floor for professional advice, additional expansion may be required or in some cases an expansion joint may be necessary. **Important:** Timber is a natural product, each piece is different, colours and grains can vary with some species in particular some Australian timbers, you can expect to have knots, gum veins, insect holes, surface checking (cracks) and other imperfections may occur, this is a characteristic of the species. Some timbers are known to react differently in different environments. You can expect a certain amount of squeaking in a timber floor, under dry condition your floor can squeak more, to minimize this it is very important that when installing the floor the installer must use sufficient adhesive on the joints or the underside. You can expect a certain amount of squeaking in a timber floor, under dry conditions your floor can squeak more, to minimize this it is very important that when installing the floor the installer must use sufficient adhesive on the joints or the underside. Also you should minimize foot traffic for 24 hours, this will prevent the glue bond from breaking before it has had time to settle. Never place heavy cupboards, cabinets, or kitchen on top of a floating floor this will restrict the floor from expanding in all directions.

Care & Maintenance of Harmony Engineered Timber Floors

This guide is part of the manufactures maintenance program and wear layer warranty, failure to comply fully, will result in the warranty being null & void. The pre-finished bamboo floor is both durable and very easy to maintain. The key to quality maintenance and protection of your floor is to maintain this UV finish and the following floor care recommendations are necessary.

ROUTINE & PREVENTATIVE MAINTENANCE

- Dust - mop or vacuum your timber floor regularly.
- Apply suitable floor mats at all entrance areas leading on to the floor; always ensure that these mats are well cleaned; do not allow dirt to build up under the mat.
- Periodically clean the floor with The Specially formulated Citrus Mist- Cleaner. Or any Neutral PH Cleaner, this is applied by lightly spraying the area above the floor as you clean, a micro fiber mop is best, if you need to wash your mop while cleaning, make sure it is very well wrung, never apply water directly to the floor surface, as this will damage your floor.
- Do Not Apply any timber polishes - solvents or waxes, which have not been approved by the manufacture. Sand and dirt carried in by shoes can be abrasive to the surface, place protective mats in doorways to keep the moisture and dirt from being walked into the floor.
- Area Mats are also recommended in front of sinks and in the kitchen. Mats and rugs should be protected with a slip resistant backing that is non-abrasive.
- Install floor protectors on all furniture legs; never drag furniture across the floor Clean spills as soon as they happen, before they get sticky or dry.
- Spiked and stiletto heel shoes, especially those that have worn heels, can dent and scratch floors.
- Maintain proper humidity levels between 40-60% humidity throughout the year, avoid extreme humidity changes from season to season.
- Avoid direct sunlight; protect windows with shades or window tints.
- Trim your pet's nails.
- Never use hot water or steam mop on your floors.
- When tumble drying clothing please ensure that the house is suitably vented allowing the moisture to escape outdoors, if you tumble dry and close all external windows and doors the humidity level will increase dramatically and will effect your floor.