



HARMONY
TIMBER FLOORS



WARRANTY CERTIFICATE

HAMPTON/HERITAGE

HARMONY TIMBER FLOORS are direct importers and manufactures, of the HAMPTON/HERITAGE COLLECTION which represents the best value real timber floors in Australia. Visit the website www.harmonytimberfloors.com for more details.

The purchaser has a duty of care to inform the manufacture of any claimed defects within 14 days after discovery. The purchaser must then give the manufacturer the opportunity to inspect the claimed defect within 60 days of receiving written notification. Failure on the part of the purchaser to inform the manufacture of any claimed defect could affect their warranty claim. This is of particular relevance where a claimed defect has clearly been noticeable for a long period of time and degraded to a point, that if notice had been received earlier, a solution could have been found to avoid the claimed defect progressing.

NOTE: this Warranty is applicable from date of purchase:

In writing this Warranty Document, Harmony Timber Floors has used its reasonable endeavor's to ensure accuracy and reliability and correct information herein, to the extent permitted by law. Harmony Timber Floors will not be held liable for any inaccuracies, omissions, errors for this information nor any actions taken in reliance on the information given.

HAMPTON/HERITAGE COLLECTION has a 25 YEAR RESIDENTIAL SURFACE WEAR WARRANTY- HARMONY TIMBER FLOORS guarantees to the original purchaser that the water based Polyurethane Coating System will not wear through or separate from the structure base board. The surface Wear Coatings meet or exceed relevant European requirements and standards using the Taber Test Standards for Abrasion for interior timber flooring, this applies to normal Surface Wear in Residential homes, the Taber Test (ASTM D4060) Standards, excludes, scratches, dents, water damage, or any negligence, accidents, or damage from high heel shoes or any shoes, water spillage, rising damp, fire, wet mopping, erosion, pebbles, walk-in sand-grit and any other abrasives, plus insufficient prevention or/protection, particularly on chair and furniture legs /base, extreme environmental conditions, insect infestation, pets, natural discoloration/oxidation, fading due to direct exposure to sunlight, insufficient protection from direct sunlight, poor workmanship by non-licensed installers. For commercial properties the same conditions apply with the Surface Wear, Warranty is limited to a five-year period.


CARE and MAINTENANCE: Care and Maintenance instructions of your Timber Floors are available either through your retailer or online at www.haus.com.au or you may visit the Australian Timber Flooring Association website www.atfa.com.au

REPLACEMENT UNDER THIS WARRANTY: Entitlements include replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs. Entitlements also allow for the floors to be replaced should the original floors fail to meet an agreed acceptable quality and that quality does not constitute a major failure. What is an acceptable quality and use guidelines? It must be noted that Australian Consumer Law is provided with limited performance warranties which cannot be excluded under Australian Consumer Law. This warranty is digressive and covers only the product. A digressive warranty is a warranty by which the value is lower according to the length of previous use. The original warranty stays in place for the repair or the replacement and does not start again. In the event that replacement is required, only products from the current range at the time of the exchange can be considered. No other way of compensation will be accepted.

HAMPTON/HERITAGE COLLECTION can only be used and installed internally as flooring use or wall paneling. The product is not designed for external use. Not covered under this warranty, are bathrooms, toilets and laundries, excessive water spills in the kitchen, for areas such as kitchens, a matt must be placed in front of the sink for additional protection against small spills.

NOTE: All spillages must be mopped up immediately, to avoid the possible deformation and swelling of the timber floor boards

NOTE: THIS WARRANTY IS NOT TRANSFERABLE AND APPLIES TO THE ORIGINAL PURCHASER ONLY: Proof of Purchase by means of the original receipt must be provided in order to establish purchase history.



NOTE: SURFACE WEAR, must cover an area of at least 10% of the total floor surface areas. The Warranty is for the surface top not wearing through to the underlying structure of the board, surface wear does not apply to areas where insufficient protection has resulted in surface wear from chair legs or chair rollers, whereby the chairs and rollers which have been in direct contact with the floor without sufficient protection, the warranty will be void.

NOTE: wet mopping and steam mops will destroy your floors. Leaving excessive water / moisture on floors will destroy coatings and all warranties will be void, see Care and Maintenance instructions

HAMPTON/HERITAGE COLLECTION: timber floors must be installed in accordance with the manufactures INSTRUCTIONS which are displayed online at www.harmonytimberfloors.com or www.atfa.com.au

NOTE: VERY IMPORTANT: It is important that the installer inspect each board prior to installation, for any manufacturing defects or board damage which could occur through handling, human error and transport, claims for defected timber boards which have defects after installation are not covered. Although all measures have been taken at point of manufacture it is the responsibility of the installer to ensure that they do not install boards which could be deemed sub-standard, by whatever means, in most cases these boards can still be used by cutting out the defects. Any defected boards can be exchanged, or a full refund given, but only prior to installation. No refunds will be offered once the boards have been installed. Timber is prone to checking, (surface cracking) therefore checking cannot and are not warranted under this warranty.

All heating and cooling systems must comply in accordance with environmental requirement. Australia is prone to extreme weather conditions. Vinyl is no different to timber it will still expand and contract.

METHODS OF INSTALLATION: it is important to refer to the website for the correct method and instructions as set down by the manufactures; the correct method for HAMPTON/HERITAGE COLLECTION:

1. FLOATING METHOD on a water resistant 3mm underlay. If you choose not to use Harmony Timber Floors underlays, then you must install a builder's 200 micron plastic sheet in conjunction with the underlay. See instructions for further information.

2. GLUE-DOWN METHOD this is considered to be the Best Method if you want that Solid Hard under-foot feel, only an approved flexible type adhesives may be used to install floors with this method.

IMPORTANT: a moisture test must be conducted prior to installation and sealing of sub floors is recommended, this warranty does not cover water penetration from sub-floors.www.haus.com.au or www.atfa.com.au

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REGULAR MAINTENANCE and CLEANING: Regular maintenance and cleaning must be in accordance with Harmony Timber Floors and MAINTENANCE GUIDE at www.haus.com.au or www.atfa.com.au.

AFTER INSTALLATION: Issues such as cupping -peaking-gapping and crowning could be considered as an environmental/ site related issue and poor installation this may not be covered under this warranty or other Australian consumer related product purchase laws.

All HAMPTON/HERITAGE COLLECTION must be installed in accordance with the relevant installation methods recommended by ATFA (Australian Timber Flooring Association and Industries Best Practice and Harmony Timber Floors instructions. See AFTA installation Instructions online at www.harmonytimberfloors.com and www.atfa.com.au

NOTE: Builders, Developers and Homeowners: any masking tape used to hold trims or timber in place must be "blue/yellow" painters masking tape and cannot be left on over extended periods , these should be removed within 7 days after applying. original purchaser, if a builder or developer, then passed on to a purchaser, then the purchaser in this instance becomes the original owner.

This warranty is void if the property where the HAMPTON/HERITAGE floors have been installed are closed up without suitable ventilation for extended periods. Most importantly suitable window protection is required as direct sunlight will damage your floors.

NOTE: SPECIFICATIONS ON FLOORING: See Specifications on HAMPTON/HERITAGE on our website: www.harmonytimberfloors.com

