

# TROJAN PROFESSIONAL COMMERCIAL HYBRID PLANKS



**WARRANTY INFORMATION**

# TROJAN HYBRID WARRANTY

Thank you for choosing Trojan Professional Hybrid Planks. For peace of mind, your new floor comes with a LIFETIME Structural Warranty + 20-Year Wear & Tear Warranty to the original purchaser.



## LIFETIME STRUCTURAL WARRANTY

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The LIFETIME Structural Warranty refers and applies to the structural integrity of the hybrid planks in so far that they are guaranteed not to delaminate, as a direct result of a production fault over the planks lifetime.

### Variation in colour

Variation in colour and design is a feature of these products, and is intended to enhance the natural appearance of the floor. These variations are not considered a defect.

To ensure the optimum performance of your floor and full coverage of the product warranty, please adhere to all instructions relating to the subfloor, installation environment and method, together with ongoing care and maintenance of your new floor. Please refer to the Trojan Professional Hybrid Installation Guide and Hybrid Care & Maintenance documents available at [www.next13.com.au](http://www.next13.com.au).

All planks must be installed in accordance with the installation guide and in compliance with Australian Standards AS1884-2012 Floorcoverings – Resilient Sheet and Tiles – Installation Practices.

The warranty is for the replacement of faulty Hybrid planks only. Inspect each plank for obvious damage prior to installation. Should a plank show obvious signs of fault or damage, such planks should be set aside and not installed.

Unless expressly stated and in so far as permissible by law, the Manufacturer, Distributor and/or Retailer will not be responsible for any labour charges incurred in re-installation of any product, any associated rectification work or any costs or labour charges related to replacement of any flooring surface in which the product is used. Re-painting, removal of fixtures or furniture, accommodation, waste removal and any other costs are specifically excluded from the warranty.



## SURFACE WARRANTY: 20 YEAR WEAR-AND-TEAR

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All Trojan Professional Hybrid flooring is sold with a 20 Year Wear & Tear Warranty, effective from the date of purchase. As with all floor coverings, it is expected that the floor planks will show a level of normal wear and tear over time. The Wear & Tear Warranty specifically applies to domestic applications and refers to the actual visible wearing out (or wear-through) of the decorative pattern on the surface through to the core-layer and to a minimum of 25% of the total floor area under normal use.

As the planks are reactive to changing climatic conditions, it is expected over time that some movement in the planks may result in gaps appearing between planks. This is a normal characteristic of the product and not a fault or warranty claim (see care and maintenance instructions for more information).

The Wear & Tear Warranty is conditional on the basis that the floor has been subject to normal use in the recommended and/or appropriate environment and has been maintained as recommended, in accordance with the care and maintenance instructions. Trojan Professional Hybrid flooring Installation Instructions must be followed closely when installing your floor. The Trojan Professional Hybrid Installation Guide and Care & Maintenance documents can be available [www.next13.com.au](http://www.next13.com.au).

# WARRANTY EXCLUSIONS AND RESTRICTIONS

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Our warranty does not cover damage

- As a result of incorrect installation, inappropriate environment or lack of appropriate care and maintenance procedures.
- Caused by fire, flooding and other natural disasters and acts of nature.
- The use of floor in any outside/external location.
- Caused by rubber or latex backed mats (see care and maintenance instructions for more information). Note some rubber type products can leach through floor – always use castors or some other barrier to protect against direct contact.
- Caused by vacuum cleaner head (see care and maintenance instructions for more information).
- Improper cleaning, care or maintenance of the product.
- The subfloor has not being prepared in accordance with the Installation Guide and/or in accordance with Australian Standards AS1884-2012 where applicable.
- Unevenness caused by uneven subfloor and poor or improper installation.
- Concrete/screed subfloors, where curing compounds, laitance, bond breakers or any other contaminants are present in the floor.
- Hydrostatic pressure, excessive moisture or alkali conditions on the site.
- Damage, surface marks or permanent stains, intentional or accidental, caused by abuse or misuse, including, but not limited to, stiletto heels, dragged objects, heavy furniture, castor wheels, dropped items, sand, stones or other foreign objects brought into contact with the floor.
- The presence of underfloor heating.
- Defects caused by misuse or abuse of the product, including, without limitation, scuffing, scratches, chips, indentations, cuts, gouges, pet abuse, wheel and castor traffic, stains, burns or furniture depressions.
- Damage, fading, discoloration or distortion resulting from external causes including but not limited to the use of chemicals, treatments and/or inappropriate cleaning agents.
- Changes in appearance as a result of concentrated traffic and/or thoroughfare wear and tear, unless the affected area amounts to at least 25% of the total floor area and the wear-through is to the core-layer of the plank.
- Of course, planks that are visibly faulty or could have reasonably been deemed visually or structurally inappropriate 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.

## MAKING A CLAIM

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The product warranty is extended to the original purchaser only and proof of purchase is required when making a claim. If you would like to make a claim, please contact your point of purchase (re-seller/retailer).

## ACCEPTABLE QUALITY

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Trojan Professional Hybrid flooring is fit for use in internal environments/installations and should not be used externally. Furthermore, the Hybrid flooring should not be directly glued/adhered or pinned to a subfloor and must be installed as a floating floor. Trojan Professional Hybrid flooring should be installed in a Hybrid flooring 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. Careful attention should be paid to relevant installation instructions and care and maintenance guidelines as failure to adhere to recommendations may result in flooring failure.

# MAJOR FAILURE

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Trojan Professional Hybrid 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 planks installed may occur. 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 these warranties for Trojan Hybrid flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.


NOTE: Pictures are for illustrative purposes only.



 [www.next13.com.au](http://www.next13.com.au)

 (07) 3861 4422

 [sales@next13.com.au](mailto:sales@next13.com.au)

 1/67 Araluen Street, Kedron, Brisbane, QLD 4031, Australia