

TROJAN PROFESSIONAL

ENGINEERED TIMBER FLOOR

WARRANTY INFORMATION

TROJAN PROFESSIONAL WARRANTY INFORMATION

Thank you for choosing Trojan PROFESSIONAL Engineered Timber Flooring. For peace of mind, your new floor comes with a 30 year structural warranty to the original purchaser.

This warranty is the only guarantee given to the purchaser and does not warrant that the flooring supplied be fit for a particular purpose or use. It is the responsibility of the purchaser to ensure that the area the floor is to be installed in is suitable.



30-YEAR STRUCTURAL WARRANTY

The 30-Year Structural Warranty guarantees that Trojans multi-layer system will not de-laminate for a period of thirty years.


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 & maintenance of your new floor. Please refer to the Installation Guide and Care & Maintenance documents available at www.next13.com.au. If your engineered timber floor has an oiled finish, the use of WOCA Natural Soap is a condition of your warranty. Failure to continue with a regular (monthly) application of WOCA Natural Soap will void all warranties.

As a natural product, Trojan PROFESSIONAL engineered timber flooring will expand and contract during normal seasonal temperatures and humidity changes. When properly installed, you may experience slight expansion, contraction and separation between boards. This is a normal occurrence and therefore, if minor separation should occur, it is not covered by any warranty.

Minor checking and variation in colour and grain is a feature of natural timber and these variations are not considered a defect.

Planks must be inspected for damage prior to installation. Should a plank show obvious signs of fault or damage, the plank 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 this warranty.

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TROJAN PROFESSIONAL WARRANTY EXCLUSIONS

WARRANTY EXCLUSIONS AND RESTRICTIONS

The warranty will not apply where damage has been caused through any of the following:


1. As a result of incorrect installation, inappropriate environment or lack of appropriate care and maintenance procedures.
2. Caused by fire, flooding and other natural disasters and acts of nature.
3. Caused by unusual man-made disasters, including leaking or broken plumbing, during or after installation.
4. The use of floor in any outside/external location.
5. Unevenness caused by uneven subfloor and poor or improper installation.
6. Damage, 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.
7. The presence of underfloor heating.
8. Damage, fading, discolouration or distortion resulting from external causes including but not limited to the use of chemicals, treatments and/or inappropriate cleaning agents.
9. Caused by vacuum cleaner head (see care and maintenance instructions for more information).
10. Improper alterations to the original product. Alterations or repairs to the original product will void any and all warranties.
11. Changes in colour or appearance due to exposure to sunlight, weather, ageing or refinishing.

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

MAKING A CLAIM

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).

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