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## RESIDENTIAL MAINTENANCE GUIDE & PRODUCT WARRANTY DOCUMENT

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Congratulations on your recent purchase of ICONIC TIMBER Flooring.

At ICONIC TIMBER, we appreciate that this is a long-term investment & the correct maintenance and installation of your timber floor will ensure you get the most out of its purpose.

**NOTE: Using the incorrect cleaning substance & instrument on your new ICONIC timber flooring can do more harm than good.**

### **UNDER NO CIRCUMSTANCES, EVER WET-MOP YOUR TIMBER FLOOR!**

**UNDER NO CIRCUMSTANCES use Ammonia-based cleaners, wax based products, detergents, bleach, polishes of any kind, abrasive cleaning soaps, steel wool or abrasive cloths, steam mops, turps, vinegar, methylated spirits or kerosene.**

### **ONGOING CARE & MAINTENANCE**

1. Entrance mats both outside & inside external doorways are highly encouraged. Regularly make sure that any mat/s are shaken out as dust/ sand/debris can be brought into the house with footwear. Hence, why footwear is highly not recommended on any ICONIC TIMBER floors as dust/sand/debris turns like sandpaper resulting in scratches on the timber floor and further penetrating debris into bevel edges/Grooves. ICONIC TIMBER highly recommends not to use mats with rubber backing as they can result in staining your floors.
  2. Only use a soft broom & a soft head, low intensity vacuum to remove dust/sand/debris particles from the floor. Vacuum heads should be checked regularly because if they have worn thin, contact with any metal from the head onto the timber floor can result in scratching.
  3. Floor protectors (felt pads) on the bottom of all furniture and anything else that is hard and will make contact with the timber floor must be used. Chairs and any other light furniture must always be lifted & not slid across the timber floor. Always use floor protector mats in areas where chairs with castor wheels are being used.
  4. **Do not** wear sharp or narrow point high heeled shoes on your timber floor.
  5. Place carpet runners & rugs in high traffic, high use areas. The kitchen floor generally experiences very high wear & therefore a kitchen floor protector should be used in this area.
  6. When mopping your timber floor, always use a damp mop. The mop must be as dry as possible. ICONIC TIMBER recommends the use of a microfiber mop, which should be cleaned after each mop.
  7. Direct sunlight & or other sources of UV Light, can cause the timber floor to gap between boards & cup (board edges higher than the centre of the board). The colour of the timber floor board can also change (darken) over time from oxidation. Curtains, blinds, & other types of window protectors should be used to slow down the colour changing process.
  8. Flooring will darken naturally over time. Rugs & furniture create a shading effect on timber flooring & when removed, will display a lighter floor area to parts of the timber floor where there is no rugs or furniture. Re-arrange rugs & furniture periodically to allow the flooring colour to age evenly.
  9. Keep your pet's claws properly trimmed to avoid excess scratching & gouging.
  10. Wipe all spills onto the timber floor immediately. Spills left on the floor for lengthy periods of time will stain the timber floor. Any Warm oil dropped onto a timber floor will damage it.
  11. Place drip pans under indoor plants, animal feeding & bedding areas to avoid water leakage & moisture ingress
  12. Keep your home at normal living conditions for your area. Humidity should be maintained within 40%-60%. If needed, purchase a temperature reading instrument. Constant site variations above or below these limits may require the use of a humidifier/dehumidifier. Good airflow and ventilation is required to avoid heat and cooling extremes. Long-term exposure may result in changes to the flooring surface.
- ICONIC TIMBER endorses the below maintenance program for flooring used within a ordinary residential setting. This is to be used as a guide only. If choosing to use a different brand of cleaning product, please ensure that it is the same as the product listed below & is PH neutral.

#### **Daily**

For regular cleaning of domestic floors an antistatic mop & soft head, low intensity vacuum should be used for collecting dirt & grit.

Spills should be wiped up immediately.

Shake off external & internal mats to remove any debris.

#### **Weekly**

1. Clean the floor area using an antistatic mop & soft head, low intensity vacuum to collect any dirt & grit.
  2. Using a damp microfiber mop, clean the area using BONA TIMBER FLOOR CLEANER
  3. Rejuvenate your floor using BONA - wood floor refresher or any other BONA product suitable for your timber flooring
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#### Half Yearly

1. Clean the floor area using an antistatic mop & soft head, low intensity vacuum to collect any dirt & grit.
2. Using a damp microfiber mop, clean the floor area using BONA wood floor cleaner.
3. Rejuvenate your floor using BONA rejuvenator wood floor cleaner

**\*Please note, the above process is to be followed anytime your timber floor appears to have been subjected to high use.**

#### Yearly

1. Clean the floor area using an antistatic mop & soft head, low intensity vacuum to collect any dirt & grit.
2. Using a damp microfiber mop, clean the floor area using BONA wood floor cleaner
3. Rejuvenate your floor using BONA rejuvenator wood floor cleaner
4. When signs of wear & tear is evident, professional BONA POWER SCRUBBER might be required. Please contact ICONIC TIMBER for more information.

**\*Please note, the above process is to be followed anytime your timber floor appears to have been subjected to high use.**

#### LIFETIME LIMITED STRUCTURAL WARRANTY

LIFETIME LIMITED STRUCTURAL RESIDENTIAL WARRANTY and is accompanied with the purchase of all ICONIC TIMBER Flooring.

All warranty periods commence from the date of purchase. This warranty is offered to the original purchaser and is not transferrable unless, in the case that a builder or developer purchases the flooring. In this case, the owner of the property 12 months after purchase of the flooring will be entitled to full cover under this warranty.

In which we warrant that your product will not be subject to delaminating, expansion or contraction subject to the site conditions and exclusions of the warranty entitlements listed below.

Iconic Timber is sold with a Lifetime Structural Warranty that covers warping or twisting of any board for the life of the floor, in accordance with the conditions listed below and as a result of product manufacturing faults or defects. Warping and twisting refers to a board independently distorting when compared to adjacent boards. These terms do not refer to cupping or doming. Cupping and doming, refers to the reasonably uniform conveying or concaving shape across the width of the surface of boards installed. Cupping and doming, whilst extremely uncommon, are caused by factors relating to installation or the installation environment. As they are outside the control of the manufacturer, they are specifically excluded from this warranty.

#### CONDITIONS OF WARRANTY:

1. Prior to installation of timber flooring, timber should be inspected to ensure that it is not faulty & is fit for purpose. ICONIC TIMBER will not warrant any timber flooring deemed

unusable, faulty or not fit for purpose.

2. Due to variable climate conditions, timber flooring planks may display slight bows and twists once removed from its packaging. This is not considered a structural defect unless the timber planks cannot be constructed together.
  3. All timber flooring has provisions for filling & patching of natural characteristics using appropriate coloured fillers. This is not considered a defect.
  4. This warranty is extended to the individual or company that is nominated as the original point of purchase & or initial occupant at the installation site. The original purchaser must have original proof of purchase, inclusive of purchase price, date of purchase & location of original installation. Warranties are not transferrable.
  5. This warranty applies to interior residential construction only.
  6. Natural product, characteristics such as knots, face checking, blemishes and surface indentations are normal and will not be regard as a defect.
  7. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed).
  8. Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of planks is considered a normal part of the building site environment and would not be regarded as a structural defect.
  9. This limited residential structural warranty does not cover installation and site suitability. Once timber flooring is installed the product is deemed to be suitable for use and any plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between the purchaser and the contractor.
  10. This warranty will not cover installation practices not consistent with ICONIC TIMBER Installation guidelines. Floor care and maintenance must be conducted in line with our Maintenance Guide to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor.
  11. Incidental scratching, chipping and indentations from external sources are considered site related and therefore not covered by this warranty. Flooring must be covered with adequate protection if construction is still occurring at the site.
  12. Accidental damage during installation or throughout the products lifecycle will not be covered by this warranty.
  13. Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by this warranty. Note; Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the home builder, system installer or manufacturer to better understand operating methods.
  14. Floor areas with less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by this warranty.
  15. At all times between purchase and installation, appropriate storage facilities must be used if timber flooring is being stored for later use.
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16. This must be in-line with the ICONIC TIMBER Installation guide and standards. Humidity should be maintained within 40%-60%.
17. Underfloor heating application is covered under this warranty only if the timber flooring is installed strictly in accordance to the ICONIC TIMBER Underfloor Heating Installation Guide.
18. This warranty covers air conditioning use provided moisture and humidity levels are kept between 40-60%. A moisture/humidity instrument is recommended to monitor these levels

All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installations must be formally approved by ICONIC TIMBER prior to any repair activity. Costs associated with any rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between ICONIC TIMBER and the purchaser. Items such as temporary accommodation, re-painting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case-by-case basis and will be administered in-line with consumer law.

#### WARRANTY EXCLUSIONS:

The ICONIC TIMBER LIMITED LIFETIME STRUCTURAL RESIDENTAL WARRANTY **DOES NOT** cover the following:

1. ICONIC TIMBER recommends that all timber must be installed using a professional timber flooring installer & strictly in accordance with the ICONIC TIMBER Installation Guide. Any timber flooring installed outside of the guidelines listed on the ICONIC TIMBER Installation Guide will not be covered by this warranty.
2. Damage caused intentionally, recklessly or negligently, accidentally or by way of ignorance by failing to follow the ICONIC TIMBER Maintenance Guide.
3. Timber flooring must only be removed from its packaging prior to installation. This warranty does not cover any timber flooring that has been removed from its packaging & left onsite for a lengthy period of time.
4. Unusual or man-made disasters including leaking or broken plumbing, fire, flood, earthquake storms, overflowing water or liquids, during or after installation will not be warranted.
5. The use of improper cleaning products including steam mops, bleach, ammonia and other floor stripping products. Please ensure that you have read & understood the ICONIC TIMBER Maintenance Guide.
6. Damage caused by pets.
7. Damage caused by insufficient protective measures or sharp objects including stiletto heels, and heavy furniture that are likely to cause marks and indentations on the floor.
8. Colour variation as well as the appearance of knots, gum/ sap

marks and mineral marks will occur in timber flooring. This is viewed as natural and pre-exposed process of using a natural timber. All variations are normal and are not regarded to be a defect. Exposure to sunlight may also cause colour variations. ICONIC TIMBER will not offer warranty against these items.

9. This warranty will not apply for the installation of the timber flooring in areas considered to be 'wet' (bathrooms, laundries etc.). If timber flooring is installed in these areas contrary to

ICONIC TIMBER recommendations, this will be considered at the owners own risk as ICONIC TIMBER will have fully disclosed the effect of moisture and humidity on your timber floor. Humidity levels must be maintained at a 40-60% level. Using a humidifier or dehumidifier is recommended to maintain necessary levels for the longevity of the product.

10. Floors subject to the effect of improper humidity levels will cause checking (small cracks in the surface of the timber or coating). Checking is not considered a defect and therefore will not be covered by this warranty.
11. Improper alterations to the original timber flooring will not be warranted. Improper installation includes the likes of any alterations made, repairs and re-installations to ICONIC TIMBER original timber flooring. Use of the timber flooring outside of its intended purpose will not covered by this warranty.
12. Noises (squeaks etc.) associated with anything other than the manufacture of the flooring will not be covered by this warranty.
13. This warranty does not cover insect infestation once the product has left the factory. It is ensured that the product(s) leaves the factory free from infestation.
- 14 The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc. are considered a natural part of timber flooring and are therefore excluded from this warranty.
- 15 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 costs are specifically excluded from this warranty.
- 16 Wear that may be associated with water or liquid damage from any source (moisture ingress from any source into the board). Scratches, stains or indentations of any type are also not covered by this warranty.
- 17 Wear or structural deformation that may be associated with improper installation or improper maintenance procedures. Installation Instructions are supplied in every pack of Iconic Timber
- 18 Labour charges associated with any rectification work. In some cases, and only when a floor has been professionally installed by the retailer or place of purchase, reasonable labour costs may be considered, at the sole discretion of Iconic Timber Flooring.

### How to make a Warranty Claim and What is Covered?

It is also important to note that Iconic Timber Flooring should be installed and maintained in accordance with our installation instructions (also inside each pack) and care & maintenance guidelines. Of course, boards that are visibly faulty or 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.

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 the national distributor to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only if the retailer is no longer trading, direct contact with the national distributor should be established by the consumer.

Only an authorized representative of the national distributor can authorise a warranty claim. In the event that a claim is authorised, a remedy will be issued in writing by the national distributor. Remedies will 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 the national distributor. 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. Acceptable Quality

Iconic Timber flooring is fit for use in internal environments / installations and should not be used externally. Iconic Timber floors should be installed in a "timber 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. Iconic Timber 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, Iconic Timber flooring should be installed as per the installation inside each carton) and maintained in accordance with the care & maintenance guidelines.

**\*Disclaimer:** ICONIC TIMBER has used its practical undertakings to ensure the accurateness and consistency of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions or errors in this information nor for any actions taken in reliance on this information. Products must be fitted in accordance with appropriate installation recommendations and industry best practice.

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