



HARMONY  
TIMBER FLOORS



# WARRANTY CERTIFICATE

## ECO AUSTRALIAN & OAK COLLECTION

HARMONY TIMBER FLOORS PTY. LTD. Are direct importers and manufactures, of the ECO COLLECTION which represents the best value real timber floors in Australia. [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com) NOTE: this Warranty is applicable from date of purchase:

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

ECO 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 & 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-licenced installers. For commercial properties the same conditions apply with the Surface Wear, Warranty is limited to a five year period. NOTE: All REAL TIMBER FLOORS will change colour as they age, this is a natural process as oxidation takes place, this is not considered a defect, some boards may darken more than others over a period of time this is a natural product. CARE & MAINTENANCE: Care & Maintenance instructions of your Timber Floors are available either through your retailer or online at [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com) Or you may visit the Australian Timber Flooring Association website [www.atfa.com.au](http://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. ECO COLLECTION can only be used and installed internally as flooring use or wall panelling. The product is not designed for external use. Not covered under this warranty, are bathrooms, toilets & 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 & 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.

ECO COLLECTION: timber floors must be installed in accordance with the manufactures INSTRUCTIONS which are displayed online at [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com) or [www.atfa.com.au](http://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 & are not warranted under this warranty.

All heating and cooling systems must comply in accordance with environmental requirement. Poor evaporative cooling systems may cause damaged, to the property where the timber floors have been installed. The timber floors must have adequate ventilation as per the manufactures requirement and it is most important that a relative humidity level of between 40-65% is maintained to comply with the requirements of this Warranty. Australia is prone to extreme weather conditions, timber is a natural product & is prone to expansion & contraction it will take in moisture in wet periods and will loose moisture in drier times, therefore one must expect to have gaps appear in drier time. The opposite will happen in wetter times as there is more moist in the atmosphere which could also result in possibly cupping as the floor expands, again the same happens in temperature changes as it gets hot & cold, therefore it is important that you understand & apply suitable measures to maintain an adequate level of relative humidity, in some areas to keep a balanced relative humidity it may be necessary to install a humidifier, your timber floors are a major investment and you need to both help them & protect them as much as possible.

**METHODS OF INSTALLATION:** it is important to refer to the website for the correct method & instructions as set down by the manufactures; the correct method for ECO COLLECTION are: [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com) or [www.atfa.com.au](http://www.atfa.com.au)

1. **"FLOATING METHOD"** on a water resistant 3mm underlay. If you choose not to use Harmony underlays then you must install a builder's 200micron 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 & sealing of sub floors is recommended, this warranty does not cover water penetration from sub-floors. [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com) or [www.atfa.com.au](http://www.atfa.com.au)

**REGULAR MAINTENANCE & CLEANING:** Regular maintenance and cleaning must be in accordance with HARMONY TIMBER FLOORS CARE & MAINTENANCE GUIDE. at [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com) [www.atfa.com.au](http://www.atfa.com.au)

If you use the services of Outside Cleaners/Contractor's to maintain & clean your floors, it is your responsibility to see that the correct information is passed on to the contract cleaners and that they in turn adhere to the Cleaning & Maintenance Policy's for your timber floors. It is important that you only use a PH Neutral recognised Timber Flooring Cleaning Products or PARQUETPRO CLEANER available from Harmony Timber Floors.

**AFTER INSTALLATION:** Issues such as cupping -peaking-gapping & crowning could be considered as an environmental/ site related issue & poor installation this may not be covered under this warranty or other Australian consumer related product purchase laws ECO 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](http://www.harmonytimberfloors.com) [www.atfa.com.au](http://www.atfa.com.au)"

**NOTE:** Builders, Developers & Homeowners: when building a new home you must protect your New Timber Floors from other trades, you must use a suitable floor protection which can breathe, if you put a plastic cover over your floors, you can expect them to sweat, which will create irreversible problems which will not be covered under this warranty. You need to use either a thick corrugated cardboard, cardboard sheets 2/3mm plywood, MDF or similar, but the floor must still be allowed to breath, any masking tape used to hold trims or timber in place must be "blue/yellow Painters masking Tape & cannot be left on over extended periods , these should be removed within 7 days after applying.

**NOTE:** Timber is a Natural product, therefore will oxidise, resulting in colour change, this is more evident with Australian Species, therefore, if you do happen to install a new floor it is most important that you do not leave any areas covered /taped as the areas that may be exposed to the light/atmosphere will continue to change, this may result in areas that appear patchy.

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 timber 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 timber floors.

**NOTE: SPECIFICATIONS ON FLOORING:** See Specifications on ECO COLLECTION on our website: [www.harmonytimberfloors.com](http://www.harmonytimberfloors.com)

POOR WORKMANSHIP & INCORRECT INSTALLATION METHODS & INCORRECT SITE SUITABILITY ARE NOT COVERED BY THIS WARRANTY.

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