



GrandOak Warranty

This GrandOak floor comes with a Life Time Structural Warranty & 20 Year Finish and Wear Warranty.

These warranties, begin from the date of purchase, apply to products used in dry residential applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

Installation is installed in strict accordance with current written installation instructions.

Wet Areas are not suitable for installation in bathrooms, saunas, laundries or any other area in which high levels of steam and moisture are present.

Maintenance care guidelines must be adhered to.

Non-Assignment the warranty is limited to the original purchaser and may not be assigned or transferred.

Lifetime Structural Warranty

The manufacturer warrants its product against structural defects, delamination, cracking, warping, twisting or any other forms of structural deformation at the time of supply.

Installation instructions must be adhered to so that the warranty applies. Please ask your retailer for these guidelines.

Exposure to excessive moisture caused in any way whatsoever such as flooding, spills, leaks, excessive wet mopping, steam mops, sub-floor moisture or heating may cause distortion within the board and will not be covered by this warranty.

Care should be taken to maintain even indoor humidity and temperature with good ventilation. Excessive heat, dryness or exposure to direct sunlight will cause damage to the floor boards and is considered negligence and is not covered by this warranty.

20 Year Limited Surface Warranty

From the date of purchase, the manufacturer warrants the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals or high heeled shoes. These are not considered as a defect and therefore not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

A written notice must be received by the supplier within 30 days of discovery of any defect to be found, along with proof of purchase (date), the identity of wholesaler or retailer and the location of installation.

The supplier will acknowledge within 30 days the receipt of written notice and must be given the opportunity to inspect the floor prior to any repair or replacement to take place.

Warranty Exclusions

Australian Select Timbers for the purpose of this warranty will be referred to as 'the supplier' Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.

Colour Variations GrandOak is a natural product and colour variation will occur between samples and what the supplier has delivered and installed. Samples displayed or provided are indicative only and within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in GrandOak are not considered defects and will not form the basis of any claim under warranty.

Extreme Conditions as GrandOak is a natural product, the humidity level in the home must be in the 40%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.

Misuse the warranty does not extend to damage caused by moisture penetration through the sub floor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure or any other water damage.

Alterations where floor or sub flooring has been altered, repaired, resurfaced or replaced, no warranty will apply except to the extent implied by law.

Insect Infestation the supplier warrants that it sells GrandOak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.

Care instructions

Simple maintenance procedures will ensure your floor stays looking beautiful.

- ✓ Sweep and vacuum as often as possible to remove any loose grit or dirt.
- ✓ Use protective mats at all exterior entrances.
- ✓ Use felt protectors under all furniture and quality chair mats under chairs with castors.
- ✓ Never slide or roll furniture or appliances across your floor. High heeled shoes or spiked shoe will cause damage to your floor.
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- ✓ Avoid using excessive amounts of water, always use a well wrung out mop, if spills occur remove as quickly as possible. NEVER USE STEAM MOPS.
- ✓ Don't use soap, wax, oil or other household products to clean your floor. Only use reputable floor cleaners, specific for your type of floor.
- ✓ Keep animal nails trimmed.