



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. ‘If you’re not comfortable in the environment then it’s likely neither will you flooring”.

25 YEAR LIMITED (LIFETIME) STRUCTURAL WARRANTY

RTI’s Engineered Timber Flooring is provided with a 25 Year Limited Lifetime Structural Warranty to cover the performance and appearance of the boards from delamination, splitting and geometry that would affect the boards assembly and in-service performance. The boards must be inspected prior to use and any boards deemed not fit for service should not be installed and will not be covered by warranty provisions. Due to the variable climate conditions within Australia boards may display slight bow and twist once removed from the cartons this is not considered a structural defect unless the boards cannot be assembled after an adequate period of acclimatisation. (Note; boards should not be unpacked overnight and or left loose prior to install). Grading provisions provide for patching and filling of natural characteristics with appropriate colour matched filler, this forms an acceptable visual for the natural boards. This flooring is a natural product and colour variations are to be expected

After installation certain cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws. RTI’S Flooring should be installed as per RTI’S Flooring Installation Guidelines.

These guidelines can be provided by contacting; www.recycledtimberinnovations.com.au or through a review of optimum installation practices as noted on the ATFA web site www.atfa.com.au.

Warranty provisions are extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. Warranties are not transferrable.

20 YEAR LIMITED RESIDENTIAL WEAR WARRANTY

RTI provides for a 20 Year Limited Residential Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Maintenance and Care instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions.

5 YEAR LIMITED COMMERCIAL WEAR WARRANTY

RTI’S Timber Flooring provides for a 5 Year Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our maintenance and care instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Instructions and guidelines for keeping your floor in optimum appearance can be obtained directly from your point of purchase.

WHAT IS AN ACCEPTABLE QUALITY AND USE GUIDELINES?

RTI’S Flooring is designed to be installed for interior use only for floors and walls. It is not designed for external use. The product will not be covered by warranty provisions for use in wet areas, (Bathrooms or similar). In areas where incidental spills may occur, such as Kitchens or Living areas, spillage should be wiped dry as soon as possible to avoid moisture ingress and possible plank deformity. The product should be installed as per install guidelines, special attention should be directed to board inspection prior to install. Slab or substrate should be inspected and suitable for flat and dry installation. For heating and cooling, all mechanical systems must be compatible and comply with environmental performance attributes for natural products such as Timber. Internal temperature and humidity controls need to be aligned to match performance guidelines for natural timber products. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations. Poor use of evaporative cooling systems may create very high internal humidity within the home. Cupping and plank deformity may result as a direct cause of high or low internal humidity. (Refer; Install instructions and Care and Maintenance guide).

WHAT DETERMINES A MAJOR FAILURE?



Timber flooring is a Natural product, characteristics such as knots, face checking, blemishes and surface indentations are normal and will not be considered as a Major Failure. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed). Seasonal change resulting in slight gapping, consistently over many boards along with incidental movement of boards would be considered normal as a part of the building environment and would not constitute a Major Failure. Cupping, crowning and shrinkage after installation are considered site related and will not be warranted as per the Limited Structural Warranty

Once boards have been installed it is considered that site matters such as substrate suitability and the product have been accepted by the installer / contractor. The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and 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 client and contractor. We would recommend that you always ask for installation or contractor warranties to cover workmanship as these are not covered by the manufacturing warranties. Structural plank delamination or surface coating deformities from normal in-service use may require a service inspection. If this arises immediate contact your initial point of purchase.

The limited warranties are subject to the following;

The warranty provisions will not cover installations practices not consistent with manufacturer's guidelines. Floor care and maintenance must be conducted in line with our product guidelines to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor.

Incidental scratching, chipping and indentations from external sources would be considered site related and therefore not covered by warranty provisions. Please cover flooring with adequate protection if construction is still occurring at the site.

- Please avoid using masking tape on the surface of the boards as some adhesive tapes when removed may harden and be difficult to peel off without damaging the coating. Also cover flooring with adequate cover sheets before sanding or painting to stop fine dust from settling in between boards or in the feature of the flooring. It may prove difficult to remove after installation, ideally painting should be finished prior to install.
- Moisture ingress from internal or external sources that results in coating or board deformity is not covered by warranty provisions.
- Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.
- Boards that have been installed that may display imperfections outside of natural grading specifications would be deemed as acceptable and suitable for installation. These matters need to be taken up with the Installer / Contractor. Warranties do not cover workmanship and installation selection and site suitability.
- For home study or office environments, roller or castor chairs, large or heavy filling systems, and associated equipment require appropriate surface protection. Damage as a result of these occurrences would not be covered by warranty provisions.
- 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 warranty provisions. 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.
- All assessment and final approval for replacement or rectification work that may need to occur for faulty boards or floor installations must be formally approved by RTI 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 the supplier and reseller. 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 as per the individual's rights as consumer laws dictate
- RTI will not be liable for any loss or damage resulting from any purchase, or misuse of any of our products.
- Timber flooring is not designed to be exposed to extremes of temperature or humidity. It is important to note that floors exposed to such extreme conditions may fail. Sensible protection of the flooring from such extremes, particularly in unoccupied homes, must be avoided. Measures can include blinds, curtains, awnings, window tinting and early commissioning and/or regular use of temperature /humidity control devices. Timber floors should not be installed until these measures are put in place. Nor should Pre-finished flooring be installed more than two weeks prior to occupation. Flooring temperature shall not



exceed 27 degree Celsius. It is important to understand that any warranty, expressed or implied, may be voided should boards be subjected to such extreme conditions.

The homeowner must monitor the climatic conditions. All flooring should be maintained on site with an average relative humidity inside 45 - 65% (Floating installation) or 50% - 60% (Direct Stick installation). In cases of extreme climatic conditions it may become necessary to increase humidity using a humidifier, or decrease humidity using a dehumidifier or reverse cycle air conditioner. This is especially relevant during periods of non-habitation when there is little or no air circulation within the property. This can lead to magnified levels of relative humidity and or temperature, causing the floor boards to expand and in some cases distort. If the residence is expected to be uninhabited for extended periods, care should be taken to control the climate with the use of air conditioning and/or humidity controls. Dwellings left unoccupied for longer than 2 weeks will not be covered by this warranty.

Whilst flooring has and can be successfully installed over under floor heating it is not covered by this warranty. Houses fitted with Evaporating Cooling system can cause flooring to pick up moisture and expand and are also excluded from this warranty.

- Damage by insect infestation is not covered by this warranty. All **RTI's** flooring is fumigated at the factory and leaves insect free.

- The coating used to pre-finish boards is not scratch or chip "proof" and reasonable care should be taken to avoid scratching and chips from occurring. In addition, some gloss variation between boards installed may occur. Note that gloss variation, surface checking, scratches, chips, gaps or small blemishes are NOT considered as major failures. They are considered part of purchasing a natural timber floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

Disclaimer: RTI has used its reasonable endeavours to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law. RTI 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 installed in accordance with relevant installation recommendations and industry best practices. In order to make a warranty claim evidence proving that the installation was done in accordance with the installation instructions must be provided. Failure to hold evidence of the installation will be grounds to void the warranty, furthermore proof that the product has been maintained in accordance with the maintenance requirements of Recycled Timber Innovations Pty Ltd, shall be provided at the time of any claims, otherwise this may void the warranty, a full copy of these can be viewed at www.recycledtimberinnovations.com.au.