



PRODUCT WARRANTY

CARE & MAINTENANCE TIPS

5mm COSMO LUXURY VINYL TILES

Warranty Terms and Conditions

INOVAR LUXURY VINYL TILES LIMITED WARRANTY

1. Scope of Coverage

Inovar Luxury Vinyl Tiles range is covered by this limited domestic/residential warranty and the warranty is only extended to the original purchaser of the floor. **Please refer to Annex A.**

2. Period of Validity

The duration of the warranty will vary according to product, quality, and use as recommended by **Inovar**. The purchase date printed on the invoice is taken as the commencement date of this warranty. The invoice should be produced in the event of a warranty claim, and it should contain references to the product code, its color or product range.

3. Coverage

This warranty only applies to products used according to **Inovar Luxury Vinyl Tiles'** specifications for domestic use. The following are covered by the warranty:

3.1 Termite Resistance

Inovar now comes with lifetime warranty against termite. Warranty excludes skirting and accessories. Purchaser must inform the authorized distributor immediately upon discovery of termite in the premise. Purchaser must seek immediate remedial action by engaging a professional pest control company to contain and eliminate the termite colony. Warranty does not cover houses that have been left vacant over a period of 6 months.

3.2 Fade Resistance

Inovar Luxury Vinyl Tiles is resistant to fading from exposure to indirect sunlight or normal artificial light conforming to ISO 105 B02 test method with exception of natural ageing. INOVAR does not warrant the **Inovar Luxury Vinyl Tiles** to be fade proof when exposed to extreme UV or direct sunlight.

3.3 Wear Resistance

For claims on surface wear-through, an area on the floor panel is considered worn-through only if the worn-through area is more than 1 cm²/0.16sq.inch and the decorative layer has been exhausted until the core material is visible. Claim for surface wear-through is unacceptable if the surface wear-through occurs at the edges/ joints of the panel. Gloss reduction is not surface worn-through.

All apparent physical and visible defects, for example, appearance defects, structural flaws, inefaceable stains, etc. are to be informed to **INOVAR** or to the Retailer prior to installation. This warranty will not cover any claims if the said products are cut and/or installed before or after the claim report is made.

4. The following items are not covered under this warranty:

- a. Defects resulting from installation that is not performed according to instructions specified.
- b. Products which have been stored in unsuitable conditions or mishandled or products that have been used in applications not classified as domestic or residential.
- c. Installation of product with visible manufacturing defects.
- d. Products which have been used or maintained not as recommended in the Care & Maintenance Tips.
- e. Defects or quality problems that are caused by unevenness of the sub floor or defects of the sub floor.
- f. Fading caused by direct ultraviolet radiation from direct sunlight exposure.
- g. Variation in color, gloss levels & embossed structures between the product sold and pictures or samples or photos of the said product, including color variation of products made in different batches.
- h. Defects or quality problems or discoloration caused by floor mat or carpet backing, stained or painted surfaces of objects in contact with the floor, cuts/burns/scratches/friction or accidental indentation.
- i. Defects or quality problems or dents resulting from stiletto heels and/or furniture legs that are not properly protected.
- j. Defects or quality problems or dents or scratches resulting from the use of castor chairs or any heavy point loading.
- k. Defects or quality problems or discoloration caused by external factors or sources, including but not limited to water leaks, flooding, heat, fire and very strong sunlight. Exposure to extreme temperatures, e.g., electrical underfloor heating system.
- l. Flooring panels used in places where the traffic exceeds the utility class that is recommended.
- m. Surface defects that can only be seen from an angle source of light.
- n. Flooring panels damaged during renovations work by others.
- o. Gaps after installation - gaps can appear on joints between vinyl planks due to seasonal variation, air conditioning, under-floor heating (electrical system not recommended) or exposure to excessive water.
- p. Caution: Subfloors made from particle board (yellow tongue, etc.) are unsuitable for this product to be installed over. Hardboard should be laid before installing Loose Lay Vinyl product, per Australian Standards. This is regardless of whether pressure sensitive glue or loose lay method of installation is used

5. Condition of Application

All defects shall be notified to **INOVAR** or the Retailer or its Representative immediately as soon as it is discovered. The said defect shall be acknowledged only after examination by an authorized **Inovar Luxury Vinyl Tiles** Representative or a duly qualified Authorized Agent. A duly dated and stamped invoice & a copy of warranty card must be submitted at that time. Our authorized personnel must be accorded every opportunity to inspect the claimed product in situation.

INOVAR reserves the right to ask for samples that show the said defect, if and when it deems appropriate, for its internal assessment purposes.

6. Compensation

In the case where a claim is accepted, it will be at the discretion of the supplier to either repair the claimed material or offer replacement material of the same quality and design/ colour as far as possible.

Compensation shall be granted for defects that are covered under this warranty and conforming to the criteria of acceptable defects, and after being accepted by Inovar. Compensation granted shall only cover the purchase price of the floor covering material. The product warranty does not cover any delivery or transportation cost, installation &/or dismantling costs and accessories associated with replacement of damaged material covered by the warranty. Consequential losses and any other cost which are directly or indirectly caused by the said defects are not covered by the warranty.

Note: The services provided as part of this warranty do not extend the original warranty period.

The warranty is of diminishing value in the sense that it takes account of loss of value resulting from use: i.e., 1/5 per annum on structural warranty. It is not transferable and will apply to the first buyer only.

Care and Maintenance Tips

INOVAR LUXURY VINYL TILES LIMITED WARRANTY

Inovar Floor Luxury Vinyl Tiles are highly resilient floor coverings that are extremely durable and require little or no maintenance. However, in order for the floor to perform to its full potential, all you need to do is just follow some simple and hassle-free care & maintenance tips, and your floor will look good as new, year after year.

External Door Mat

Always use an outdoor mat to remove any grit or dirt from shoes before stepping onto the floor.

Cleaning

Sweep, vacuum or mop the floor regularly to remove any dirt or sand from the surface of the floor. Caustic or ammonia-based cleaners are not recommended. The floors are made for easy maintenance and a light wipe with a damp mop is all it takes to keep the surface clean. Steam mops must not be used. Wax, solvent based cleaner or polish are not to be used on Inovar Floor Luxury Vinyl Tiles and are not necessary.

Important Note: Never use any abrasive cleaners or aggressive cleaning agents, soaps, or cleaners containing oil or waxes.

Preventing Dents

Heavy point loading on the floor should be avoided. Inovar Floor Luxury Vinyl Tiles are not suitable for use with castor chairs. Where castor chairs are unavoidable, the use of a floor protection pad beneath the chair is recommended. Stiletto heels should also be avoided as well as they could mark or dent the floor surface. Avoid using sharp objects to prevent damage.

Preventing Scratches

When moving heavy objects across the room; avoid pulling or pushing the objects across the floor so that the surface is not damaged. Instead, lifting up the objects during shifting is recommended.

Preventing Damages by Heat

It is good to note that all types of vinyl flooring are susceptible to damages caused by hot items placed on the floor or from cigarette burns, matches etc. Care should be exercised when using heating appliances that could potentially damage the floor surface. Always avoid items with a hot or heated surface to come into contact with the floor.

Avoiding Stains

Some products made from rubber, when in contact with the floor surface over a long period of time, might leave a permanent stain on the floor surface. Avoid extended contact of the floor surface with rubber products, for example mats with rubberized back, rubber tips on furniture legs and certain types of soles of footwear particularly black rubber soles.

Avoiding Discoloration or Fading

Ultraviolet light or heat from the sun could potentially cause the floor to fade or discolor. Therefore, extreme or prolonged direct exposure to sunlight through glass doors or windows should be avoided. The use of shades or curtains is highly recommended to avoid fading caused by overexposure to sunlight. All windows with direct sunlight must have UV protection to ensure the UV rays do not fade the floor

Furniture stains might cause some discoloration; therefore, avoid direct contact of stained furniture with the floor surface. Some paving paints or bitumen that comes into contact with the floor surface may also result in certain degree of staining or discoloration.

Note:

INOVAR & its distributors, resellers or representatives will not assume responsibility for any failure of material that is caused by any problems written in INOVAR Luxury Vinyl Tiles Care and Maintenance Tips, caused by incorrect installation or abuse or misuse of the material. When in doubt, please contact the vendor from where you purchased the product.

Annex A

Product Information & Coverage

Product Series	5mm COSMO
Profile Format	Loose Lay
Thickness	5mm
Wear Layer	0.55mm
Utility Class – Residential	Heavy
Utility Class – Commercial	Moderate
a. Termite resistant warranty on commercial & residential usage *	Lifetime
b. Wear resistant warranty on heavy residential usage *	20 years
c. Wear resistant warranty on light commercial usage *	5 years
d. Wear resistant warranty on heavy commercial usage *	NA
e. Structural warranty	5 years
<i>*use according to its utilities class</i>	