

PRODUCT WARRANTY

INOVAR HYBRID VINYL FLOOR



COVERAGE

- Wear Resistant*
- Structural*

** Terms and conditions apply.*

PRODUCTS

- 7.5mm GENEZIZ XL Plus Hybrid Vinyl Floor
- 5.5mm GALAXY XL Plus Hybrid Vinyl Floor

INOVAR HYBRID VINYL FLOOR

Warranty Terms and Conditions

1. Scope of Coverage :

INOVAR Hybrid Vinyl Floor range is covered by this limited domestic / commercial warranty. The warranty is only extended to the original purchaser of the floor or the original purchaser is a builder or developer, to the owner of the residential home 12 months after purchase of the floor and not transferrable.

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 and quantity.

3. Coverage :

This warranty only applies to products used according to **INOVAR Hybrid Vinyl Floors'** specifications solely for domestic and commercial indoor use. The following are covered by the warranty:

| Product Series | GENEZIZ XL PLUS | GALAXY XL PLUS |
|--|-----------------|----------------|
| Installation | Click | Click |
| Total Thickness | 7.5mm | 5.5mm |
| Wear Layer | 0.50mm | 0.50mm |
| Utility Class - Residential | Heavy | Heavy |
| Utility Class - Commercial | Moderate | Moderate |
| a. Wear resistant - Residential warranty * | 25 years | 25 years |
| b. Wear resistant - Commercial warranty* | 5 years | 5 years |
| c. Structural - Residential and commercial warranty* | 25 years | 25 years |

* Use according to its utilities class

- Residential is defined as a private residence that is used for private purposes only.
- Commercial is defined as one in which business is conducted.

3.1 Wear Resistance Warranty:

The wear layer of your floor will not abrasively wear through to the design layer under normal household conditions. Abrasive wear refers to actual wear through of the floor surface that results in a visual change in the appearance of the floor and does not include other changes in appearance.

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. Superficial surface scratches as a result of daily use have to be accepted.

3.2 Structural Warranty

Structural Warranty to cover the performance and appearance of the plank from delamination, splitting and geometry that would affect the planks assembly and in-service performance.

All apparent physical and visible defects, for example, appearance defects, structural flaws, ineffaceable stains, etc are to be informed to **INOVAR** or to the Retailer prior to installation. The nominated party “owner, installer or representative” takes ownership and has final responsibility to ensure that they have received the correct product that was selected. This warranty will not cover any claims if the said products are cut and/or installed before or after the claim report is made. **INSTALLATION IMPLIES ACCEPTANCE.**

4. Consumer Guarantees

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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.

5. 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 places where the traffic exceeds the utility class that is recommended.
- c. Installation of product with visible manufacturing defects or the surface defects that can only be seen from an angle source of light.
- d. Products which have been used or maintained not as recommended in the Maintenance & Care 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 ultra violet 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. Compatibility of panels in repeated orders cannot be guaranteed.
- 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, stain or damages caused by chemical, corrosive substances like pet urine or industrial products (other than recommended cleaning products).

- i. Defects or quality problems or discoloration caused by external factors or sources, including but not limited to heat, fire, natural disasters (i.e. flood, earthquakes), naturally occurring conditions /accidents (i.e. water leak, plumbing failures, pet urine, leaking dishwashers,...) or water/humidity in and between the subfloor and the floor covering.
- j. Defects or quality problems or dents or scratches resulting from dropping / dragging sharp / heavy objects, the use of castor chairs, stiletto heels and/or any heavy point loading e.g. furniture legs that are not properly protected, cuts and friction.
- k. Flooring panels damaged during renovations work by others.
- l. Expansion and or gap after installation – expansion and/or gaps on joints between vinyl planks can happen due to seasonal variation, air conditioning, exposure to excessive heat e.g. electrical underfloor heating system. Ensure that the indoor climate conditions are always kept > 5°C and preferably between 18–30°C.
- m. Damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.

6. 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** Representative or a duly qualified Authorized Agent. A duly dated and stamped invoice or 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.

7. Compensation :

In the case where a claim is accepted, it should 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. It is not transferable and will apply to the first buyer only.

| Period after purchasing defects are discovered | Rate of Reimbursement <i>(residential warranty)</i> | |
|--|--|----------------|
| | GENEZIZ XL PLUS | GALAXY XL PLUS |
| Type of Product | GENEZIZ XL PLUS | GALAXY XL PLUS |
| Installation | Click | Click |
| Total Thickness | 7.5mm | 5.5mm |
| Wear Layer | 0.50mm | 0.50mm |
| Utility Class - Residential | Heavy | Heavy |
| Utility Class - Commercial | Moderate | Moderate |
| Years 0-2 | 100% | 100% |
| Years 2-5 | 75% | 75% |
| Years 6-12 | 50% | 50% |
| Years 12-15 | 25% | 25% |
| Years 15-20 | 15% | 15% |
| Years 20-25 | 10% | 10% |
| Years > 25 | 0% | 0% |

| Period after purchasing defects are discovered | Rate of Reimbursement <i>(commercial warranty)</i> | |
|--|---|----------------|
| | GENEZIZ XL PLUS | GALAXY XL PLUS |
| Type of Product | GENEZIZ XL PLUS | GALAXY XL PLUS |
| Installation | Click | Click |
| Total Thickness | 7.5mm | 5.5mm |
| Wear Layer | 0.50mm | 0.50mm |
| Utility Class - Residential | Heavy | Heavy |
| Utility Class - Commercial | Moderate | Moderate |
| Years 0-1 | 100% | 100% |
| Years 1-2 | 80% | 80% |
| Years 2-3 | 60% | 60% |
| Years 3-4 | 40% | 40% |
| Years 4-5 | 20% | 20% |
| Years > 5 | 0% | 0% |

8. Maintenance & Care Tips

INOVAR Hybrid Vinyl Floors 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.

a. External Door Mat :

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

b. Cleaning :

Sweep, vacuum or mop the floor regularly to remove any dirt or sand from the surface of the floor. Cleaning efforts that use too much water, causing the subfloor and/or underlay wet, and/or the use of inappropriate cleaning products such as caustic or ammonia-based cleaners must be avoided at all times. The floors are made for easy maintenance and a light wipe with a damp mop is all it takes to keep the surface clean. The use of a steam cleaner is forbidden for all the vinyl floor coverings. Wax or polish is not required and should not to be used on all types of **INOVAR Hybrid Vinyl Floor**. Inappropriate cleaning products, wax or polish can create a film on your floor that attracts dirt and/or is difficult to remove.

c. Preventing Open joints :

Never block a floating installation. Cooking islands for kitchens and other heavy objects such as build-in cabinets should not be fixed, screwed, nailed, or placed on top of the **INOVAR Hybrid Vinyl Floor**. To avoid open joints and separating planks, the click vinyl must be able to move around heavy and/or fixed objects. All heavy / fixed objects must be kept within the dilatation gap size.

d. Preventing Dents :

Heavy point loading on the floor should be avoided.

INOVAR Hybrid Vinyl Floor 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.

e. 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.

f. 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 as this may cause permanent damage.

Windows coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.

g. 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.

h. 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 recommended to avoid fading caused by overexposure to sunlight.

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 of the above or problems caused by incorrect installation or abuse or misuse of the material. When in doubt, please contact the vendor from where you purchased the product.