

# Warranty

**imagine**  
floors by Airstep.

**Solido Vision**

LAMINATE

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## Solido Vision Domestic Warranty

Airstep Flooring Solido Vision laminate flooring is sold with a 15-year domestic wear warranty from the date of purchase.

### Who is covered under the warranty?

All warranty periods commence from the date of purchase. This warranty is offered to the original purchaser of the flooring and is not transferrable unless, in the case that a builder or developer purchases the flooring. In this case, the warranty is then transferrable to the first owner of the property.

### What is covered under the warranty?

This warranty covers wear through of the surface of the floor (show through of the HDF core) in a single area greater than 10mm<sup>2</sup> within 15 years. The Airstep Flooring Solido Vision Installation Instructions must be followed closely when installing the floor and the Airstep Flooring Cleaning & Care and Maintenance Instructions must be followed at all times after your flooring is installed. Installation Instructions and Cleaning & Care and Maintenance Instructions can be found at [www.imaginefloors.com.au](http://www.imaginefloors.com.au).

### Warranty Disclaimers:

- Airstep Flooring promises to investigate each complaint on individual merit, provided that the complaint is solely attributable to a manufacturing fault and the correct fitting instructions and maintenance of the boards have been fully adhered to.
- Colour variations in flooring are a natural occurrence due to material used, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Your flooring requires maintenance. Please follow the instructions that are recommended by Airstep Flooring.
- The ingress of sand, grit and or dust on to the floor should be prevented by installing suitable mats by the entrance door(s). Please follow the Cleaning & Care and Maintenance Instructions that are recommended by Airstep Flooring at [www.imaginefloors.com.au](http://www.imaginefloors.com.au).
- Liability arising from this warranty is restricted to hidden defects. These are defects that were not visible before or during the installation of the floor.
- The warranty can only be invoked if the surface wear layer area damaged is greater than 10mm<sup>2</sup>.
- Airstep Flooring reserves the right, and must be offered the opportunity to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

### Warranty Exclusions:

- Damage due to moisture including but not limited to, leaking pipes, incorrect maintenance, excessive moisture in subfloor or humidity, or likewise by conditions that are too dry.
- The installer or owner assumes all responsibility for final inspection of the product quality prior to installation. Airstep Flooring accepts no responsibility for costs of product or labour when boards with visible defects have been installed.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.

- This warranty does not cover damage caused by settling or uneven subfloors.
- Incorrect installations, done in a way that is contrary to the instructions provided.
- Improper maintenance or inadequate care.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Scratches or surface marks/stains.
- Under this warranty the Manufacturers of Airstep Flooring products liability excludes any consequential or incidental occurrences that may arise from any claim and is strictly limited to the replacement of the affected flooring. By this we mean we will not pay for any loss, expense, inconvenience or damage other than to the affected floor itself.

### **How to make a claim?**

To make a claim under this warranty, communication with the retailer that the flooring was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. The retailer will then contact Airstep Flooring to arrange an inspection of the flooring installed, shortly after which a determination will be made regarding the warranty claim. Only duly authorised representatives of the manufacturer / distributor can authorise a claim. If a claim is authorised, remedies will be tailored to suit individual circumstances.

Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. The remedy on each claim will be at the sole discretion of Airstep Flooring. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards. If the range is no longer available, an equivalent product will be supplied. This warranty is in addition to, and has no impact on, statutory rights of any purchaser. Claims must be lodged by contacting the retailer from where the flooring was purchased within 15 days of the problem being noticed.

### **Australian Consumer Law**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

### **Acceptable Quality**

Airstep Flooring Solido Vision laminate flooring is fit for use in internal environments/installations and should not be used externally. Furthermore, Airstep Flooring Solido Vision laminate flooring should not be directly adhered to a subfloor and must be installed as a floating floor. Airstep Flooring Solido Vision laminate flooring should be installed in a "laminate 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.

Airstep Flooring Solido Vision laminate flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Domestic kitchens are not considered as wet areas.

### **Major Failure**

Airstep Flooring laminate flooring is resistant to chips, scratches, stains and wear but not "proof" in any respect (i.e. scratch proof) and reasonable care should be taken to avoid scratching chips & damage from occurring. In addition, some gloss variation between boards installed may occur. Airstep Flooring Solido Vision laminate flooring is made using High Density Fibreboard in the core of the product and that this wood based material can be susceptible to seasonal movement, creating small gaps between the joins of each board. Note that small gaps, gloss variation, scratches and chips are NOT considered as major failure. They are considered part of purchasing a laminate floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As the warranties for Airstep Flooring laminate flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.