

Warranty Guide



HYBRID

Congratulations on your purchase of beautiful, high quality Hybrid flooring from the Asha collection. The Imagine Floors by Airstep range of Asha Hybrid flooring is manufactured under a management system certified as complying with ISO9001 & ISO140001.

Airstep Flooring Pty Ltd (ABN 97 604 980 798) provides this warranty to all new Imagine Floors by Airstep flooring purchased in Australia on or after January 1, 2023, and professionally installed in accordance with the appropriate Installation Instructions.

To avoid voiding the warranty, the Imagine Floors by Airstep Asha Hybrid flooring Installation Instructions must be followed when installing the floor and the Asha Hybrid 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 [imaginefloors.com.au/technical/](https://www.imaginefloors.com.au/technical/)

Domestic Warranty:

Imagine Floors by Airstep Asha Hybrid flooring is sold with a Lifetime* Warranty for domestic use that covers the performance and appearance of the boards for delamination or splitting and warping or twisting of any board for the Lifetime* Warranty period, in accordance with the conditions listed below and as a result of product manufacturing faults or defects. Warping and twisting refers to a board independently distorting when compared to adjacent boards.

Commercial Warranty

Imagine Floors by Airstep Asha Hybrid flooring is sold with a 15 Year Wear Layer Commercial Use Warranty covering wear through to the underlying surface, warp, twist, split or delamination in accordance with the conditions listed below, given reasonable wear and tear in a commercial environment and given its 'fit for purpose' application.

Rental Warranty

Imagine Floors by Airstep Asha Hybrid flooring is sold with a Lifetime* Warranty when installed in a domestic environment. In relation to rental properties, this Warranty covers wear through of the surface or design layer by tenants of residential properties in any single area larger than 1cm².

*Lifetime is equal to 25 years from the date of purchase evidenced on the proof of purchase.

Who is covered under the warranty?

Subject to the exclusions and limitations contained herein, all warranty periods commence from the date of purchase (invoice date). 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.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods which cannot be excluded, restricted or modified.

Boards that are visibly faulty or deemed visually or structurally unsuitable prior to installation must not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

Warranty Exclusions:

- o Environmental factors not within designated parameters. Installation must not commence or proceed if factors do not meet specifications. All environmental factors need to be considered—including temperature, relative humidity and direct sunlight (all windows within the installation area must be covered) to minimise risk during the installation period and thereafter.
- o Wear that may be associated when entrance mats are not adequate or not installed. The ingress of sand, grit and or dust on to the floor must be prevented by installing suitable mats by the entrance door(s). Imagine Floors by Airstep Cleaning, Care and Maintenance Instructions must be followed at all times and can be found at imaginefloors.com.au/technical/
- o Product installed outdoors or in outdoor adjacent areas such as garages, patios, decks, etc.
- o Although Hybrid flooring has a sufficiently waterproof surface to cover normal household incidental spills, pet accidents and use in wet areas such as bathrooms and laundries, it must not be used as a moisture barrier, and must not be installed in areas that have a continual risk of excessive moisture/flooding such as saunas or outdoor areas. Note: Domestic kitchens are not considered as wet areas. Note: Wet areas must be independently installed (not attached to other floor installation), and perimeter sealed with a mould resistant sealer. See Installation Instructions. Natural flooding events or long-term moisture ingress due to plumbing /construction leakage from internal or external sources may result in plank deformity. This will not be covered by warranty provisions.
- o Scratches, stains, blemishes or indentations of any type are not covered by this warranty. Damage caused by pets is also excluded.
- o Wear or structural deformation that may be associated with improper installation or improper maintenance procedures is excluded.
- o The instance of surface gloss variation between boards, colour variation between boards or decorative features including gum veins, knots etc. are considered a normal part of Hybrid flooring décors and are therefore excluded from this warranty. Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of a floating floor are considered to be normal as a part of the building environment and are therefore excluded from this warranty.
- o Incidental scratching, chipping, indentations and fading from extreme artificial or direct sunlight would be considered site related and therefore not covered by this warranty.

How to make a Warranty Claim and What is Covered?

To make a claim under this warranty, contact must be made with the retailer that the flooring was purchased from. Proof of purchase will be required when contact with the retailer is made. The retailer will then communicate with 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.

Airstep Flooring's liability under this warranty is limited to replacing the product or part of the product.

Any installation charges associated with any rectification work will not be covered under the warranty, unless there is a product fault as determined at the sole discretion of Airstep Flooring. If the installation was not professionally completed by the retailer, or a suitably qualified installer, any installation charges associated with any rectification works will not be covered, regardless of whether it is deemed a product fault or not.

Airstep Flooring will not be liable under this warranty for any costs associated with any rectification work required other than the supply of new flooring and scotia or skirting if necessary. Re-painting, removal of fixtures or furniture, temporary accommodation, external contractors for removal or re-fit and any other costs are specifically excluded from this warranty.

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. As the warranties for Imagine Floors by Airstep Asha Hybrid flooring deal only with the manufactured goods, installation warranties must be sought from the installation company or individual completing the installation.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for 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.

Acceptable Quality

Airstep Flooring Hybrid flooring is fit for use in internal environments / installations and must not be used externally. Imagine Floors by Airstep Asha Hybrid flooring must be installed in a "Hybrid 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 as set out in the Installation Instructions. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations.

Disclaimer

Airstep Flooring makes no express warranties or representations other than set out herein.

Airstep Flooring has used its reasonable endeavours to ensure that accuracy and reliability of the information contained herein and, to the extent permitted by law, 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 practice.

Airstep Flooring will not be liable for any indirect or consequential loss, damage or costs incurred or suffered by the customer or any other person, or for any damage to property, loss of turnover, loss of profits, loss of business, or loss of goodwill.

Contact

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