



Godfrey Hirst

Laminate
floors

Care, Maintenance &
Warranties Guide

Australian Edition

Laminate floors

Thank you for considering a Godfrey Hirst laminate floor.

This booklet provides a full explanation of the Godfrey Hirst laminate floors category, along with the warranties and assistance to help you select the perfect floor for your home. There are also useful tips on how to keep your Godfrey Hirst laminate floor looking its best year after year.

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Godfrey Hirst laminate floors offer an affordable and stylish flooring option and have the beauty of a natural solid timber floor. Godfrey Hirst laminate floors have a range of features and benefits that will help you to confidently create inspiring interior spaces:

- Available in a variety of striking designs and colours, the ranges are bursting with character and depth that will accentuate the beauty of any space.
- Godfrey Hirst laminate floor ranges have an abrasion resistance rating of AC3 or higher.
- Embossed finished to add an authentic timber look and feel.
- Stylish, low maintenance flooring option.

Care & Maintenance

Your Godfrey Hirst laminate floor has been designed with low maintenance in mind to give you more time to enjoy your new floor.

With a little routine care and regular maintenance, it is easy to look after your Godfrey Hirst laminate floor. Just follow the easy steps below:

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
- **Daily, or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a power head, if installed).
- **Weekly** – clean using a waterless laminate floor cleaning fluid and micro fibre mop, otherwise mop the floor using a well rung out damp mop (the floor should be dry 15 seconds after mopping) and a non-abrasive soap-free cleaner suitable for laminate floors to remove any footprints, dirt and other stains or marks.
- **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or

sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the flooring.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use a steam-mop or steam-cleaner.

You should also never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.

PLEASE NOTE: Godfrey Hirst laminate floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable and provide the appearance of a genuine timber floor, they are not appropriate for outdoors, rooms with extreme variations in temperature (e.g. north facing sunrooms), very high or low humidity areas or areas where there are extremely high temperatures (such as saunas and pool areas), or rooms with built-in drains (e.g. showers) as laminate may buckle, swell or deform if penetrated by excessive moisture and, other than products carrying a Water Resistant Warranty, should not be installed in wet areas such as bathrooms, toilets and laundries.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and old hard or sharp edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Pet claws can scratch your floor. Keep nails trimmed.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Floor to ceiling windows coupled with the harsh Australian sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joins to lip/gap and prolonged direct sunlight will cause fading.



Common Characteristics

- Laminate flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on laminate floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- Laminate floors cannot be sanded.
- Even though Godfrey Hirst laminate floors are stable, boards can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. Gaps should not exceed .15% of board length. This is a normal feature of laminate floors and not considered a manufacturing defect.

Installation

Godfrey Hirst laminate floors should be installed in accordance with the Godfrey Hirst Laminate Floors Installation Instructions available at:

www.godfreyhirst.com

If your Godfrey Hirst laminate floor is covered by the Water Resistance Warranty, and to be installed in a wet area, installation must be in accordance with the Water Resistant Products Installation Instructions (which forms part of the Godfrey Hirst Laminate Floors Installation Instructions).

If the floor is improperly installed this may void the Godfrey Hirst Laminate Floors Residential Warranties.

Before installing a Godfrey Hirst laminate floor, installers should check to make sure it is undamaged, of the right size with no visual defects when viewed standing up in daylight at the installation site. If any boards are visibly faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to the retailer. Care needs to be taken to properly inspect the flooring before it is installed as Godfrey Hirst may refuse a claim under the Godfrey Hirst Laminate Floors Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.

Godfrey Hirst Laminate Floors Residential Warranties

The following Godfrey Hirst Laminate Floors Residential Warranties are provided by Godfrey Hirst Australia Pty Ltd ABN 58 000 849 758 (Godfrey Hirst) in respect to its laminate products. The benefits given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods.

The Godfrey Hirst Laminate Floors Residential Warranties are subject to and qualified by the "General Warranty Conditions" and "Homeowner Obligations" set out on the following pages.

You can establish the specific warranty and warranty period applicable to a particular laminate floor (which applies from the date of the original installation) (relevant period) by checking the labels on the back of the samples, the Godfrey Hirst laminate flooring product brochure, or by asking your retailer.

Abrasion/Wear Resistance Warranty

Godfrey Hirst warrants that under normal household conditions the wear layer will not wear through the design layer surface of your Godfrey Hirst laminate floor in a single area greater than 1cm² for the relevant period.

Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor's appearance and does not include other changes in appearance: e.g. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between boards, reductions in gloss level etc.

Water Resistance Warranty

In addition the following Water Resistance Warranty is provided by Godfrey Hirst in respect to its laminate products promoted as carrying a "Water Resistance Warranty". This warranty does not apply to any other Godfrey Hirst laminate floors.

Godfrey Hirst warrants that the surface of your Godfrey Hirst laminate floor will not be damaged by water for the relevant period. If installed in a wet area, this warranty is subject to the floor being installed in accordance with Water Resistant Products Installation Instructions (which form part of the Godfrey Hirst Laminate Floors Installation Instructions) and the floor being maintained in accordance to the Godfrey Hirst Laminate Cleaning and Maintenance Instructions.

This warranty does not cover flooding, leaking pipes, pet urine, household mechanical failures, appliance leaks or similar or damage resulting from mould or mildew growth.

Consumer Warranties

Our goods come with warranties 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 reasonable 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.

General Warranty Conditions

These Godfrey Hirst Laminate Floors Residential Warranties apply only;

- In Australia;
- In respect of Godfrey Hirst Laminate products purchased after 1 February 2019;
- To the original purchaser of the floor or in the case of a builder or developer the owner of the residential home 6 months after purchase of the floor;
- To floors installed in accordance with Godfrey Hirst's installation instructions set out in this booklet and leaflets in the boxes and on our website at www.godfreyhirst.com;
- To new, first quality flooring in its original installation; and
- To floors used indoors in a residential home, excluding areas subject to significant non-foot traffic and areas/rooms with built in drains (e.g. showers) and, other than products carrying the Water Resistance Warranty, excluding wet areas as bathrooms, toilets and laundries (residential kitchens are NOT considered wet areas).

These warranties relate solely to residential uses. For details of Godfrey Hirst Laminate Floors Commercial Warranties, please ask your retailer or Godfrey Hirst account manager.

The Godfrey Hirst Laminate Floors Residential Warranties are not transferable. Godfrey Hirst reserves the right to refuse a claim under the Godfrey Hirst Residential Warranties for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

Godfrey Hirst Laminate Floors

Residential Warranties do not cover:

- Damage due to improper installation or improper maintenance, application of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations described in this guide.
- Damage arising due to the floor being exposed to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations).
- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor), moisture ingress from any source into the core or indentations or cleaning that is too wet.
- Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage, smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
- Damage caused by risks covered by a generally available home owner insurance policy.
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void any and all warranties.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 2mm over 1000mm).
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the Godfrey Hirst's authorised representative.

If Your Floor Fails to Perform?

If any part of your Godfrey Hirst laminate floor fails to perform in accordance with any of the Godfrey Hirst Laminate Floors Residential Warranties, Godfrey Hirst will supply free of charge the following percentage (in quantity) of an order for replacement Godfrey Hirst laminate floor of the same or of comparable quality to replace the affected area of the floor through your original retailer (or another retailer in your area nominated by Godfrey Hirst) equivalent to:

30 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	30%
Year 21 to 25	20%
After 25 years	10%

25 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	20%
After 20 years	10%

20 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	75%
Year 11 to 15	50%
After 15 Years	10%

5 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%

You would be responsible to pay for the balance of the flooring and the installation costs.

If Godfrey Hirst determines that the laminate floor is to be replaced or repaired under the Godfrey Hirst Laminate Floors Residential Warranties, all areas must be free of all furniture, equipment, fittings, partitions, and the like at your expense. In relation to claims made under the Godfrey Hirst Laminate Floors Residential Warranties, Godfrey Hirst will not reimburse or pay for installation or underlay or your time associated with making the claim, new underlay, the cost of cleaning, repainting, accommodation, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of flooring, underlay or packaging.

Home Owner Obligations

In addition to you complying with the other conditions which apply to the Godfrey Hirst Laminate Floors Residential Warranties, in order to obtain and maintain your coverage under the Godfrey Hirst Laminate Floors Residential Warranties, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the flooring and the date of its purchase, together with proof of installation date. You must also demonstrate the

floor is at the original installation site.

- Have your floor installed and maintained in accordance with instructions set out in this booklet.

To ensure Godfrey Hirst has a record of your purchase you should register your warranty online at www.godfreyhirst.com within 30 days of the purchase of your Godfrey Hirst laminate floor.

Making a Claim

Should you believe your Godfrey Hirst laminate floor is failing to perform in accordance with these Godfrey Hirst Laminate Floors Residential Warranties or your Australian Consumer Law rights, please notify your retailer to arrange an onsite inspection of the installation. Be sure to describe the specific problem (providing a photo if possible) and to include a copy of your proof of purchase. The retailer will take appropriate action, including the notification to Godfrey Hirst if necessary. You must bear your expenses of claiming under the Godfrey Hirst Laminate Floors Residential Warranties.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Godfrey Hirst directly. Our contact details are on the back of this booklet.

Details correct at time of printing

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Please see www.godfreyhirst.com
for information updates.

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Godfrey Hirst

For information about your
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assistance please contact:

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