

Nouvelle Hybrid® Flooring comes with a Lifetime residential warranty and 15 Year commercial warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

IMPORTANT: The planks must be inspected and checked before installation, any planks with visible defects should not be installed under any circumstance and will not be covered by this warranty.

Lifetime Residential & 15 Year Commercial Warranty

This warranty covers wear through of the surface of the floor and structure in residential indoor use for lifetime and commercial indoor use for 15 years from the date of purchase by the original buyer. Nouvelle Hybrid® Flooring installation instructions must be followed strictly when installing your floors and Nouvelle Hybrid® Flooring Care & Maintenance guidelines should be followed at all times after your flooring is installed. All installation instructions can be found inside each pack of Nouvelle Hybrid® Flooring and care & maintenance guidelines can be obtained by contacting your retailer or our website www.asttimbers.com.au at any time. Please make sure you understand the care & maintenance guidelines before commencing any cleaning and maintenance schedules. Areas less than 8% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty.

Major Failure

Nouvelle Hybrid® Flooring is highly resistant to chips, scratches, stains, wear and heat, but still not "proof" in any respects (i.e. scratch proof). Slight colour variation from batch to batch may occur, minor gaps between the joins of each board might be caused by temperature change. Please note these minor gaps, batch colour variation, chips, scratches are not considered as major failure. Once floor has been installed, it is considered that the product has been accepted by the installer/subcontractor.

Acceptable Quality and User Guidelines

Nouvelle Hybrid® Flooring is designed for use in internal environments including floors, walls etc. and should not be used externally. Furthermore, Nouvelle Hybrid® Flooring should not be directly adhered to a subfloor and must be installed as a floating floor.

Nouvelle Hybrid® Flooring must be installed in a "flooring friendly environment" in which the area is occupied, protected from direct heat and/or sunlight as it can cause the product to expand and contract abnormally, sliding doors and/or windows need to be covered by blinds or curtains. Keep the environment temperature between 0°C - 35°C.

Nouvelle Hybrid® flooring can be installed in wet areas including bathroom & laundry, it must be separated from any adjoining floors. Seal the perimeter of the floor using a bathroom grade silicone.

Nouvelle Hybrid® Flooring can be installed over a heated subfloor, please note the slab surface temperature must not exceed 26 degrees Celsius at all times, strictly follow Nouvelle Hybrid® Flooring Heated Subfloor Installation Instruction to avoid comprising this warranty.

Australian Consumer law

Nouvelle Hybrid® Flooring comes with warranties that cannot be excluded under the current 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 goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Exclusions

- Directly associated with improper installation or maintenance.
- Boards that are visibly faulty or structurally inappropriate prior to installation should not to be installed.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- Direct or indirect result of incorrect use of heating and cooling systems will not be covered by this warranty. Please note subfloor heating needs to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Damage, intentional or accidental, abuse, misuse, stiletto heels, dragged objects, heavy furniture, stones, castor wheels and other dropped items.
- Direct or indirect result of heat damage along with the incorrect use of cleaning methods will not be covered by this warranty.
DO NOT USE STEAM MOP AT ALL TIMES.
- Incidental scratches or surface marks /stains, chipping, indentations.
- 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.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other costs are not included from this warranty.

PLEASE NOTE: All claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date). All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by Australian Select Timbers P/L prior to any repair activities.