



STONE FLOOR

Your Headache-Free Flooring Solution

Warranty Guide

stonefloor.com.au



STONEFLOOR: WARRANTY TERMS AND CONDITIONS

	Structural Warranty	Residential Wear Warranty	Commercial Wear Warranty
StoneFloor	Lifetime	30 Years	10 Years

LIFETIME STRUCTURAL WARRANTY

StoneFloor products come with an extensive 35-Year Limited Lifetime Structural Warranty.

This warranty ensures that your StoneFloor planks not only perform exceptionally but also maintain their beautiful appearance over time. It covers any issues related to structural deformation, delamination, splitting, or geometry that might affect the planks' assembly and overall performance once in use.

Before commencing installation, it's crucial to perform a thorough inspection of the planks. Any planks found unsuitable for service should not be used in the installation process, as they will not fall under the warranty's coverage. To account for cutting waste and the need for plank selection during installation, we recommend adding an extra 5-10% to your installation requirements.

StoneFloor is rated and suitable for both Floating and Glue Down Installation. Please refer to our Installation and Maintenance Guide to determine the most appropriate installation method based on your subfloor and environment.

These warranty provisions are extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. A copy of the original receipt will be required to establish purchase history. Warranties are not transferrable. Warranty claims and liabilities are limited to the maximum purchase value of the flooring planks.

30 YEARS RESIDENTIAL WEAR WARRANTY | 10 YEARS COMMERCIAL WEAR WARRANTY

All StoneFloor products carry a 30 Year Residential Wear Warranty and 10 Year Commercial Wear Warranty that guarantees the structural integrity and visual appearance of the flooring planks throughout its intended lifespan. This in course implies that the appropriate conditions for use and maintenance measures are adhered to as laid out in our Installation and Maintenance Guide. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules.

NOTE: Rental units, leased properties and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations.



WHAT OUR WARRANTIES COVER

StoneFloor is rated for all sorts of indoor use. Our unique product composition makes StoneFloor products suitable for areas directly exposed to heat & external UV.

NOTE: Installations in areas of potential rapid temperature change including Saunas may exceed the temperature limitations of the product and void the product warranty.

If you wish to install over a radiant heating system, consult with the manufacturer of your radiant heating system to ensure that it is compatible with StoneFloor. Temperature must never exceed 26° C (79° F) and changes in temperature settings must be gradual. Rapid temperature changes and/or excessive heat may damage the flooring and/or the finish. It is the responsibility of installer/owner to confirm the suitability of the radiant heating system for use with this product. Any damage to the floor caused by the radiant heating system will not be covered by the product warranty. Verify the temperature fluctuations prior to installation to determine if the area is suitable for StoneFloor.

WHAT THESE WARRANTIES DO NOT COVER

- Any scratches, chips, or surface dents resulting from mechanical damage, misuse, or abuse are not covered. This includes damage caused by stiletto heels, dragging heavy objects, moving furniture, abrasive materials like sand and stones, castor wheels, or accidental drops, among other factors. Additionally, any surface marks or permanent stains are not covered.
- Stains or alterations in colour resulting from spills of dyes or chemicals, substances other than food or beverages or staining due rubber mat and rug usage will void the warranty. Any wear and tear resulting from improper installation or inadequate maintenance is also not included in the warranty.
- Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.
- Planks that are visibly flawed or could reasonably have been considered unsuitable, either in terms of appearance or structure, prior to installation, should not be used for installation.
- Before installation, a thorough inspection should be conducted, which includes checking the print, colour, texture, factory finish, and the locking system. If any aspect of the product is found to be unacceptable, it should NOT be installed. Immediately contact the retailer.
- Colour variances from one production run to another. Prior to installation, verify the colours are an acceptable match. Colour racking and working from a number of boxes ensures even distribution.

MAJOR FAILURE

StoneFloor products are resistant to chips, scratches, stains and wear but not “proof” in any respect (i.e. scratch proof) and reasonable care measures such as installing felt pads on floor contact points and lifting heavy objects when moving should be taken to avoid scratching chips & damage from occurring. Furthermore, please be aware that there might be some slight variations in gloss between the installed planks, which is a normal part of the product's character.

NOTE: Finishing and Colour Variations, Scratches and Chips are NOT considered as major failure. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

HOW TO FILE A WARRANTY CLAIM

To make a warranty claim, please get in touch with the retailer where you purchased the flooring within 30 days of noticing and verifying the issue. Proof of purchase will most often be required when contact with the retailer is made.

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