



HUGO PRO

– EVERFLOOR –

Warranty Guidelines

Residential Warranty

Luxflor Hugo Pro laminate flooring products (hereby referred to as Hugo Pro) are covered by a residential warranty (hereby referred to as Warranty), effective from the date of purchase for 25 years or the lifetime of the product, whichever comes due first.

In addition to any rights available under the Australian Consumer Law, Everfloor guarantees the Hugo Pro will perform for up to 25 years following purchase, when used in residential premises and in line with our Installation Guidelines and Care and Maintenance instructions. The original purchaser is covered against any Major Failures for the shorter of the lifetime or 25 years of the product.

Warranty Coverage

Structural Warranty

Guarantees against structural failure of the product, whereby the product becomes unsuitable for continued use as a floor covering. This includes a guarantee against delamination, splitting and cracking of the floorboard under ordinary residential usage, for the duration of the Warranty. Please note excessive wear and tear, moisture, direct sunlight, high temperatures (fireplaces), minor dimensional changes are not covered.

Surface Wear

Under ordinary household use, the surface wear layer will not completely wear through the surface and design layer for the duration of the Warranty. Precisely this means the print layer of the floor will not wear away greater than 4% per year on average and the floor will generally appear aesthetically pleasing and fit for purpose. However, this does not protect against scratches, chips, indentations, gaps, and appearance changes in the wear layer due to wear and tear.

Water-Resistance

Hugo's superior water-resistance comes from the tighter bevel, locking system and stable coreboard, together ensuring ordinary household spills do not easily penetrate the joins and the core board reacts minimally to any moisture ingress. For 72 hours, ordinary household spills on the surface of the floor will not result in a major fault in the floor.

Please note this refers to ordinary household spills e.g. coffee split on the surface and left unattended. However, the floor is not 100% waterproof, and the pine timber core will still expand or contract with moisture. The moisture warranty does not apply to excessive wetting of the floor, flooding, household leaks, appliance failure or moisture entering the side of the coreboard or from beneath the floor.

It is not suitable for installation in wet areas such as bathrooms, toilets, saunas or rooms with a floor waste.

Pets

The laminate floor will resist stains from domestic pets if messes and urine are immediately attended to and cleaned upon discovery.

Underfloor Heating

Hugo Pro can be installed over Hydronic 'In-Slab' floor heating only. No other floor heating system or method will be covered, including hydronic "in-screed". Refer to the Installation Guideline for usage guidelines.

Please note proximity to heat such as fireplaces or heating units may result in moisture loss, causing gapping in the floor and is not covered by warranty.

Warranty Exclusions

Damage to Boards

This Warranty does not cover any damage caused during delivery, unpacking, installing or otherwise altering the flooring. This Warranty does not cover planks with visible damage or issues that have been installed.

Improper Installation

This Warranty does not cover inappropriate installations which do not adhere to our Installation Guidelines (can be found on website). Potential Warranty voiding mistakes include:

- Installing in outdoor, weather or UV exposed areas.
- Installing over an uneven, unstable or unsuitable subfloor.
- Installing without accounting for sufficient expansion gaps (10 - 12mm) along all perimeters and expansion joints for every 12 metres length wise and 8 metres width wise.
- Installing in an unseparated area exceeding 60 square metres without separating with expansion joints.

All planks must be inspected prior to installation and any claims for defects must be made prior to installation of the plank.

Inappropriate Storage

This Warranty does not cover failure to store Hugo Pro appropriately prior to purchase. Inappropriate practices include but are not limited to:

- Storing in open areas without sufficient shelter from elements including direct sunlight, rainfall, hail etc.
- Unpacking the floorboards from the carton or planks left loose without installing for over 48 hours.

Colour and Surface

Slight colour and surface variations between boards and batches are normal and not a defect:

- An allowance of 10% wastage should be added to your installation requirements to cover off-cutting, plank selection & colour blending.
- The customer holds the responsibility of ensuring undesirable planks are not installed by inspecting them first. The customer may apply to switch a plank prior to installation if there are colour issues.

Environmental Changes

Seasonal or environmental changes may result in slight expansions or contractions in the floor. This may result in slight movement, bouncing, minor cupping, gapping, as well as creaking noises, which are also to be expected with environmental changes and floating floors. The laminate floor is designed for a liveable environment where the humidity level of the home should be controlled between 45 - 60%

Care and Maintenance

This Warranty does not cover Hugo Pro which is damaged from poor adherence to our Care and Maintenance Guidelines (available on website).

Coverage Duration

This Warranty lasts 25 years from the original date of purchase or the lifetime of the floor, the shorter of the two options.

Who is Covered

This Warranty covers only the original purchaser of the product from an approved Everfloor retailer or partner. If the purchaser is a builder or a developer, to the owner of the residential home 12 months after purchase of the floor and is not transferable.

Making a Warranty Claim

Warranty claims are to be submitted to your retailer and/or installer. Claims must be made directly by the client or owner(s). Claims made on behalf of the owner by tenants, builders or other person/entity may not be processed.

Sufficient evidence of the transaction(s) must be provided between the relevant licensed retailer and the product owner making the Warranty claim. This can include:

- Invoice form(s).
- Evidence of payment (Receipt(s) or Remittance(s)).

Warranty Claim Process:

Pre Installation Material & Workmanship Defects:

1. Product or material defects must be delivered to the relevant licensed retailer for examination and approval.
2. The retailer or installer will submit an application to Everfloor for the Warranty.
3. Everfloor will inspect the product for defects and determine the ownership of fault(s) if applicable and within reason in accordance with the Subsections within this Warranty.

Post Installation Failure:

1. Structural failure resulting in the product being no longer fit for purpose within the limited structural Warranty period requires one or more on-site inspection(s) by the relevant licensed retailer for examination and approval.
2. Upon approval, the relevant licensed retailer will submit an application to Everfloor on behalf of the claimant for the limited Warranty.
3. Everfloor will conduct one or more inspection(s) to determine the cause and hence ownership of fault within reason in accordance with the Subsections within this Warranty and Installation Instructions.

The duration of Warranty claim review varies significantly depending on the nature of the application and claim. The claimant must provide reasonable time for communication, approval, conduction of on-site inspections (if needed), defective product delivery, and administration where applicable.

What the Warranty Claim Provides

This Warranty provides a partial or full replacement of Hugo Pro in an event of a Major Failure with flooring products of equal value or lower upon request and approval by Everfloor. There replacement will be at the following percentage value (based on a comparable quality product):

Year in which the claim is made after date of purchase	Percentage
Years 1 - 5	100%
Years 6 - 10	70%
Years 11 - 15	40%
Years 16 - 20	10%
After 20 years	5%

If the same product is no longer available, Everfloor will supply an alternative product of comparable quality. If additional materials are required, the client will be responsible to purchase the balance from the retailer.

What The Warranty Does Not Provide

This Warranty excludes components separate from the Hugo Pro flooring itself, such as skirting boards, channels or other accessories.

This Warranty generally does not cover shipping and delivery expenses outside of the greater Sydney area and generally does not provide for labour charges with rectification. In some cases, reasonable costs or reimbursements will be considered at the discretion of Everfloor's authorised representative.

No Other Warranty Applies

This Warranty is the sole Warranty relating to Hugo Pro. No employee, retailer, contractor, builder, agent, dealer, or other person/entity is authorised to alter this Warranty or make any other Warranty on behalf of Everfloor.

Everfloor holds the right to alter this Warranty at any time. However, we will not change the Warranty terms and conditions for existing customers which have purchased Hugo Pro prior to the change enactment dates.

Australian Consumer Law

Our products are provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs. Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

Commercial Warranty

Due to the broad applications of commercial environments, warranties are generally guided with a 5 - 10 Year Limited Warranty. The specific warranty for commercial applications will be on a case-by-case basis. As per general guidelines, the commercial warranty does not apply to:

- Outdoor or exposed internal areas
- Industrial areas
- Heavy commercial areas
- Any areas with vehicles, cars, trolleys or traffic other than foot traffic
- Any areas exposed to significant water or moisture e.g. commercial kitchens

For specific enquiries about commercial warranties, please write to contact@everfloor.com.au