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## HanWood

### CARE & MAINTENANCE GUIDE

# Thank you for purchasing a HanWood Luxury Vinyl Plank Floor.

**Beautiful, durable and affordable. HanWood combines affordability and durability with stunningly realistic woodgrains and colours, to help you embrace the beauty of wood for less in your home.**

This booklet provides information about the HanWood Luxury Vinyl Plank Flooring range along with useful tips on how to keep your HanWood Luxury Vinyl Plank Floor looking its best for years to come.

- Embossed finish to add to the authentic look and feel of timber.
- Available in several thickness's and wear layers to ensure you find the perfect floor for you.
- Water Resistant product that can be installed in wet areas.
- Stain and wear resistance for a durable and low maintenance floor.
- Luxury vinyl plank floors have industry leading, Australian serviced guarantees.

\*Subject to proper installation and maintenance as provided in this guide

## CARE AND MAINTENANCE FOR YOUR HANWOOD LUXURY VINYL PLANK FLOOR

Your HanWood Luxury Vinyl Plank 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 HanWood Luxury Vinyl Plank Floor. Just follow the easy steps below:

- Regularly remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum.
- Damp mop the floor using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks.
- As required – any stains or spillages should be cleaned up immediately using a dry cloth. Stubborn scuffs and stains can also easily be removed using a damp cloth or sponge with a diluted solution white spirit.

### **Never use when cleaning the floor:**

- Abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.

NOTE: HanWood Luxury Vinyl Plank Floors have been designed for internal applications only.

## **OTHER WAYS TO PROTECT YOUR HANWOOD LUXURY VINYL PLANK FLOOR**

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

- Place mats (please ensure the mat does not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, moisture and other substances from shoes. Clean mats regularly.
- Use wide bearing, clear, hard plastic or 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 and billiard tables) or kitchen units should not be situated on any installation.
- Never drag, slide or roll furniture or appliances across your floor.
- 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.
- HanWood Luxury Vinyl Plank Floors should be protected from extreme sunlight by use of window tinting, curtains, blinds or awnings.

## **COMMON CHARACTERISTICS OF HANWOOD LUXURY VINYL PLANK FLOORS**

- HanWood Luxury Vinyl Plank Floors may in areas of intense light and shade display some change in colour between exposed areas and areas covered by rugs or furniture.
- Some latexes/rubbers, which contain certain anti-oxidants, can permanently cause yellow staining. Rubber of this type is often used in backings for rugs and mats. Non-staining vinyl backed mats or woven rugs identified as colourfast should be used on Luxury Vinyl Plank floors.

## **INSTALLATION**

HanWood Luxury Vinyl Plank Floors should be installed in accordance with Australian Standard AS 1884-2012 Floor Coverings – Resilient Sheet and Tiles – Installation Practices and the installation instructions which are located in flooring boxes and available on the HanWood website at [www.hanwood-aust.com.au](http://www.hanwood-aust.com.au)



If your HanWood Luxury Vinyl Plank Floor is to be installed in a wet area, installation must also be in accordance with the HanWood Luxury Vinyl Plank Floor Wet Area instructions.

If the floor is improperly installed this may void the HanWood Residential Warranty.

Before installing a HanWood Luxury Vinyl Plank 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 planks 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 AFS may refuse a claim under the HanWood Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.

## RESIDENTIAL WARRANTIES

The following warranties are provided at Australian Flooring Supplies (AFS) ABN 83 087 683 092 (AFS). The benefits given by these warranties are in addition to other rights and remedies of the consumer under law in relation to the goods.

The HanWood Luxury Vinyl Plank Residential Warranties are subject to and qualified by the "General Warranty Conditions" and "Homeowner Obligations" set out on the following pages.

### ABRASION/WEAR RESISTANCE WARRANTY

HanWood warrants that under normal household conditions the wear layer will not wear through the design layer surface of your HanWood Luxury Vinyl Plank Floor for the warranted duration.

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, gloss variation between planks, reductions in gloss level etc.

### STAIN AND SPILL RESISTANCE WARRANTY

AFS warrants that your HanWood Luxury Vinyl Floor is resistant to normal household stains and spills on the floor surface for the warranted duration. This ensures your floor will be able to resist most potentially permanent stains.



## **FADE RESISTANCE WARRANTY**

AFS warrants that your HanWood Luxury Vinyl Plank Floor will not have a significantly noticeable colour change due to fading resulting from exposure to indirect sunlight or normal artificial light (with exception of natural ageing) for the warranted period.

## **WATER RESISTANT WARRANTY**

AFS warrants that the surface of your HanWood Luxury Vinyl Plank Floor is water resistant and resistant to damage from mopping or normal household spills for the period set out in the warranty chart following original installation. The floor will not, upon reasonable exposure to water, swell, buckle or undergo any significant change of its structural integrity. This warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or damage resulting from mould or mildew growth.

## **FREE FROM MANUFACTURING DEFECTS WARRANTY**

AFS warrants your HanWood Luxury Vinyl Plank Floor in its original manufactured condition shall be free from manufacturing defects for the period set out in the warranty chart following original installation.

## **GENERAL WARRANTY CONDITIONS**

These HanWood Luxury Vinyl Plank warranties apply only;

- In Australia;
- In respect of HanWood Luxury Vinyl Plank Floors purchased after 1st September 2018;
- 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 AFS HanWood installation instructions.
- To new, first quality flooring in its original installation; and
- To floors used indoors in a residential home.

The HanWood Luxury Vinyl Plank warranty is not transferable. AFS reserves the right to refuse a claim for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

## HANWOOD LUXURY VINYL PLANK WARRANTY DOES 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.
- Damage arising due to the floor being exposed to excessive direct sunlight.
- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor).
- 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 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 [+/- 3mm over 1000mm].
- Labour charges associated with any rectification work.

## CONSUMER WARRANTIES

Our goods come with warranties that cannot be excluded under the Australian Consumer

law. You are entitled to a replacement and 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.

## IF YOUR FLOOR FAILS TO PERFORM

If any part of your HanWood Luxury Vinyl Plank Floor fails to perform in accordance with any of the AFS warranties, AFS will supply free of charge the following percentage (in quantity) of an order for replacement HanWood Luxury Vinyl Plank of the same or of comparable quality to replace the affected area of the floor through your original retailer. You would be responsible to pay for the balance of the flooring and the installation costs.

In relation to claims made under the HanWood Luxury Vinyl Plank Warranties, AFS 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.

## 20 YEAR WARRANTY

Ranges: Urban Collective and Paragon

Year in which the claim is made, calculated from the date of installation:	Percentage:
Year 1 to 4	100%
Year 5 to 9	70%
Year 10 to 15	40%
Year 16 to 20	10%

## HOME OWNER OBLIGATIONS

In addition to you complying with the other conditions which apply to the HanWood Residential Warranties, in order to obtain and maintain your coverage under the 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 brochure.

## MAKING A CLAIM

Should you believe your HanWood Luxury Vinyl Plank Floor is failing to perform in accordance with these HanWood 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 AFS if necessary.





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