



Hybrid Flooring Warranties

Congrats on your new UltraPet hybrid floor!

To keep your floor looking amazing and within warranty requirements - follow the simple steps below!

Maintenance

- Sweep, vacuum or dust your floor on a daily and weekly basis to remove dust, loose dirt and grit. In those areas where you spend more time (high traffic) this may be a daily or twice daily procedure.
- Clean liquid spills immediately to prevent the possibility of stains, slips or falls. Damp mop the floor with warm water as needed to remove dirt and stains. Use a neutral pH cleaner. Soft white bristle brushes can also be used on flooring with embossed surfaces.
- Avoid the use of oil, soap, wax or polishes to clean your floors as they can dull or stain the surface of your floor.

Ways to Protect Your Floors From Damage

- Use mats at all entry areas to keep dirt, sand and water off the floor. Clean the mats on a regular basis. If mats are placed directly on top of your UltraPet hybrid floor, please avoid the use of rubber, latex, and rubber backed mats as they can lead to discolouration of your flooring.
- Spiked heels can cause damage to your floors.
- Steam mops are not to be used to clean the floor.
- Furniture should have protective glides of at least 25mm in diameter to minimize indentations or scratching to the surface of the floor. Do not use narrow chair glides! Felt pads are also excellent protection for the floor for furniture that will be frequently moved directly across the floor.
- Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard surface flooring.
- Protect the floor from direct sunlight, which can cause the product to fade, by using appropriate window coverings.
- Periodically clean castor wheels and check for wheels that may be broken or no longer rotating. Replace damaged wheels immediately.
- Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the flooring.
- Avoid paints, bitumen chemicals, dyes and shoe polish from coming into contact with your floor as they can permanently stain and damage your floor.



- Protect your floors from extreme temperature and humidity fluctuations by maintaining relative humidity levels within your home between 30% to 50% and keep the temperature between 15°C to 27°C.

Statement of Warranty

This warranty document covers UltraPet hybrid flooring products distributed by Flooring by Victoria. This document provides coverage when UltraPet hybrid flooring is applied in a residential, or accepted light commercial settings. Flooring by Victoria reserves the right to classify and approve installation regarding use according to this published bulletin.

General Terms of Warranty

Flooring by Victoria products when installed in an accepted residential or commercial area, must be professionally installed by a certified flooring contractor in accordance with current Australian standards to validate this warranty. No exclusions or exceptions will be made to this clause.

Flooring by Victoria reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. Flooring by Victoria at its discretion will send a company representative and/or a third-party independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation.

Flooring by Victoria warranties cover the cost of material for the period of the warranty. Unless expressly stated, Flooring by Victoria will not be responsible for any labour charges associated with the warranty claim. This includes but is not limited to re-installation of any product, removal and replacement of furniture, cleaning, re-painting, removal of waste material, and accommodation.

Product Defect Warranty

Flooring by Victoria warrants that the UltraPet hybrid flooring products will be free from manufacturing defects for a period of one (1) year, from the date of purchase. If such defect occurs and is verified by Flooring by Victoria, Flooring by Victoria will authorise repair or replacement of the affected area of installed flooring. Limitations apply as stated below.

Flooring by Victoria UltraPet hybrid flooring products are waterproof and will not be damaged or structurally compromised by normal exposure to surface spills and tracked water/moisture for the life of the product. Excessive subfloor moisture is an ideal breeding ground for mould, mildew and fungus which will not harm the UltraPet hybrid flooring product but will contribute to an unhealthy indoor living environment if left unattended. Limitations to warranty apply as stated below.

Warranty

Flooring by Victoria warrants that the installed product will not wear through to the printed film layer under normal use as follows:

Residential Wear: Lifetime
Light Commercial Wear: 15 Years

Year in which the claim is made, from purchase	Percentage of original retail cost - incl. of installation
Year 1-3	100%
Year 4-6	70%
Year 7-9	40%
Year 10-12	20%
Year 13+	10%

Wear through is defined herein that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use. Stains, fading, scratches, scuffs and loss of gloss are considered normal use and are not covered under this warranty.

ClawGuard coating provides resistance against stains from domestic household pets such as cats and dogs. This applies to faeces, urine or vomit introduced to the surface of the flooring by the pet only, human stains are not covered. Scratching and gouging by pets in a deliberate manner are not covered.

Wear Warranty Provisions

Flooring by Victoria will supply new material of the same colour, design, and grade, if available; if unavailable or discontinued, Flooring by Victoria reserves the right to select and supply similar Flooring by Victoria materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.

Warranty Exclusions and Limitations

- This warranty is not transferable. It only applies to the original purchaser, and for the product at its original site of installation only.
- Manufacturing defects must be reported within 30 days of the purchase date.
- This warranty covers only floors which have been laid in accordance to current Australian standards and Flooring by Victoria Installation Guidelines.
- Flooring by Victoria will not pay for the loss of time, inconvenience or other consequential or incidental damages or expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area after the original installation.
- Products installed outside or in garages.
- Flooring by Victoria reserves the right to repair any floor, provide replacement materials directly to the consumer or installer, obtain the services of a professional of our choice, and / or to conduct repairs or replace flooring in a manner suitable to our interests if Flooring by Victoria and the purchaser cannot reach agreement on the cost or manner of the repair or replacement.
- Materials installed with obvious/identifiable manufacturing defects are not covered. Visual defects greater than 1cm are considered identifiable.
- Damage to the locking mechanism caused by excessive deflection in the substrate, improper underlayment installed underneath the flooring, from improper rolling loads, and dynamic pressures and loads from electric wheel chairs is not covered.

- Products that have not been kept at the recommended temperatures according to the Flooring by Victoria Installation Guidelines, or floors stored and installed in environments that are not properly temperature controlled.
- Use of adhesives for installing any UltraPet hybrid flooring product.
- Flooring installed in areas not intended for UltraPet hybrid flooring.
- Lack of maintenance or improper maintenance; dulled by soaps, vinegar solutions, detergents, harsh chemicals, dressings, onestep cleaners or wax.
- Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, heavy rolling loads, furniture and chairs without proper floor protectors and furniture rests, dropping of sharp edged metal or heavy objects. Furniture, appliances and movable fixtures should have protectors at least 51mm in diameter; chair castors/wheels should be a minimum of 51mm in diameter and not be metal or narrower than 25mm in width.
- Cuts, scratches, gouges and indentations, punctures caused by sharp objects, narrow wheels, metal furniture glides, etc.
- Non-rubber walk-off mats are to be used at all egress points and shall be of sufficient depth and width to capture grit, dirt and abrasive debris.
- Cracking, warping, delamination, curling or other phenomena caused by excessive heat applied to the flooring.
- Damage caused by burns, cigarette/cigar burns, intentional abuse, flooding, fires and other disasters.
- Staining or changes in colour caused by spills of dyes or chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences; faded or discoloured by sunlight or heat generation; fading or staining caused by use of rubber mats.
- Flooring issues, conditions, damage or defects caused by improper installation techniques, floors not installed as per Flooring by Victoria Installation Guidelines and in line with current Australian standards use of improper adhesives, improper underlayments, inadequate subfloors or subfloor preparation, flooring installed against standard accepted industry practices.
- Problems or damage due to excessive moisture and/or alkalinity in subfloor. Product structural damage from excessive exposure to water caused by flooding, plumbing and appliance leaks, water leakage from doors, windows or roof leaks. Standing water on flooring should be mopped or wet-vacuumed up immediately upon notice of the spill.
- Damage from or growth of mould and mildew caused by excessive moisture in the environment or substrate that has been trapped under the flooring; including flooring subjected to prolonged water exposure.
- Installed over unstable, unsuitable, or improperly prepared subfloors, wet/cold floor and/or radiant-heated floor in excess of the temperature stated in the product installation instructions.
- Different from samples or printed material in shade, colour or embossing.

Consumer Warranties

Our goods come with guarantees that cannot be excluded under 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 major failure.

To file a claim, contact your retailer or for more information you may contact Flooring by Victoria toll free at 1800 136 040. Claim documentation must be filled out in its entirety to be assigned a claim number and reviewed for validity.