

Warranty and Maintenance Guide

CushionOak Supreme planks are suitable for indoor residential use and light commercial installations. The plank size is 230mm x 1500mm with a total thickness of 5.0mm and a 0.55mm wear layer.

WARRANTY AGAINST DEFECTS

Kenbrock Pty Ltd warrants that for the applicable warranty periods shown below, the product you have purchased will be free from defects in materials and workmanship and will be fit for all purposes for which the product is commonly supplied.



Kenbrock luxury vinyl plank and tile products with 0.55mm wear layer will not wear out for the lifetime of the plank in residential applications from the date of purchase.



Kenbrock luxury vinyl plank and tile products with 0.55mm wear layer will not wear out for 15 years in commercial applications from the date of purchase.

If product faults become apparent during the warranty period, Kenbrock will repair or replace the product with the same, if available or equivalent at no cost to you, provided you can satisfy Kenbrock:

- i. The product was installed, used and maintained in accordance with the manufacturer's instructions.
- ii. The defect is not due to inappropriate sub-floors or failure of sub-floor.
- iii. None of the exclusions identified below apply.

Exclusions

The warranty offered by Kenbrock does not cover:

- normal fair wear and tear such as uneven wear or gloss reduction due to use;
- abuse, misuse, neglect or accident such as scratches, gouges, punctures, burns or tears;
- failure to adequately protect against high point loading furniture;
- discolouration due to age or from rubber articles (such as mats or shoes) chemicals, scuffing residue or tracking residue such as asphalt;
- product that has been subject to abnormal or severe conditions such as flooding, extreme temperatures, exposure to excessive direct sunlight, or exposure to harsh chemicals
- product that has not been installed with the recommended adhesive;
- defects where the product is not maintained in accordance with standard flooring practice for the flooring type and/or as recommended by Kenbrock;
- colour variations between samples, product design, printed materials and actual production.

Making a Warranty Claim

To make a claim under the warranty set out in this document, please contact the retailer or contractor your goods were purchased from. Please include the following details to help with the process of your claim:

- a. date on which the defect first appeared;
- b. sample of the product or photograph clearly showing the alleged defect;
- c. evidence of purchase (invoice and receipt, showing date and place of purchase);
- d. details of the person who installed the product and the date of installation;
- e. confirmation of your compliance with Kenbrock's installation and maintenance instructions.

Resolving Your Claim

Upon receipt of a claim notice, Kenbrock will assess your claim in accordance with the terms of this warranty. This may include inspection of the product in situ by a Kenbrock representative.

If Kenbrock assesses the product to be faulty, Kenbrock will:

- a. determine whether to repair or replace the product;
- b. reimburse you for the reasonable costs incurred by you in making your claim, including return of product to Kenbrock or other agreed product disposal, provided you notify Kenbrock of such costs and provide documentary evidence to Kenbrock within 30 days of Kenbrock notifying you of your successful claim.

STATUTORY CONSUMER GUARANTEES

The Australian Competition and Consumer Act 2010 (Australian Consumer Law), or other laws in this jurisdiction, guarantee or imply certain conditions, warranties and undertakings, and give you other legal rights in relation to the quality and fitness for purpose of products sold in Australia.

For products sold in Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably 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.

The benefits under this warranty are in addition to other rights and remedies available to you under the law. However, except to the extent that the exclusion, restriction or modification of such rights and remedies is prohibited in the context of this warranty by the Australian Consumer Law or other legislation, the warranties expressed herein are in lieu and to the exclusion of all other warranties, rights and remedies whatsoever related to the product, express or implied, statutory or otherwise.

REGULAR MAINTENANCE

Regular maintenance will not only keep the floor clean but can reduce the frequency of more extensive maintenance.

We recommend daily sweeping, mopping, or vacuuming to remove dust and other particles from your floor. Then spot clean any marks with Kenbrock Maintain in accordance with the instructions on the bottle.

We recommend weekly sweeping, mopping, or vacuuming to remove dust and other loose particles from your floor. Then wash your floor with cool to lukewarm water using Kenbrock Maintain diluted in accordance with the instructions on the bottle.



RESTORATIVE MAINTENANCE

If the floor surface becomes dull over time you can refurbish the surface appearance by applying Kenbrock Rejuvenate floor sealer. First you will need to strip the floor using Kenbrock Remove mixed with clean water and applied in accordance with the instructions on the bottle. When the floor is dry you can then apply the Kenbrock Rejuvenate across the floor undiluted in accordance with the instructions on the bottle. Wait 24 hours for the Rejuvenate to harden before you dry buff your floor.

TROUBLE SHOOTING

Scuff Marks

These are caused by friction from foot traffic across the surface of the floor. Light scuff marks can be removed by spot cleaning with Kenbrock Maintain. Heavier scuff marks may require restorative maintenance as per the above instructions.

Scratching

Scratching is generally caused by excessive grit, dirt or other abrasive particles on the floor. You can assist the prevention of scratching by using appropriate entrance matting. Minor scratching may require restorative maintenance as per the above instructions.

GENERAL TIPS

- Never slide furniture or fittings over an unprotected floor and ensure flooring protectors are used under the feet of furniture and appliances.
- Be aware that bitumen and rubber can permanently mark your floor, leaving a yellowish stain. This includes rubber used in rubber-backed mats, rubber wheels on trolleys, rubber feet on stools, other furniture and rubber soles on low-cost shoes or slippers. Rubber used on wheelchairs and the like is medical grade rubber and can be used.
- Keep floor surface clear of dirt, grit, sand and other abrasive materials, which can be walked into your home by use of appropriate entrance matting. Avoid entrance matting that is rubber backed as it can stain your floor.
- All spillages should be removed immediately with a damp cloth or sponge.
- Do not use any kind of steam or heat mop when cleaning your floors.
- Do not use general household cleaners unless they are specifically for vinyl floors. Avoid using abrasive pads or cleaners, strong alkaline detergents, ammonia, chlorine detergents or any form of bleach.

WARNING

Please note that Kenbrock does not warrant for fading caused by long term exposure to UV light sources. Any areas subjected to this direct exposure must be protected by curtains, blinds or tinting to reduce the intensity of the ultraviolet light.

Kenbrock also does not warrant gapping caused by structural or subfloor movement, or any gapping that may be caused by extreme changes in temperature.



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