



# LUXO SPC Warranty

Promising you Quality Assurance



[www.heph.com.au](http://www.heph.com.au)

## Definitions

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“Lifetime” is defined as 35 years. The warranty is fully transferable to the next owner as long as the floor is used as specified for the room type.

“Commercial” installation is defined as location in which a business is conducted.

“Residential” installation is defined as a location of private domestic residence.

## Conditions

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The product has been installed to the AS/NZS Standard 1884 Floor coverings – Resilient sheet & tile – Installation practices and the Company’s instructions, both current at the time of installation.

The subfloor meets the building standard under AS/NZS 1884 current at the time of installation and the appropriate adhesives were used that were recommended for the application.

The product used has been correctly specified for the use of room or rooms in which it was installed.

## Conditions

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Floor has been maintained in accordance with The Company's cleaning and maintenance instructions and suitable barrier matting has been provided to all external entrances to prevent the ingress of abrasive materials including grit.

Protection (e.g. felt pads or castor cups) has been fixed to the feet of the furniture to prevent damage.

The product has been subjected to normal wear and tear.

For products with a click mechanism, the minimum recommended expansion gap must have been allowed around all fixed items including walls and pipework. These floors must also be fully floated i.e. no items/fixtures/fittings should be permanently fixed either to or through the flooring. Under no circumstances should underlayment be permanently bonded to the subfloor. (Refer to the Company's installation instructions).

## Australian Consumer Law Update 2012

Luxo SPC is 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.

### Luxo SPC: Commercial

Used in Commercial premises, Luxo SPC offers the following product warranties against product wear-out and manufacturing defects:

Luxo SPC 20-years commercial heavy duty

Used in Residential premises, the Company offers a lifetime (Lifetime warranty is defined as 35 years) product warranty against product wear-out and manufacturing defects.

### Luxo SPC: Lifetime Structural Warranty

Luxo SPC warrants its hybrid flooring to be free from defects in material, assembly, lamination, and workmanship for life. (Lifetime warranty is defined as 35 years). Thus covering the structural integrity of the hybrid floors

LUXO SPC

## Warranty Exclusions

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- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, highheeled or spiked shoes, urine and high traffic areas.
- Failure to follow the manufacturer's written floor installation instructions, including protecting the floor from moisture from the subfloor and other sources.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Where subfloor heating is used above 27 degrees.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1m).
- Damage/growth/moisture gain from evaporative cooling.
- Failure to maintain adequate ventilation. Most commonly, this may result if areas of floor are closed off for extended periods of time causing excessive heat leading to moisture loss and damage to the floor

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## Conditions

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Floor has been maintained in accordance with The Company's cleaning and maintenance instructions and suitable barrier matting has been provided to all external entrances to prevent the ingress of abrasive materials including grit.

Protection (e.g. felt pads or castor cups) has been fixed to the feet of the furniture to prevent damage.

The product has been subjected to normal wear and tear.

These floors must also be fully floated i.e. no items/fixtures/fittings should be permanently fixed either to or through the flooring. Under no circumstances should underlayment be permanently bonded to the subfloor. (Refer to the Company's installation instructions).

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What will be done to correct the problem?

HEPH (Distributor of Luxo SPC) will examine the product and decide, at its sole discretion, if it is covered under the guarantee. If it is covered, HEPH will replace the product with a same or comparable product. If it is covered by this guarantee, HEPH will pay for the costs of installation, labour and travel for installation staff. This does not apply to any installation work that is not authorised by HEPH. If the product is no longer sold by HEPH, HEPH will provide an appropriate replacement. With HEPH determining at its sole discretion, what constitutes an appropriate replacement through a comparing of price range or material range.

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