



ARIMAR STRUCTURAL WARRANTY: The manufacturer offers you a Lifetime Structural Warranty. The manufacturer warrants that, under normal residential conditions and with proper maintenance, our products will be free of structural defects such as delamination, twisting and deformation. This warranty does not cover surface wear.

Manufacturer offers a 25-year warranty on timber face wear layer. Manufacturer warrants that, under normal residential conditions and with proper maintenance, their finish system will not wear through within 25 years. Gloss reduction and scratches are not considered wear through and are therefore not covered by this warranty. Please note: Our UV Oiled Finish system is not covered under this warranty. It is mandatory that you look after it as you would with any other regular oil finishing available in the market. It requires regular refinishing at stipulated times according to the manufacturer installation instructions or as and when the UV Oil finished surface becomes dull and faded.

These warranties are offered under the following conditions: Installation – The floor is to be installed in strict accordance with the current written installation instructions.

Wet Areas – This floor is not to be installed in bathrooms, saunas, laundries or any other area in which elevated levels of steam and or moisture is present.

Maintenance – This floor should be maintained in strict accordance with our current written maintenance instructions. Use of cleaning agents such as oils, ammonia-based cleaning liquids, steam mops, etc., will void warranties.

The structural and wear warranties for this floor as stated above are limited to the original purchaser and may not be assigned or transferred. In the case where a builder makes the purchase, this warranty is limited the owner of the floor 1 year after practical completion of works.

Structural and wear warranties are subject to the condition that the flooring is suitable for indoor areas and is to be installed and used in accordance with this floor installation instructions and maintenance instructions.

Exclusions to warranty - The Following are excluded from these warranties. Color Variation Timber is a natural product and color variation will occur. Samples, pictures and brochures displayed and or provided are indicative only and will not match the floor installed. Other variations will also occur such as small knots, grain variations, gum/sap marks and mineral marks. All variations are normal and not considered defects; therefore, do not form part of these warranties.

Improper installation: This floor is to be installed in strict accordance with the current written installation instructions. Improper installations shall void all warranties. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any materials installed, which has visible defects or damage prior to installation of boards. We will not be responsible for damages due to poor installation, transportation or storage. All products must be stored indoors at room temperature and protected from the elements.

Subfloor Heating: Manufacturer will provide warranty if subfloor heating is used, only if all the conditions as stipulated below in the UNDERFLOOR HEATING AND REQUIREMENTS are observed and implemented.

Improper maintenance: This floor should be maintained in strict accordance with the manufacturer maintenance instructions. Use of unauthorized cleaning products and agents such as oils, ammonia-based cleaning liquids, steam mops etc., will void all warranties.



Extreme Conditions: The humidity level in the home must be in the 30-65% range throughout the year using humidifiers or dehumidifiers when appropriate. Floors subjected to humidity levels outside the recommended range can cause checking (small cracks in the surface of the timber and or coating). Checking is not considered a product defect and is not covered by the warranties.

Abuse or Misuse: These warranties do not cover indentations, scratch damage caused by negligence or damage caused by high heel shoes, furniture or equipment, pet claws, pebbles or sand.

Water Damage: These warranties do not cover damage caused by moisture penetration through the subfloor, flooding, leaking in plumbing, overflowing hydrostatic pressure or other similar water damage.

Alterations or Repairs: Alterations to the flooring will void all except implied warranties. No warranty is provided to cover repairs. Resurfacing and repairs or replacements shall not extend the warranty period.

Reinstallation: If manufacturer chooses to replace or reinstall warranted planks, the following applies. Unless expressly provided in the warranty description herein, the manufacturer is not obligated to provide for, or to incur the costs of, repair or reinstalling defective flooring, or resurfacing or refinishing the replaced surrounding flooring. An obligation to replace or repair does not extend to any sub flooring material, adhesives, supplies or other items consumed during removal, installation or refinishing.

Insect Infestation: These warranties do not cover any insect infestation once the product has left the factory. The product leaves the factory free of insect infestation.

Liability Limitations: These floors are intended for use in residential settings with light to normal traffic conditions. This statement of warranty is the only warranty, expressed or implied provided by the manufacturer for this product.

This warranty does not apply to any products designated or sold as B Grade, which is sold "as is"

Except as stated herein, no other warranty, expressed or implied is provided, including any warranty of fitness for a purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No Agreement to repair or replace shall in any event act to extend the period of coverage of any warranty period.

Under no circumstances shall Arimar or manufacturer be liable or in any matter responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from a special, indirect, incidental, or consequential damages, including without limitation, lost profits, emotional, multiple, punitive or exemplary damages or attorney's fees, even if Arimar or its representatives have been advised of the possibility of such damages before the sale.

In no event shall Arimar or manufacturer be obliged to cover the costs of old or new materials other than floors sold by Arimar, and any warranty thereto is limited to the warranty, if any, provided by us. In no event shall the liability exceed the amount of defective materials issued by the distributor, sales representative, builder, installer and or retailer. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered.

All claims must be made in writing and must include evidence of the purchase date and the identity of the original buyer and installation location; without such proof, no warranty coverage will apply.

This warranty gives you specific legal rights and you may have other rights, which vary, from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such events, the exclusion or limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you. To obtain services under these warranties, start with the source where you have purchased your flooring.

MAINTENANCE GUIDE INFORMATION



Here are some simple guidelines for a successful laying and caring for timber floors.

TIPS BEFORE LAYING YOUR TIMBER FLOORING

- Follow laying instructions provided diligently and carefully for best results.
- Wood is a natural product with natural variations of color, grains and characteristics; this must be expected from the species and products that you have chosen.
- Unopened packs of parquet flooring must be left in the room to be installed for at least 24 hours prior to installation to help acclimatize and stabilize the flooring. This will ensure the limiting of bowing.
- **MOISTURE CONTENT (MC) OF SUBFLOOR** must be checked prior to laying of timber flooring. If the subfloor is a concrete base, a simple method to determine the MC is to tape (duct tape) a nylon sheet (trash bag) to the subfloor and wait a day or two. If there are water droplets or condensation visible under the sheet, it means that the subfloor has a high MC and is not ready for timber flooring. Consult the NWWFA expert in how to solve this issue.
- Ensure that the subfloor is completely flat prior to installation. If there are any irregular heights on the subfloor, it possible that slight creaking might happen (Creaking is not a fault but is quite irritating). To stop this, the subfloor must be leveled.
- If it is required (i.e. the area to be laid is susceptible to water logging) a good humidity barrier should be used over the subfloor (ensure that the subfloor is suitably dry, especially when the concrete subfloor is newly laid).
- Wood is a living material that swells if their moisture or humidity rises and shrinks if their moisture or humidity is lowered. This not only show that your floor is a natural product but can also lead to some irreversible deformation of the floor if the room climate and humidity is left too high or too low for an extended period. This could particularly happen if e.g. - in the wintertime - the humidity (RH) in a heated room goes below the specified 45 %. In this case, you should install an Air Humidifier to prevent damages to your floor. The same may also be necessary with Air-Conditioned room.
- Respect the expansion joints, especially if the installation is in a building subject to great climate span.
- Please note: we advise that due to the nature of the following timber, Kempas, Maple and Beech species of 3 ply engineered flooring are not recommended for flooring with under-floor heating

MAINTENANCE TIPS: Below is a simple list that will help you take care of your parquet floors to last a floorings lifetime. Our timber surface layer is protected by 7 tough but flexible layers of sealer and lacquer. To keep your floor looking like the first day it was laid, strictly follow the guidelines below.

You must:

1. Use Grit Removal Mats at all external doors
2. Use Wear Mats at heavy traffic areas such as Main entrance, Dining area, etc. Do not use mats with rubber base as it may leach and stick onto timber flooring.
3. Best way to keep your floor clean is to either sweep or vacuum the floor to remove any loose grit or dirt. Ensure that the vacuum suction head has felt strips to avoid scratching the floor. You may then use static mops daily to get rid of dust layer on the floor.
4. Do not use Thinner or solvent liquid to clean parquet flooring.
5. Periodically (monthly or bi -weekly) clean the floor using commercial cleaners specially prepared for timber flooring. Carefully read and follow directions on the package. Normally these cleaning solutions are applied by using a mist spray bottle and removed with an active fiber mop.
6. If you need use a mop to clean the floor, ensure the mop is well wrung to remove all the moisture. The mop must be dry enough that the moisture on the floor should be able to evaporate in a minute of mopping.
7. Never use steam mops to clean your timber flooring it will severely damage the coating and floor.



8. If there is a spill, immediately soak up the spilled liquid with absorbent paper towels and dry it. Do not allow the liquid to pool and seep into the joints of the flooring.

9. For spot cleaning and general cleaning avoid using normal household cleaning products or scouring pads. These damage the floor surface.

10. Felt pads should be placed under all furniture to avoid scratching the timber floor. Refrain from sliding or rolling any furniture or appliances across timber floor as it may scratch and damage the surface. If a trolley is used, line the floor with protective material along the trolley path.

11. If shoes are worn indoors, be aware that spiked heels or shoes with damaged soles can cause severe damage to the timber flooring. You may want to place runner mats or rugs along high traffic areas.

12. Carpets or floor covering mats should not be placed immediately on to the timber flooring. Timber flooring will change over time and equalizes to its surroundings. Allow for 8 to 12 weeks before any carpets are placed to avoid color differentiation.

13. If you have animals indoors, ensure that their nails are properly trimmed, and that any urination or defecation is promptly cleaned and area immediately dried.

14. On a regular basis, you may use commercial products such Bona Refresher or Mohawk Floor Cleaning Solutions (by Mohawk Finishing Company) as a top coat to make the renew the sheen of the lacquered floor. Follow the manufacturers' instructions and best to test the products in a hidden corner prior to application on the whole floor.

15. If you have installed timber flooring with prefinished UV Oiled surface, it is best to regularly (every 3 to 6 months or as and when you feel the surface has lost its luster) recoat the surface with refinishing oil available commercially in the market for examples from The Mohawk Finishing Company. Follow the manufacturer's instructions and again make sure the product is tested on a small area in a hidden corner.

16. Ensure that your flooring is not exposed to excessive direct sunlight, as UV light will cause some timber to change color. Place sheers or thin curtains to diffuse the UV rays.

17. Finally it is best to maintain the area of the flooring within the relative humidity level of 30% to 65%. This way the wood is kept in ideal level to avoid any stress to deform. If you live in a dry climate, increase the relative humidity by adding a humidifier in the area or potted indoor plants. If you live in a wet climate a dehumidifier works best. Timber is natural material, which will continue to breathe throughout its life by absorbing and releasing moisture from the surrounding environment.

Because of the above, some movement and change in the surface timber will occur. This is NORMAL and may include checking or fine cracks on and between boards. This movement can be kept to a minimum by avoiding extremes in temperature and humidity. (Please read and understand laying instructions carefully for further detailed care about temperature, Environment Moisture Content (EMC) and underfloor heating.)

Your factory prefinished timber flooring was designed and produced to provide you with a beautiful floor with least amount of maintenance. It can be walked on almost immediately after installation. If due care and maintenance is carefully followed, your chosen timber flooring will last a very long time and will continue to be as beautiful as the first day it was installed.