



QUALITY FLOORING

Warranty

Our *Alpine Plus* Flooring is sold with a 10 Year Residential Wear Warranty and up to **10 Year Commercial Wear Warranty** on request, effective from the date of purchase. The warranty covers installation by a professional or certified skilled installer only and must be installed according to the Alpine Plus installation instructions only.

1. SCOPE OF APPLICATION

This warranty applies to *Alpine Plus* stone-composite flooring, purchased from Tile Warehouse or an authorised dealer and installed and used in light commercial or domestic areas. Light commercial area is defined as: use in environments which do not experience heavy commercial traffic such as those outlined in the application table below. Domestic is defined as single homes/apartments.

Examples of Business Type Light Commercial Use & Domestic Use	Recommended Application
Professional offices, Doctor's offices.	All non-required "clean room" areas – offices, lobby, waiting rooms, exam rooms, common areas.
Offices, banks.	Offices, hallways, lobby, reception areas, bathrooms, break rooms, conference rooms.
Boutiques, retail store, art galleries, book-stores, coffee shops, dry cleaners, gift shops, jewelry stores, beauty salons, barber shops.*	Dressing rooms, restrooms, entire store.
Multi-family housing. (Light Commercial) Normal single-family housing (Domestic)	Suitable in any room including common areas but excluding bathrooms.

DEFINITIONS:

- ▲ "Wear" entirely through the wear layer to the degree that the printed pattern is affected or altered.
- ▲ "Fade" to the degree that the floor is permanently discolored.
- ▲ "Stain" caused by normal household cleaning agents, chemicals or routine care & maintenance.
- ▲ "Water Damage" covers structural integrity damage to the flooring itself after water exposure in standard conditions (this does not cover flooding).

* Excludes Pallet Jacks, Retail Trolleys & Hospital Beds

WHO IS COVERED:

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. In the case that a builder or developer purchases the flooring, the occupant of the residential home will be entitled to cover under this warranty, effective from the date of the initial purchase.

It is the responsibility of the purchaser and the installer to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers, or can reasonably be supposed to know/discover (for example when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered, or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case we only warrant the part of the flooring which has not been installed yet.

We do not allow or authorise any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to merchantability and fitness for a particular purpose are limited to this express warranty.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring.

We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary.

Any attempt to repair or replace the flooring without our consent will void this warranty. The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights. No implied warranties extend beyond the term of this written warranty.

The warranty is subject to the following conditions:

The floor must be installed properly and according to installation guidelines.

- ▲ The flooring must be used only indoors in a dry, climate controlled area.
- ▲ The flooring must be maintained in accordance with maintenance instructions.
- ▲ This limited warranty does not apply to moldings and trims.
- ▲ Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.
- ▲ This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, off-goods, factory special, non-standard items and flooring sold "as is".

2. WARRANTIES

2.1 WEAR WARRANTY:

We warrant to the original purchaser that the wear layer on our flooring:

- ▲ Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- ▲ In its original manufactured condition, will be free from manufacturing defects, starting from the date of purchase.
- ▲ Will not delaminate.
- ▲ In its original manufactured condition, will be free from manufacturing defects, starting from the date of purchase.
- ▲ Will not permanently indent from normal household use excluding furniture & appliances.

2.2 MOISTURE / WATER RESISTANT WARRANTY:

We warrant that *Alpine Plus*, in its original manufactured state to the original purchaser from the date of purchase - under normal and reasonable use - and the surface when properly installed, shall be resistant to damage from mopping or normal household spills. When exposed to water (not standing nor flooded water), planks are water-resistant and will not swell, buckle or lose integrity. In the case of standing water or flooding, the flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the sub floor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

2.3 PET WARRANTY:

We warrant that our *Alpine Plus* floor planks will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit cleaned up immediately (within 6 hours). Stain resistance means the ability of your floor to resist (i.e. minimise or withstand) stains for the warranty period. Any damage to the sub floor and/or surrounding structure caused by pets is not covered by this warranty.

3. EXCLUSIONS AND CONDITIONS

3.1 GENERAL EXCLUSIONS AND CONDITIONS:

- ▲ Installation on an unlevelled subfloor as described in the installation instructions document.
- ▲ Installation when there is not sufficient perimeter expansion zone as described in the installation document.
- ▲ Outdoor installation.
- ▲ Use of improper adhesives or seam sealers at points of expansion gap.
- ▲ Loss of gloss or build-up due to lack of maintenance or improper maintenance.
- ▲ Damage resulting from failure to follow floor care instructions as described in the care and maintenance document.
- ▲ Damage or discoloration from carpet dyes or other chemicals eg: Acitone.
- ▲ Staining from use of mats.
- ▲ Damage caused by burns, flooding, fires and other accidents.
- ▲ Scratches, chips or indentations to the surface of the floor or any other damage caused by mechanical means, misuse or abuse.
- ▲ Damage, intentional or accidental, caused by stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- ▲ Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
- ▲ Damage caused by caster wheels or vacuum cleaner beater bars.
- ▲ Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest at on the floor.
- ▲ Construction-related damage.
- ▲ Damage arising because the flooring is exposed to extreme cold (below minus 15°C) and extreme heat (above 60°C).
- ▲ Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes) to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- ▲ Damage resulting from mould and mildew growth due to prolonged exposure to moisture.
- ▲ Damage caused by spills which are not removed within 6 hours.
- ▲ Normal wear and tear of the flooring.
- ▲ Normal changes in colour, gloss, grain pattern and tone (this is normal for flooring as it ages).

- ▲ Discoloration or thermal expansion from extreme heat or sunlight. As per Installation instructions, we recommend appropriate window treatments or curtains/blinds are installed to prevent direct sunlight damage.
- ▲ Damage arising because the flooring is not used under normal conditions.
- ▲ Damage caused by an Act of God / Force Majeure (for example a natural disaster).
- ▲ Flooring that has been damaged or neglected during transportation.
- ▲ Damage to click joints or indentation due to heavy rolling loads.
- ▲ Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.

4. UNDERFLOOR HEATING:

When installing Alpine Plus over underfloor heating, all conditions stipulated below must be observed and implemented. Failure to follow these requirements will void any warranty claims.

Both electrical and hydronic underfloor heating systems can be used. However, certain parameters must be established prior to installation and when running the underfloor heating system.

Specific requirements:

- ▲ The underfloor heating system must have its pre-establishing set-up done 14 days prior to installing the floor. This allows for any excess moisture to evaporate before installation. Please read and strictly follow the instructions of the heating manufacturer in conjunction with our installation instructions.
- ▲ The underfloor heating system must be switched off 48 hours prior to floor installation and switched on one week after completion, with a gradual increase in temperature.
- ▲ The underfloor heating system MUST have the heat distributed evenly throughout the whole floor. Spot heating, or specific area heating within a larger floor is not permitted. Excessive heat concentration in one area may cause deformation or movement in the engineered floor.
- ▲ The underfloor heating temperature must be lower than 27°C. Additionally, the surface temperature of the Alpine Plus floor must not exceed 27°C. The heating system must be able to accurately control the surface temperature.
- ▲ At all times when initiating your UFH, the heating must be slowly increased to desired temperature by 1 degree increments per day.
- ▲ No heavy textile floor covering should be placed over the heated floor. If light carpets or rugs are used, the temperature under the textile floor covering must not exceed 27°C.

5. EVOKING A CLAIM:

What to do if the above conditions occur:

You should notify the original dealer of the defect within 30 calendar days after you know / discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty may not be applicable. You are obligated to present:

- ▲ A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, molding, underlay, moisture barrier, molding, etc.
- ▲ A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect.
- ▲ Additional information where necessary to understand the root cause of the issue.

If we honour a claim under this warranty, we will, at our sole discretion, repair or refinish the defective material or we will refund the price of the flooring, as per the lifetime schedule below:

10 YEARS WARRANTY:

< 2 Years	100%
< 4 Years	75%
< 7 Years	50%
< 10 Years	20%

LABOUR:

- ▲ Labour charges are not covered for any installation that has not been professionally installed by a suitably qualified and approved floor installer in the first instance. This includes DIY installations. In the instance of professionally installed floors, reasonable labour charges to repair or replace flooring, at the sole discretion of an authorised Tile Warehouse, New Zealand representative, are covered under warranty.
- ▲ Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary such as re-painting, removal of fixtures or furniture, accommodation and any other similar cost, is excluded from this warranty.

This warranty is limited to the designs, colours, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, colour, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.

This warranty is in addition to, and has no impact on, statutory rights of any purchaser.

ALPINE

— plus —

QUALITY FLOORING

Now with 5G

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