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## COMMERCIAL MAINTENANCE GUIDE & PRODUCT WARRANTY DOCUMENT

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Congratulations on your recent purchase of a WOODCUT and/or WOODlife timber floor! At WOODCUT, we understand that this is a long-term investment & the proper care and installation of your timber floor will ensure you get the most out of its function.

**Please be aware: Using the wrong cleaning substance & equipment on your new WOODCUT timber flooring can do more harm than good.**

Do not use masking or other types of adhesive tapes on the surface coating of the timber floor as removal of the tape may result in coating damage.

**NEVER, EVER WET-MOP YOUR TIMBER FLOOR!**

**DO NOT USE: Ammonia-based cleaners, wax based products, detergents, bleach, polishes of any kind, abrasive cleaning soaps, steel wool or abrasive cloths, steam mops, turps, vinegar, methylated spirits or kerosene.**

### ONGOING CARE & MAINTENANCE

- Place entrance mats both outside & inside external doorways. Always make sure that the mats are regularly shaken out as dust/sand/debris can be brought into the house with footwear. This dust/sand/debris acts like sandpaper resulting in scratches on the timber floor. **Never use mats with rubber backing as they tend to stain the timber flooring.**
- Only use a soft broom & a soft head, low intensity vacuum to remove dust/sand/debris particles from the floor. Vacuum heads should be checked regularly because if they have worn thin, contact with any metal from the head onto the timber floor can result in scratching.
- Floor protectors (felt pads) on the bottom of all furniture and anything else that is hard and will make contact with the timber floor must be used. Chairs and any other light furniture must always be lifted & not slid across the timber floor. Always use floor protector mats in areas where chairs with castor wheels are being used.
- Do not** wear sharp or narrow point high heeled shoes on your timber floor.
- Place carpet runners & rugs in high traffic, high use areas. Kitchen floors generally experience very high wear & therefore a kitchen floor protector should be used in this area. Never use mats with rubber backing as they tend to stain the timber flooring.
- When mopping your timber floor, always use a damp mop. The mop must be as dry as possible. WOODCUT recommends the use of a microfiber mop.
- Direct sunlight & or other sources of UV Light, can cause the timber floor to gap between boards & cup (board edges higher than the centre of the board). The colour of the timber floor board can also change (darken) over time from oxidation. Curtains, blinds, & other types of window protectors should be used to slow down the colour changing process.
- Flooring will darken naturally over time. Rugs & furniture create a shading effect on timber flooring & when removed, will display a lighter floor area to parts of the timber floor where there is no rugs or furniture. Re-arrange rugs & furniture periodically to allow the flooring colour to age evenly.
- Keep any pet claws properly trimmed to avoid excess scratching & gouging.
- Wipe all spills onto the timber floor immediately. Spills left on the floor for lengthy periods of time will stain the timber floor. Hot oil spilt onto a timber floor will damage it.
- Place drip pans under indoor plants, animal feeding & bedding areas to avoid water leakage & moisture ingress
- Keep your home at normal living conditions for your area. Humidity should be maintained within 40%-60%. If needed, purchase a temperature reading instrument. Constant site variations above or below these limits may require the use of a humidifier/dehumidifier. Good airflow and ventilation is required to avoid heat and cooling extremes. Long-term exposure may result in changes to the flooring surface.

WOODCUT recommends the below maintenance program for flooring used within a commercial environment. This is to be used as a guide only. If choosing to use a different brand of cleaning product, please ensure that it is the same as the product listed below & is PH neutral.

### Daily

For regular cleaning of domestic floors an antistatic mop & soft head, low intensity vacuum should be used for collecting dirt & grit.

Spills should be wiped up immediately.

Shake off external & internal mats to remove any debris.

### Weekly

- Clean the floor area using an antistatic mop & soft head, low intensity vacuum to collect any dirt & grit.
- Using a damp microfiber mop, clean the area using SAICOS ECOLINE WASH CARE.
- Rejuvenate your floor using SAICOS ECOLINE WAXCARE - UV OILED FLOORS or SAICOS ECOLINE REFRESHER - UV LACQUERED FLOORS.

**\*Please note, the above process is to be followed anytime your timber floor appears to have been subjected to high use.**

## Half Yearly

1. Clean the floor area using an antistatic mop & soft head, low intensity vacuum to collect any dirt & grit.
2. Using a damp microfiber mop, clean the floor area using SAICOS ECOLINE WASH CARE.
3. Rejuvenate your floor using SAICOS ECOLINE WAXCARE - UV OILED FLOORS or SAICOS ECOLINE REFRESHER – UV LACQUERED FLOORS.
4. When signs of wear & tear is evident, professional application of a maintenance coat is required. Please contact WOODCUT for more information.

**\*Please note, the above process is to be followed anytime your timber floor appears to have been subjected to high use.**

## Yearly

1. Clean the floor area using an antistatic mop & soft head, low intensity vacuum to collect any dirt & grit.
2. Using a damp microfiber mop, clean the floor area using SAICOS ECOLINE WASH CARE.
3. Rejuvenate your floor using SAICOS ECOLINE WAXCARE - UV OILED FLOORS or SAICOS ECOLINE REFRESHER – UV LACQUERED FLOORS.
4. When signs of wear & tear is evident, professional application of a maintenance coat is required. Please contact WOODCUT for more information.

**\*Please note, the above process is to be followed anytime your timber floor appears to have been subjected to high use.**

## ONE YEAR LIMITED STRUCTURAL COMMERCIAL WARRANTY DOCUMENT

A One year limited structural commercial warranty is accompanied with the purchase of all WOODCUT and WOODlife Timber Flooring. This is exhibited for the original purchaser in which we warrant that your product will not be subject to delaminating, expansion or contraction subject to the site conditions and exclusions of the warranty entitlements listed below.

### CONDITIONS OF WARRANTY:

1. Prior to installation of timber flooring, timber should be inspected to ensure that it is not faulty & is fit for purpose. WOODCUT will not warrant any timber flooring deemed unusable, faulty or not fit for purpose.
2. Due to variable climate conditions, timber flooring planks may display slight bows and twists once removed from its packaging. This is not considered a structural defect unless the timber planks cannot be assembled.
3. All timber flooring has provisions for filling & patching of natural characteristics using appropriate coloured fillers. This is not considered a defect.

4. This warranty is extended to the individual or company that is nominated as the original point of purchase & or initial occupant at the installation site. The original purchaser must have original proof of purchase, inclusive of purchase price, date of purchase & location of original installation. Warranties are not transferrable.
5. This warranty applies to interior commercial construction only.
6. Natural product, characteristics such as knots, face checking, blemishes and surface indentations are normal and will not be considered as a defect.
7. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed).
8. Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of planks is considered a normal part of the building site environment and would not be considered a structural defect.
9. This limited commercial structural warranty does not cover installation and site suitability. Once timber flooring is installed the product is deemed to be suitable for use and any plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between the purchaser and the contractor.
10. This warranty will not cover installation practices not consistent with WOODCUT Installation guidelines. Floor care and maintenance must be conducted in line with our Maintenance Guide to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor.
11. Incidental scratching, chipping and indentations from external sources are considered site related and therefore not covered by this warranty. Flooring must be covered with adequate protection if construction is still occurring at the site.
12. Accidental damage during installation or throughout the products lifecycle will not be covered by this warranty.
13. Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by this warranty. Note; Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the home builder, system installer or manufacturer to better understand operating methods.
14. Floor areas with less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by this warranty.
15. At all times between purchase and installation, appropriate storage facilities must be used if timber flooring is being stored for later use. This must be in-line with the WOODCUT Installation guide and standards. Humidity should be maintained within 40%-60%.
16. Underfloor heating application is covered under this warranty only if the timber flooring is installed strictly in accordance to the WOODCUT Underfloor Heating Installation Guide.
17. This warranty covers air conditioning use provided moisture and humidity levels are kept between 40-60%. A moisture/humidity instrument is recommended to monitor these levels.

All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installations must be formally approved by WOODCUT prior to any repair activity. Costs associated with any rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between WOODCUT and the purchaser. Items such as temporary accommodation, re-painting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case by case basis and will be administered in-line with consumer law.

## WARRANTY EXCLUSIONS:

The WOODCUT ONE YEAR LIMITED STRUCTURAL COMMERCIAL WARRANTY **DOES NOT** cover the following:

1. WOODCUT recommends that all timber must be installed using a professional timber flooring installer & strictly in accordance with the WOODCUT Installation Guide. Any timber flooring installed outside of the guidelines listed on the WOODCUT Installation Guide will not be covered by this warranty.
2. Damage caused intentionally, recklessly or negligently, accidentally or by way of ignorance by failing to follow the WOODCUT Maintenance Guide.
3. Timber flooring must only be removed from its packaging prior to installation. This warranty does not cover any timber flooring that has been removed from its packaging & left onsite for a lengthy period of time.
4. Unusual or man-made disasters including leaking or broken plumbing, fire, flood, earthquake storms, overflowing water or liquids, during or after installation will not be warranted.
5. The use of improper cleaning products including steam mops, bleach, ammonia and other floor stripping products. Please ensure that you have read & understood the WOODCUT Maintenance Guide.
6. Damage caused by pets.
7. Damage caused by insufficient protective measures or sharp objects including stiletto heels, and heavy furniture that are likely to cause marks and indentations on the floor.
8. Colour variation as well as the appearance of knots, gum/ sap marks and mineral marks will occur in timber flooring. This is viewed as natural and pre-expressed process of using a natural timber. All variations are normal and are not considered to be a defect. Exposure to sunlight may also cause colour variations. WOODCUT will not offer warranty against these items.
9. This warranty will not apply for the installation of the timber flooring in areas considered to be 'wet' (bathrooms, laundries etc.). If timber flooring is installed in these areas contrary to WOODCUT recommendations, this will be considered at the owners own risk as WOODCUT will have fully disclosed the effect of moisture and humidity on your timber floor. Humidity levels must be maintained at a 40-60% level. Using a humidifier or dehumidifier is recommended to maintain necessary levels for the longevity of the product.
10. Floors subject to the effect of improper humidity levels will cause checking (small cracks in the surface of the timber or coating). Checking is not considered a defect and therefore will not be covered by this warranty.
11. Improper alterations to the original timber flooring will not be warranted. Improper installation includes the likes of any alterations made, repairs and reinstalls to WOODCUT's original timber flooring. Use of the timber flooring outside of its intended purpose will not be covered by this warranty.
12. Noises (squeaks etc.) associated with anything other than the manufacture of the flooring will not be covered by this warranty.
13. This warranty does not cover insect infestation once the product has left the factory. It is ensured that the product(s) leaves the factory free from infestation.

\*Disclaimer: WOODCUT has used its reasonable endeavours to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions or errors in this information nor for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.