

Welcome to the family

Care & Maintenance Guide



KUSTOM TIMBER

Product Warranty

Our products 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 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. What constitutes a major failure is set out in the Australian Consumer Law.

While we offer a quality product it is important that you ensure you follow the proper installation and maintenance instructions to ensure the warranty remains valid.

Over time, natural colour change may also occur on your hardwood flooring., especially when exposed to direct sunlight, which is not considered a defect. Timber flooring is also a natural product and although engineered timber is designed to limit the expansion and contraction of the floor this still may occur. If separation does occur in the floor this is not considered a fault and will not be covered by warranty.

The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers. All warranties run from the date of retail purchase for the applicable period described below. The benefits under these Warranties are in addition to other rights and remedies under a law in relation to the goods.

For the avoidance of any doubt, any and all undertakings which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation.

This defects warranty is for the benefit of the property owner for whom the flooring product is installed. It is not transferable.

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions. If you were not the direct purchaser then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must also properly care for your new floor using our easy maintenance instructions which can be found on our website. The use of floor care products other than those we have specially formulated for use on our flooring products may damage your floor.

Defects Warranty

Subject to the conditions stated below and elsewhere In this Warranty, including correct installation and maintenance in accordance with our recommended guidelines, and under normal household use, we warrant that for 25 years:

The Kustom Timber Oak flooring, in their original manufactured condition, will be free from manufacturing defects in lamination, assembly, milling and dimension.

The Kustom Timber Oak flooring may be professionally sanded and refinished.

The Kustom Timber Oak flooring, when properly installed according to our installation instructions over radiant-heated subfloors that are engineered for the R-rating of the wood flooring product, will not buckle as long as the finished flooring surface does not exceed 29°C during the life of the floor and the relative humidity levels are maintained between 35% and 55%.

Pre-Installation Defects Warranty

We warrant that our flooring products will not have any obvious milling, dimension or visual defects. You or your installer should carefully inspect the products before installation for such defects.

Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet Our specifications will be replaced. Since wood is a natural product, there will be natural variations in colour, tone and grain that are not covered by this warranty. This pre- installation defects warranty expires upon installation.

Caring for your new Timber floor

Timber flooring is a stunning feature in any home give a sense of warmth and have a timeless appeal which will last generations. Best of all, they tend to be easy to look after compared to other flooring options. However, if you want your timber floors looking their best, you still need to carry out some regular maintenance. As the experts in hardwood flooring services, we're here to share our best tips on keeping your floorboards looking like new.

Regular sweeping and vacuuming

The most regular maintenance you need to carry out is a simple sweep or vacuum to get rid of accumulated dust and debris. A lot of people find it easiest to simply run the broom or dust mop over the floorboards most days and get the vacuum out once a week.

Specialist hardwood floor cleaner

On a monthly basis (or more if your floors are really dirty!). it's best to get the mop Out and give the floors a quick going over, Squeeze your mop out well before starting so you don't use too much water and use

a specialist hardwood floor cleaner (we've got some amazing products in store), as many products will be too harsh.

Clean up spills

Wood and water don't mix and over time, water damage can occur.

To avoid unnecessary damage, clean up spills as soon as they happen so they don't have a chance to get into the wood and cause problems.

Use rugs to prevent debris

Although hardwood timber is tough, shoes tracking dirt and debris through the house can act a bit like sandpaper. To avoid scratches, use a doormat outside and a rug inside the front door. This will collect dirt from shoes and prevent damage from occurring.

Felt the furniture

To stop your furniture causing tell-tale damage to your floorboards from even slight movement, take the time to felt the bottoms of the feet. This is particularly important for furniture while moves a lot, such as dining chairs. This practice also makes it much easier when you want to shift furniture around.

Professional sanding and polishing

Over the course of a few years, no matter how vigilant you are with your maintenance, there may come a time where your floors are really showing wear and tear. Once the time comes, simply call in the experts to do a professional sand and polish for stunning results.

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