



The BT Strand Warranty

Eco Flooring Australia Pty Limited guarantees BT Strand flooring against manufacturing defects at time of purchase for a period of 25 years for residential and 10 year commercial warranty.

This Warranty applies to the repair or replacement of BT Strand proven defective through faulty materials or manufacture.

This Warranty is provided on the basis that:

1. BT Strand boards with obvious defects at the time of installation are not installed. Eco Flooring Systems will not be responsible for any costs related to the installation of defective, damaged product.
2. BT Strand boards are laid in accordance with the BT Strand Installation Instructions and adhesive manufacturer's application instructions.
3. The floor is laid internally and is not subject to excessive moisture.
4. The BT Strand flooring is in its original manufactured state.
5. All preventative maintenance and care operations are maintained.

This Warranty does not cover damage or defects resulting from or in any way attributable to:

- Improper storage, handling or installation of the flooring (including improper installation of joists and sub flooring or improper surface preparation); Failure to follow all specific installation instructions voids this warranty;
- Abuse, lack of maintenance, neglect, abnormal use or misuse, negligence, application of solvents, corrosives or other chemicals to the flooring, colour change, fading or damage due to exposure to the sun, crazing, excessive pivot and point-loads, spike-heeled shoes, unpadded furniture feet, water, damage from sand, pebbles or other abrasives or other unintended uses;
- Insect infestation after shipment from the point of origin;
- Stains and finishes;
- Alterations of original manufactured product;
- Moisture problems (including subfloor moisture, leaks, rain, wet mopping, etc.) or excessive dryness or heat; Gapping, cupping or crowning due to moisture ingress/egress will not be warranted;
- Settlement or movement of the structure to which the flooring is attached;
- Natural events such as hurricanes, tornadoes, earthquakes, and floods;
- Variations in colour, grain and markings that exist in the flooring when new or that develop over time because of varying exposure to sunlight or UV light;
- Installation of flooring with visible defects;
- Installation over radiant floor heating;
- Extreme conditions where the humidity level is not within a 40-60% range throughout the year using air conditioners, humidifiers or dehumidifiers. Dramatic variations in humidity may cause micro checking of the finish which is not considered a defect therefore not covered under this warranty;
- In many instances where a floor may exhibit a high degree of crowning, raised joints, checking, squeaking or other visual effects from board shape changes, they are often influenced by environmental conditions and therefore it should be considered that they are not automatically covered by product warranties. Aspects relating to product

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moisture contents, product construction and profiling tolerance can also influence the way a floor performs and contribute to the above but this requires sufficient evidence which can be difficult to obtain.

- No Warranty applies to any product has not been paid in full.