

WATER RESISTANT LAMINATE FLOORING WARRANTY

12MM 72hrs

NFD is one of Australia's most trusted brands in resilient flooring with a strong focus on customer satisfaction. NFD ensures its products meet and exceed industry standards and are covered by consumer law, ensuring that customers have legal rights and protections.

25 Year Limited (Lifetime) Structural Warranty:

NFD provides the 12MM Water Resistant Laminate range with a 25-Year Limited Lifetime Structural Warranty, ensuring the flooring maintains its performance and integrity. This warranty covers protection against delamination, splitting, and defects affecting plank assembly and stability during regular use.

Prior to installation, all planks should be thoroughly inspected. Any planks identified as defective should not be installed, as they will not be covered under this warranty. It is recommended to order a minimum of 5% for blending and wastage.

Due to varying climate conditions across Australia, planks may exhibit slight bowing when removed from packaging. This is not considered a structural defect unless the planks fail to interlock after adequate acclimatization. Natural variations, including minor color differences and batch inconsistencies, are part of the product's character and do not constitute grounds for a warranty claim.

Post-installation concerns such as cupping, gapping, or peaking may arise due to site conditions and may not be covered under this warranty. NFD installation guidelines must be followed for maintaining the warranty. Please visit www.nfd.com.au to view full installation guidelines.

20-Year Limited Residential Warranty:

Scope of Coverage

Our **20-Year Limited Residential Warranty** guarantees that your laminate flooring will maintain its integrity and performance under normal residential use when installed and maintained correctly.

This warranty covers:

- **Structural Stability:** Designed with superior craftsmanship, **12MM Water Resistant Laminate** flooring is engineered to resist defects in materials and workmanship, ensuring long-term durability. Each plank is manufactured to strict quality standards to prevent issues such as **delamination, warping, or structural instability** caused by production faults. With rigorous testing and precision engineering, our flooring maintains its integrity, providing a **stable, reliable surface** for years to come.
- **Abrasive Wear Resistance:** Under typical residential conditions, the protective surface of your flooring is designed to withstand daily wear and will not wear through to the design layer in any single area exceeding 1cm². Wear-through refers specifically to the complete erosion of the protective top layer, leading to a visible alteration in the flooring's appearance. This does not include common surface changes such as minor scratches, dents, chips, small gaps that may occur due to natural seasonal expansion and contraction, or variations in gloss and sheen between planks. Additionally, normal reductions in gloss over time or other aesthetic changes resulting from regular use do not fall under abrasive wear and are considered part of the flooring's natural aging process.
- **72 hour - Water Resistance:** The floor is designed to resist surface moisture damage for up to 72 hours when maintained properly. However, it does not cover excessive water exposure from flooding, leaks, or prolonged high humidity.

Exclusions from Coverage

This warranty does **not** cover:

- **Improper installation or failure to follow NFD's guidelines** – Flooring must be installed per official instructions, including proper **subfloor preparation and expansion gaps**. Issues caused by incorrect installation, such as **gapping or buckling**, are not covered.
- **Accidental damage or misuse** – The warranty excludes **impacts from heavy furniture, pet claws, dropped objects, or excessive wear** beyond normal residential use. Protective measures like **furniture pads and rugs** are recommended.
- **Subfloor-related issues** – Problems due to an **unstable, uneven, or moisture-affected subfloor** are not covered. Proper **pre-installation assessment** is essential.
- **Extreme temperature or sunlight exposure** – Prolonged exposure to **high heat, cold, humidity changes, or direct sunlight** may cause **fading, expansion, or shrinkage**, which is not included in warranty coverage. **UV protection and climate control** are advised.

5-Year Limited Commercial Wear Warranty:

For light commercial settings, **12MM Water Resistant Laminate** offers a **5-Year Commercial Warranty**, covering moderate use in offices, small retail spaces, and office settings.

Surface Protection Ratings:

- **AC4 Rating:** Enhanced durability for high-traffic areas and light commercial settings.

General Conditions:

1. This warranty applies exclusively to newly purchased NFD's 12MM Water Resistant Laminate flooring in Australia, effective from January 1, 2025, provided it has been professionally installed according to the official installation guidelines available on our website and used indoors in a residential setting.
2. The warranty is non-transferable and is only valid for the original purchaser of the flooring. If the original buyer is a builder or developer, the warranty will be transferred to the homeowner 12 months after the purchase, after which it remains non-transferable.
3. This warranty is applicable only to flooring installed in its original location and does not extend to relocated or reinstalled products.
4. Flooring installed in areas with built-in drains (e.g., showers) or spaces subject to high levels of non-foot traffic is not covered under this warranty.
5. NFD reserves the right to reject any warranty claims if pre-installation inspection would have reasonably identified the defect.
6. In certain instances it may be necessary to use additional transition strips in doorways to rectify any product failure due to expansion and contraction.
7. Under the Australian Consumer Law (ACL), consumers are entitled to remedies for faulty products, which may include repair, replacement, or refund. While the warranty does not cover labour costs for repairs or replacements, NFD may consider reasonable labour costs on a case-by-case basis, in line with ACL provisions.
8. This warranty excludes any damage resulting from:
 - Improper installation, such as failing to allow for expansion gaps or incorrectly engaging the click system.
 - Incorrect maintenance, use of harsh cleaning chemicals, or failure to follow recommended care and maintenance guidelines.

- Extreme environmental conditions, including exposure to temperatures below 0°C or above 55°C, prolonged direct sunlight, or inappropriate humidity levels.
- Water damage caused by excessive surface moisture (greater than 80 hours), subfloor moisture infiltration, or improper wet cleaning methods.
- Accidental damage typically covered under homeowner insurance, such as fire, flooding, persistent moisture, or smoke damage.
- Physical impact or excessive wear, including dragging heavy furniture, rolling office chairs, pet damage, deep scratches, burns, excessive weight loads, or dropped objects.
- Exposure to high heat or industrial chemicals, except for typical food or beverage spills.
- Unauthorized modifications, including repairs, refinishing, or reinstallation alter the original flooring structure, which will immediately void the warranty.
- Subfloor instability, such as structural shifts, foundation settling, or installation over uneven subfloors that do not meet the required leveling standards.
- Damage caused by steam mops, or incorrect use of underfloor heating systems is not covered.

By following proper installation and maintenance practices, you can maximize the longevity and durability of your 12MM Water Resistant Laminate flooring while ensuring optimal performance throughout its lifespan.

Warranty Replacement & Pro-Rata Coverage:

If any section of your flooring does not meet the performance standards outlined in this warranty, NFD will rectify or replace the affected area with the same or comparable quality, will be supplied at no cost for the applicable percentage of the total order. This will be arranged through your original retailer or another authorized retailer designated by NFD.

Years Since Installation & Replacement Flooring Percentage Provided:

Years	Percentage (%)
1-5	100
6-10	75
11-15	50
16-20	25
After 20 years	10

Customer Guidelines for Flooring Care and Warranty

To ensure warranty eligibility, homeowners must:

- **Keep a record of your purchase and installation details** – Retain a copy of your invoice, receipt, or any official documentation that confirms the purchase date, product details, and proof of professional installation. This information will be required in the event of a warranty claim.
- **Ensure proper installation as per manufacturer guidelines** – Your flooring must be installed in strict accordance with the official installation instructions, including correct subfloor preparation, expansion gaps, and environmental conditions. Failure to follow these guidelines may void the warranty.
- **Maintain your flooring with routine care and upkeep** – Regular cleaning using recommended methods and approved cleaning products will help preserve the appearance and integrity of your flooring. Avoid harsh chemicals, excessive moisture, or abrasive tools that may damage the surface.
- **Address spills and moisture promptly** – Any spills, leaks, or excessive moisture exposure should be cleaned immediately to prevent warping, swelling, or discoloration. Prolonged exposure to moisture may compromise the structural stability of the flooring and void the warranty.

Care & Maintenance Guidelines:

Daily & Routine Cleaning

- **Sweeping & Vacuuming:** Use a soft-bristle broom or a vacuum without a beater bar to remove dust and dirt.
- **Mopping:** Use a damp (not wet) microfiber mop with a pH-neutral cleaner.
- **Avoid Excess Moisture:** Never use steam mops or soaking wet mops as excessive moisture may damage the laminate core.

Preventative Measures

- Use furniture pads under chairs and heavy furniture to prevent scratches.
- Place entry mats at doorways to minimize dirt and grit tracking.
- Maintain indoor humidity between 30-60% to prevent plank movement due to seasonal changes.

Handling Spills & Stains

- Wipe up spills immediately with a dry or slightly damp cloth.
- For stubborn stains, use a mild detergent diluted in water.
- Avoid harsh chemicals, abrasive pads, and steel wool.

Make a Warranty Claim:

If you experience an issue covered under warranty:

- **Initiate the Claim with Your Retailer** – Begin by contacting the original retailer where your flooring was purchased. Provide proof of purchase, including an invoice or receipt, along with installation details and clear photographs of the affected area to support your claim. This information will help facilitate a smooth assessment process
 - **Escalate to NFD if Necessary** – If your original retailer is unavailable or unable to assist, you may reach out to NFD directly for further evaluation. Our team will review your claim and guide you through the next steps.
 - **Professional Inspection for Verification** – Depending on the nature of the issue, a professional inspection may be arranged to assess the condition of your flooring and verify whether it qualifies under the warranty terms. This step ensures an accurate and fair resolution.
 - **Resolution and Replacement Process** – If your claim is approved, replacement flooring of the same or comparable quality will be provided in accordance with the pro-rata warranty schedule. Please note that replacement flooring will be supplied through your original retailer or another authorized distributor, and installation costs or additional expenses may not be covered under the warranty.
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NFD

HEAD OFFICE
58 Blanck Street
Ormeau, QLD
Australia 4208

CALL US
Phone: (07) 3806 2666
8:30AM - 5:00PM AEST

EMAIL US
info@nfd.com.au