

CONSUMER +

WARRANTY + MAINTENANCE

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Ranges

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PRIMETEX

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LOFTEX

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TEXLINE ESSENCE

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TEXLINE COMFORT

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TEXLINE HQR

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# Manufacturer's warranty against defects

Gerflor Australasia Pty Ltd ("Gerflor") warrants that for the applicable warranty periods shown below, the residential product you have purchased will be free from defects in materials and workmanship and will be fit for all domestic purposes for which the product is commonly supplied.

## Warranty Periods

Product	Warranty period (from date of purchase)	Product	Warranty period (from date of purchase)
Primetex	10 years	Texline Essence	15 years
Loftex	12 years	Texline Comfort	15 years
		Texline HQR	15 years

If product faults become apparent during the warranty period, Gerflor will repair or replace the product (at its election) at no cost to you, provided you can satisfy Gerflor that:

- (i) the product has been installed, used and maintained in accordance with Gerflor's instructions and
- (ii) the defect is not due to inappropriate sub-floors or failure of sub-floors.

## Exclusions

The warranty offered by Gerflor does not cover:

- normal fair wear and tear such as uneven wear or gloss reduction due to use;
- abuse, misuse, neglect or accident such as scratches, gouges, punctures, burns or tears;
- failure to adequately protect against high point loading of furniture;
- discolouration due to age or from rubber articles (such as mats or shoes), chemicals, scuffing residue or tracking residue such as asphalt;
- product that has been repaired, altered or modified by someone other than us or our nominee;
- product that has been subject to abnormal or severe conditions such as flooding, extreme temperatures, exposure to excessive direct sunlight, or exposure to harsh chemicals.

## Making a Warranty Claim

### Please send your claim to:

Customer Service  
Gerflor Australasia Pty Ltd.  
17 Cato Street  
Hawthorn East  
Victoria 3123 Australia  
Or via email to: [custorders@gerflor.com.au](mailto:custorders@gerflor.com.au)

### Customer service phone numbers are:

Victoria: 9832 1300 Australia: 1800 060 785 New Zealand: 0800 630 119

Please include the following details to help Gerflor process your claim:

- (i) Date on which defect appeared;
- (ii) A sample of the product or a photograph clearly showing the alleged defect;
- (iii) Evidence of purchase (invoice and receipt, showing date and place of purchase);
- (iv) Confirmation of your compliance with Gerflor's installation and maintenance instructions;
- (v) Costs incurred to return the product.

## Resolving Your Claim

Gerflor will assess your claim in accordance with the terms of this warranty. This may include inspection of the product in situ by a Gerflor representative. If Gerflor assesses the product to be faulty, Gerflor will:

- (i) determine whether to repair or replace the product,
- (ii) reimburse you for the reasonable costs incurred by you in making your claim, including return of product to Gerflor or other agreed product disposal, provided you notify Gerflor of such costs and provide documentary evidence to Gerflor within 30 days of Gerflor notifying you of your successful claim.

# Statutory consumer guarantees

The Australian Competition and Consumer Act 2010 (Australian Consumer Law) and the New Zealand Consumer Guarantees Act 1993 (New Zealand Act), as well as other laws in each of those jurisdictions, guarantee or imply certain conditions, warranties and undertakings, and give you other legal rights in relation to the quality and fitness for purpose of products sold in Australia and New Zealand respectively.

For products sold in New Zealand, these conditions, warranties and undertakings cannot be modified or excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Act.

For products sold in Australia, our goods 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 for 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.

The benefits under this warranty are in addition to other rights and remedies available to you under the law. However, except to the extent that the exclusion, restriction or modification of such rights and remedies is prohibited in the context of this warranty by the Australian Consumer Law, the New Zealand Act or other legislation as the same may apply to the supply of this product, the warranties expressed herein are in lieu and to the exclusion of and you waive all other warranties, rights and remedies whatsoever related to the product, express or implied, statutory or otherwise.



# Maintenance

To maintain the good looks of your Gerflor flooring with minimal effort follow these guidelines.

## Initial maintenance

- Remove loose dirt and debris from the newly installed floor using broom or vacuum. Ensure all adhesive residues are removed with due regard to supplier's recommendations. Do not use high abrasive pads or scourers.
- Wash floor with a damp mop using a neutral pH7 floor cleaning detergent with water. Ensure all detergent residues are rinsed and removed from the floor.

## Care and protection

- **Rubber leaves indelible stains on vinyl flooring.**  
Avoid placing waxed or rubber products in prolonged contact with your Gerflor floor.
- Replace rubber castors on the end of furniture legs with plastic or nylon ends or protect the floor with felt pads.
- Never use solvent-based wax, seals, polishes or varnish particularly those containing acetone as they can destroy the wear layer and create matte areas.
- The use of weight dispersing aids under heavy furniture is recommended in order to avoid permanent flooring indentation.
- The use of mats in doorways significantly reduces the amount of dirt and grit which could damage the new flooring.

## Maintenance

- For everyday maintenance use a soft broom or damp mop.
- To clean your Gerflor flooring use a neutral detergent with water and rinse thoroughly.
- Steam mops may be used. Please follow manufacturer's procedures carefully.

## Stains

- Clean up any potential stains immediately; don't let it become a problem.
- Most stains can be removed using a damp cloth and eucalyptus oil.
- Solvents and ammonia based cleaners will damage your floor. Do not use these products.

If you have any queries about the care and maintenance of your Gerflor floor, please contact Gerflor customer service or visit [www.gerflor.com.au](http://www.gerflor.com.au)

**1800 060 785**