



**SPC Hybrid Flooring**  
**Red Stag Range**  
***Residential Warranty***  
**Internal Floors**  
**25 years**

**Auslay Industries Pty. Ltd.**

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# Hybrid Flooring Cleaning & Care Guide

1. **Immediately** – clean up any liquid or water-based spills or any other potentially staining marks using a dry clean cloth. Though Homely Flooring hybrid floors are waterproof, don't leave liquid/water-based spills there just to test it. Homely Flooring hybrid floors are resistant to most spots and stains, however some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point/marker pens, or foods/beverages containing strong dyes as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing stains.
2. **Daily** or as required – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a powerhead, if installed).
3. **Weekly** – damp mop the floor using water and a pH neutral cleaner to remove any footprints, dirt and other stains or marks.
4. **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the flooring.
5. Never use a steam-mop or steam-cleaner.
6. Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
7. Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
8. Place entrance mats (which must not have a rubber backing) at all external doors to trap dirt, sand, grit, moisture and other substances from shoes:
  - a. Double entrance mats are required for residential installations – 1 coarse external mat, and 1 medium internal mat.
  - b. Triple commercial mats with a minimum walk off zone of 3.5 metres are required for commercial installations – refer to mat manufacturer. Mats must be cleaned regularly.
9. Avoid placing any items with rubber backing on hybrid flooring, as over time, it may undergo a chemical reaction with the wear layer, potentially causing stains.
10. Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and old hard- or sharp-edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
11. Heavy objects and furniture such as large bookcases, full size billiard tables, freestanding bathtubs or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
12. Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
13. Floor to ceiling windows coupled with the Australian/New Zealand sun can create floor surface temperatures over 70°C. Homely Flooring hybrid planks are manufactured to be stable in low and high temperatures (0-55°C). However, your floor should be protected from extreme temperatures and strong direct sunlight using interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity levels between 30% and 70%), window tinting, awnings and/or curtains/ blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading which will not be covered by the manufacturing warranty. To avoid fading and sun related issues you must use window coverings with UV protection. Hybrid flooring is not recommended for sun rooms.
14. Pet claws can scratch the flooring. Keep nails trimmed.
15. Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.

## Hybrid Flooring Residential Warranty

### Wear Warranty Period 25 Years for Homely Flooring branded Hybrid flooring.

Homely Flooring Pty Ltd warrants Hybrid flooring against manufacturing defects and the stated performance criteria and will remain an essential part of the flooring system for the period of the warranty for the relevant period provided.

The benefits conferred by this warranty are in addition to, and not in substitution for, any other rights and remedies given to consumers in relation to the goods under Australian Consumer Law and are subject to the following terms and conditions. All flooring products were produced using German manufacturing techniques to comply with Australian standards to ensure top product quality.

The owner of the product is solely responsible for taking all necessary steps in pre-installation checks. These include making sure that the environmental conditions are suitable for the product. The surface on which the floor is going on is repaired to best practice professional guidelines (consult professional installer).

Please note:

- Warranty applies to floors installed in accordance with the relevant Homely Flooring Hybrid installation instructions.
- Warranty applies to indoor applications only.
- This warranty is not transferable and applies only to the original purchaser. In the case of a builder or developer the owner of the residential property 6 months after purchase of the floor. Proof of purchase (Original receipt from Homely Flooring Pty Ltd) needs to be provided together with the claim.
- Warranty applies to new, first quality flooring.

### Waterproof Warranty

Homely Flooring Hybrid is waterproof but it should not be used as a moisture barrier. If the subfloor moisture content was not tested and documented at the time of installation and, due to the accumulation of moisture under the floor covering, it was deemed the cause of floor failure (cupping, peaking, buckling joints, etc.), the warranty will be voided.

It will not be aesthetically or structurally affected by exposure to a reasonable amount of water from mopping or household spills. This warranty does not cover excessive or prolonged exposure to water from floods/ leaking appliances or pipes where water may build up under the floor causing mould or mildew, hydrostatic pressure, pet urine or other corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.)

**Abrasion Warranty**

Homely Flooring Hybrid protective wear layer will not wear through the decorative layer from household abrasive wear. Scratches, dents, chips and gloss level variation or reduction are not considered wear through and are not covered by this warranty.

**Structural Warranty**

Homely Flooring Hybrid will remain structurally sound and not delaminate for the period of the warranty. To ensure the warranty remains valid, it is crucial to adhere to the manufacturer's installation guide during the installation process.

## **Hybrid Flooring Commercial Warranty**

**Wear Warranty Period 10 Years for Homely Flooring branded Hybrid flooring.**

Applicable to Homely Flooring Hybrid which has been installed in a commercial building. The manufacturer warrants to the original purchaser that the top surface layer will not wear through under normal conditions of wear and tear, for a period of ten years from the date of purchase. Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective from the date of purchase.

**Homely Flooring Residential and Commercial Warranty does not cover:**

- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
- Failure to follow the manufacturer's written floor installation instructions, including protecting the floor from moisture from the subfloor and other sources.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Where subfloor heating is used.
- Natural disasters, earthquakes, tornadoes, floods or any other unmentioned disasters.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 2mm over 1m).
- Damage/growth/moisture gain from evaporative cooling.
- Failure to maintain adequate ventilation. Most commonly, this may result if areas of floor are closed off for extended periods of time causing excessive heat leading to moisture loss and damage to the floor.
- Labour charges associated with any rectification work.
- Excludes all clearance and discontinued flooring, trims, accessories and trade items.

Hybrid flooring colour variation is not considered a defect.

**Claims Under Warranty:**

- All claims are to be submitted in writing to Homely Flooring Pty Ltd. All claims must clearly outline the nature of the claim and all faults in detail.
- The owner must provide Homely Flooring proof of purchase, purchase date, owner details, quantities and the relevant invoice number. The owner must give Homely Flooring the opportunity to process the claim. The owner must give Homely Flooring the opportunity to examine the product and the installation site (subfloor). The owner must give an opportunity to investigate the claim prior to taking any further action. Under claim, the owner must not undertake any repair, removal or replacement of any product without consent from Homely Flooring in writing. The owner is responsible to comply with all warranty requirements.
- The liability of Homely Flooring Pty Ltd is limited to the replacement of the defective product if it matches the warranty guidelines. Homely Flooring will consider a full refund equal to the purchase price in the original invoice. Homely Flooring is not liable for any replacement or repair of any product organized by the owner.

**How do I make a claim?**

If your Homely Flooring Hybrid fails to perform and you are satisfied you have followed the warranty guidelines and associated installation and maintenance guidelines, please contact us at [sales@homelyflooring.com.au](mailto:sales@homelyflooring.com.au) to arrange an onsite inspection.