



25-Year Limited Lifetime Structural Warranty

At Qualimax Flooring, we provide a 25-Year Limited Lifetime Structural Warranty for our EPC Hybrid flooring products. This warranty covers issues such as delamination, splitting, or structural deformation that could affect the flooring's performance and integrity. All planks should be inspected before installation; any planks deemed unsuitable must not be installed and will not be covered under the warranty. We recommend purchasing an additional 5-10% of materials to account for cutting waste and plank selection.

Given Australia's variable climate, slight bowing of the planks may occur after removal from the packaging, which is not considered a defect unless the planks cannot be properly installed. Planks should not be left unpacked or exposed for extended periods before installation.

Our EPC Hybrid flooring features a click assembly profile designed for floating installation. Please refer to our installation guidelines at www.qualimaxflooring.com.au for full instructions.

20-Year Limited Residential Wear Warranty

Our EPC Hybrid flooring is also backed by a 20-Year Limited Residential Wear Warranty. This covers wear-through of the surface, warping, splitting, or delamination. However, this warranty assumes proper care and maintenance as outlined in our care guidelines, available on our website. All cleaning and maintenance should be done following these instructions, whether performed by you or a third-party contractor.

5-Year Limited Commercial Wear Warranty

For commercial applications, Qualimax Flooring offers a 5-Year Limited Commercial Wear Warranty. This warranty guarantees that the finish will not wear through, warp, split, or delaminate. Please note that high-traffic areas covering less than 10% of the total surface area are not covered by the warranty. For care instructions, visit our website.

Australian Consumer Law

Our warranties comply with the Australian Consumer Law, providing you with statutory rights, including replacement or refund for major failures and compensation for other reasonably foreseeable losses or damages.

Installation and Care Guidelines

EPC Hybrid flooring is designed strictly for interior use. It is not intended for use in sunrooms, saunas, or any areas with prolonged exposure to heat or UV light. Failure to adhere to these installation guidelines will void the warranty.

Planks must be properly inspected before installation, and the substrate must be flat, dry, and stable. HVAC systems must maintain appropriate temperature and humidity levels. Evaporative cooling systems should have adequate ventilation to prevent moisture buildup.

What Constitutes a Major Failure?

Our warranty covers water-resistant performance under normal interior use, including spills and pet accidents. However, continuous installation through wet areas, such as bathrooms and laundries, without proper perimeter sealing, will void the warranty.

Natural variations in batch color, gloss levels, and slight imperfections are considered normal and are not grounds for a major failure claim. Seasonal changes causing minor plank gaps or movements are also considered normal.

Once the product is installed, it is assumed that the installer has deemed the product and installation site suitable. Installation issues are the responsibility of the installer or contractor and are not covered by this warranty.

Warranty Limitations

- The warranty does not cover improper installation or care, including damage from steam mops, scratching, chipping, or fading due to UV exposure.
- Flooding or moisture damage from external sources is not covered.
- Accidental damage or damage resulting from office equipment, heavy furniture, or improper temperature control will not be covered.

Claims and Repairs

All claims and warranty-related repairs must be approved by Qualimax Flooring before any work is conducted. Replacement costs may only cover the material itself and will not include labor or other associated costs unless otherwise specified.

For more details, visit our website at www.qualimaxflooring.com.au or contact us at admin@qualimaxflooring.com.au.