

- Timbers care and maintenance guide. Using these and other similar products will harm the long term performance of your floor.
4. Spillage of corrosive, chemical or other substances.
 5. Failure to clean and maintain the floor in accordance with the guide set out above.
 6. Damage caused by insufficient protection from furniture.
 7. Damages caused by items such as stiletto or spiked heeled shoes, stone or debris imbedded in the soles of shoes etc.
 8. Damage caused by pets.
 9. Faulty or defective workmanship on the part of the installer.
 10. Not being installed as outlined in the current installation instructions.
 11. Noises (squeaks etc.) associated with anything other than the manufacture of the flooring.

Any claim should be filed by contacting the distributors within 3 days of the defect being detected. Any manufacturing defects must be reported prior to flooring being installed; for material that has not been installed defects must be reported no later than six (6) months after the date of purchase.

Proof of purchase such as the original invoice or receipt showing the date of purchase must be presented for the warranty.

When a claim has been approved the customer will be provided with the necessary replacement flooring free of charge by the reseller who made the original sale. The cost of the installation is to be covered by the customer.



For further information contact Big River Timbers

GRAFTON Telephone: (02) 6644 0900 • Facsimile: (02) 6643 3328
 BRISBANE Telephone: (07) 3451 8300 • Facsimile: (07) 3200 8339
 SYDNEY Telephone: (02) 8822 5555 • Facsimile: (02) 8822 5500
 TOWNSVILLE Telephone: (07) 4774 3501 • Facsimile: (07) 4774 3506
 MELBOURNE Telephone: (03) 9586 6900 • Facsimile: (03) 9587 4501
 PERTH Telephone: (08) 9377 0622 • Facsimile: (08) 9377 0633

How to make a claim

All claims must be received in writing by Big River Timbers from the original purchaser of the floor within 21 days of the problem becoming apparent to the purchaser acting reasonably in all the circumstances. The claim must include a copy of the original warranty form as proof of purchase.

This documentation should be forwarded to The Quality Assurance Manager, Big River Timbers Pty. Limited, PO Box 281, Grafton, NSW, 2460.

A Big River Timbers appointed inspector will inspect the floor within 45 days. A written report on the floor will be sent to both Big River Timbers and the purchaser. This report will outline the status of the floor.

Following agreement between BRT and the purchaser, a time may be agreed to for the supply of any required material.



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Armourfloor® Laminate flooring

Product Warranty

Congratulations on selecting an “Armourfloor Laminate” floor, our quality is guaranteed and our after sales support will give you peace of mind. Please read the guidelines below and if you are unsure on any information please ring your place of purchase to answer your enquiries.

The Warranty

Big River Timbers offers a warranty of 20 years for domestic use & 5 years for commercial use.

“OUR QUALITY, YOUR SATISFACTION” means:—

- your floor will not have visible wear-through of the decorative print
- will not fade due to exposure to sun or electrical light
- will not stain due to items listed in our care and maintenance guide
- it will resist water damage from typical spills.

This warranty comes into effect from the date of purchase. The original, dated “Warranty Registration” card completed with the retailer’s details and customer’s signatures will need to be submitted, the date of purchase is the invoice date. The warranty can only be invoked if all of the conditions below have been fulfilled.

Floor care and maintenance guide

Like all floor coverings, laminate floors show signs of wear over a period of time. This will depend on the amount of traffic on your floor and the way you maintain your floor. You will have many years of pleasure from your Big River Timbers laminate floor provided that you regularly clean and maintain the flooring.



For general cleaning use a dust mop, the hard floor setting on your vacuum cleaner or wipe occasionally with a damp cotton cloth. Also use a damp cotton cloth to mop up spills such as grease, juices or wine.

For heavier cleaning use a mixture of household vinegar (1 cup) and warm water (4 litres). If an accident occurs where the stain remains you can usually remove the stain with acetone; nail polish remover is a handy substitute. Stains such as crayon, lipstick, ink, nail polish or stain from minor cigarette burns can often be removed using this method.

With stains like candle wax or chewing gum, simply let the substance harden and scrape off with a blunt plastic scraper.

IMPORTANT: Do not use soap or detergent based cleaners, waxed based products or any type of polish as they will leave a dull, filmy residue.

A non-exhaustive list of our recommendations is as follows:

1. Protect your new floor by using felt pads under the legs of all movable furniture.
2. Use rugs or mats at entrances to minimize dirt and moisture from being tracked inside. These mats or rugs should be laid both externally and internally at the entrances. Use rugs and mats made from materials that "breathe" (such as woven fabric) and without solid rubber or vinyl backing to prevent moisture entrapment under the rug or mat. These mats and rugs must be kept clean and free of dirt, grit or other abrasives.
3. Also use breathable rugs or mats in high traffic areas such as room entries, passages and work areas such as the kitchen, laundry and study.
4. Sweep or vacuum your floor regularly. A build up of grit or other abrasives can damage the surface of your floor. The vacuum head must be a brush or felt type. Ensure the wheels of the vacuum are clean and free wheeling so it does not damage the coating. Do not use vacuum cleaners with "beater bar heads".
5. Use a soft bristle broom or static mop to keep the floor clean.
6. Wipe up spills immediately before they get sticky or dry.

7. Keep pets' nails trimmed, paws clean and free from dirt, grit, other abrasives, grease etc.
8. Do not slide or roll heavy objects directly on your floor. If moving heavy furniture, consider laying a solid protective covering such as plywood or hardboard on your floor and gently walk the item across the floor. The use of carpet or cardboard is not considered adequate to prevent surface damage.
9. Never wear stiletto or spike heeled shoes on your floor. Always check your shoes for debris imbedded in the soles.

Conditions of warranty

1. The flooring system must be installed by an accredited installer and in accordance with Big River Timber's installation instructions. Any visible manufacturing defects must be reported prior to the floor being installed; for material that has not been installed defects must be reported no later than six (6) months after the date of purchase to be covered by the warranty.
2. In high traffic areas such as room entries, passages and work areas such as the kitchen, laundry and study where floor protection (rugs or mats) has not been used, Big River Timbers will not take responsibility for the condition of the floor and the warranty will not be applicable.
3. The warranty does not cover damage caused intentionally, recklessly, negligently or by accident (SEE SECTION ON WHAT WARRANTY DOES NOT COVER).
4. The warranty is available to the original purchaser only and for the original installation. It is not transferable or assignable and will expire upon the sale or relocation of the installed product or the installation location. In new developments where a builder or developer makes the purchase, the new owner of the dwelling must contact Big River Timbers within 30 days to obtain their floor warranty.
5. Apart from the warranties implied by the Trade Practices Act 1974 (as amended) from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded.

6. This warranty shall not apply where the product is exposed to the natural elements including precipitation, frost, dew or wind.
7. The flooring must only be used indoors for heavy residential or light to moderate commercial applications.
8. The warranty does not apply to water damage caused by flooding, standing water (leaving water on the floor for over 30 minutes), leaking pipes, household appliances or mechanical failures or damage caused by water being underneath the flooring. The warranty will not apply if product is installed in areas such as bathrooms, laundry or areas with excessive moisture.
9. This warranty covers the laminate flooring only; "accessories" such as mouldings are not included. Installation costs will not be covered.
10. A moisture barrier must be applied for all flooring installed over concrete sub-floors.
11. This warranty may only be evoked if there is at least 1cm² of plank which is worn through.
12. Claims can only be approved by a representative of Big River Timbers P/L; all claims recognized will be settled as full and final settlement of the re-supply of the flooring material only.
13. Except for costs incurred by the seller in replacing the floors or by refunding the purchase price, BRT will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs, damages or physical inconvenience.

General exclusions

This warranty does not cover damage to the floor caused by things such as:-

1. Water damage from flooding or rainwater runoff as a result of a storm or other act of God.
2. Water damage from bursting, leaking, discharging or overflowing water or liquids at the installation location.
3. Use of steam mops or unauthorized cleaning products such as ammonia based cleaning products, oil or silicon as per the Big River

Warranty Registration

Name _____

Address _____

Postcode _____

Date of Purchase _____

Date of Installation _____

Area (m2) _____

Species _____

Retailer / Installer (stamp) _____

Invoice Number _____

Comments _____

Please detach and post to
Big River Timbers Pty Ltd
PO Box 281
Grafton NSW 2460

