



#### For further information contact Big River Timbers

GRAFTON Telephone: (02) 6644 0900 • Facsimile: (02) 6643 3328  
SYDNEY Telephone: (02) 8822 5555 • Facsimile: (02) 8822 5500  
BRISBANE Telephone: (07) 3451 8300 • Facsimile: (07) 3200 8339  
TOWNSVILLE Telephone: (07) 4774 3501 • Facsimile: (07) 4774 3506  
STACKS, WARANA Telephone: (07) 5493 1511 • Fax: (07) 5493 2950  
MELBOURNE Telephone: (03) 9586 6900 • Facsimile: (03) 9587 4501  
PERTH Telephone: (08) 9377 0622 • Facsimile: (08) 9377 0633

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 for physical inconvenience.

#### Coating Exclusions

1. Some planks can develop fine cracks or surface checking on the face of the board, this warranty does not cover this surface checking.
2. This limited warranty only extends to defects that cover a minimum of 10% of the surface area of the total installed area of the floor.
3. Gloss reduction and scratches in the finish are not considered to be surface wear and are therefore not covered under this warranty.
4. This Surface Coating Warranty applies only to the original factory finish and therefore will not apply if ArmourFloor Ultracote™ is re-coated.

#### 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 BRT care and maintenance guide. Using these and other similar products will harm the long term performance of your floor and may also affect the re-coat ability of your floor.
4. Spillage of corrosive, chemical or other substances.
5. Failure to clean and maintain the floor in accordance 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. This includes areas that are not glued adequately.

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.
12. Damage caused by the sun and its UV rays.

#### How to make a claim

All claims must be received in writing by BRT 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 BRT appointed inspector will inspect the floor within 45 days. A written report on the floor will be sent to both BRT 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 any required rectification.



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# Armourfloor® UltraCote flooring

#### Warranty

Congratulations on making a statement of individuality in your home by selecting a Big River Timbers floor.

Each floorboard captures the infinite subtleties and timeless beauty of durable hardwood timber, guaranteeing a unique floor every time and offering a lifetime of enjoyment.

As a valued customer you have played an important part in making Big River Timbers one of Australia's success stories. You are backed by an all-Australian, family owned business that has been supplying timber products for more than 100 years. Your new floor has been hand-crafted using the same manufacturing and quality control processes that are used when supplying commercial plywood to many of Australia's leading construction companies. Your Big River Timbers flooring is product certified under the JAZ-ANZ quality assurance program.

#### Floor Care and Maintenance Guide

Like all floor coverings, timber 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 floor provided that you regularly clean and maintain the flooring. 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.
- 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.
  - 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".
  - Use a soft bristle broom or static mop to keep the floor clean.
  - Wipe up spills immediately before they get sticky or dry.
  - To avoid an uneven appearance to your floor, occasionally rearrange furniture and rugs. Where possible drape or shade large windows.
  - Keep pets' nails trimmed, paws clean and free from dirt, grit, other abrasives, grease etc.
  - Do not slide or roll heavy objects directly on your timber 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.
  - Never wear stiletto or spike heeled shoes on your floor. Always check your shoes for debris imbedded in the soles.

### Lifetime Domestic and Commercial Structural Warranty

Big River Timbers Pty Ltd ("BRT") is proud to offer a lifetime warranty on the integrity of our Armourfloor product range. We warrant, to the original purchaser, that the product will not delaminate, subject to the conditions of warranty and general exclusions set out below.

This sophisticated engineered flooring system can be installed directly onto concrete slabs or is suitable for bearer and joist applications.

Congratulations on your decision to install a Big River Timbers floor. We know that you will be delighted with your investment.

### 25 Year Domestic Surface Coating Warranty

Our factory applied UltraCote finish makes floor installations quick and easy. Each plank is ready for installation straight out of the box. With our UV-cured factory finish you get the assurance of a superior, durable floor. BRT warrants, subject to the conditions of warranty, coating exclusions and general exclusions set out below, that under normal domestic conditions the coating on our Armourfloor Ultracote™ product will not wear through to the timber surface within 25 years from the date of purchase. This 25 year Domestic Surface Coating Warranty applies to all of our UltraCote product range. These products are UltraCote, UltraCote SuperMatt and UltraCote Commercial.

### 5 Year Commercial Surface Coating Warranty

On our UltraCote Commercial range we offer a 5 Year Commercial Surface Coating Warranty when used in commercial applications. With both of these surface coating warranties all of the following conditions apply.

If the finish wears through or peels off your Armourfloor Ultracote™ engineered timber floor, BRT may, at our absolute discretion, either:-

- Replace the planks in the affected area.
- Re-coat the affected area of the floor.
- Refund the purchase price of the affected area, prorated over the remaining life of this limited warranty.

### Conditions of Warranty

- The flooring system must be installed by an accredited flooring installer in accordance with Big River Timber's installation instructions.
- With both Floating and Glue-down applications the sub-floor must be level as per AS 1884 – 1985 section 2.1 & 2.2 or relevant new standards. In these instances the underlay or adhesives must be of reasonable commercial quality.
- In bearer and joist application, where the underside of the floor is exposed to the environment then a suitable sealer of reasonable commercial quality should be applied to the exposed surface.
- 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, BRT will not take responsibility for the condition of the floor and the warranty will not be applicable.

- The warranty does not cover damage caused intentionally, recklessly, negligently or by accident (See section on What Warranty Does Not Cover).
- Big River Timbers floors are created from a natural product and may contain variations in colour and grain. Exposure to sunlight may also cause colour variations, as may partial exposure due to placement of rugs, mats and furniture. No warranty is offered against these natural characteristics.
- 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 BRT within 60 days to obtain their floor warranty.
- Apart from the warranties implied by the Trade Practices Act 1974 (Cth) as amended from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded
- This warranty shall not apply where the product is laid in "wet areas" such as bathrooms and laundries.
- This warranty shall not apply where the product is exposed to the natural elements including sun, precipitation, frost, dew or wind.
- This warranty shall not apply where the product is used other than for domestic or household application.
- Under-floor heating – This warranty covers under-floor heating applications provided the sub-floor temperature does not exceed 27 degrees Celsius during the life of the floor and that the relative humidity levels are maintained at between 35% and 55%.
- Except for costs incurred by the seller in repairing or replacing the floors or by refunding the

### 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**