

Care and maintenance

Your Penguin hybrid floor has been designed with low maintenance in mind to give you more time to enjoy your new floor. With a little routine care and regular maintenance, it is easy to look after your

Penguin hybrid floor. Just follow the easy steps below:

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Penguin hybrid floors are waterproof, don't leave liquid/water based spills there just to test it.

Penguin Hybrid floors are resistant to most spots and stains, however some materials or colourants (such as tar, grease, oil, 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 indelible stains.

- **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 power head, if installed).

- **Weekly** – clean using damp mop the floor using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks.

- **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.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use steam-mop or steam-cleaner.

You should also never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.

NOTE: Penguin hybrid floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable, they are not appropriate for outdoors, or rooms with inbuilt drains (e.g. showers).

Protect your Floor

Follow these simple steps to achieve many years of enjoyment from your Penguin hybrid floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.

- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.

- Heavy objects and furniture such as large bookcases, full sized 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.

- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.

- 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.

- Pet claws can scratch your floor. Keep nails trimmed.

- Floor to ceiling windows coupled with the Australian sun can create floor surface temperatures over 70°C. Penguin hybrid flooring is 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 by the use of interior temperature and humidity control (recommended temperatures 18-30°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.

Common Characteristics

- Hybrid flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks.

Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on hybrid floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.

• Even though Penguin hybrid floors are exceptionally stable, planks can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. This is a normal feature of hybrid floors and not considered a manufacturing defect.

Installation

If your Penguin hybrid floor is to be installed in a wet area, installation must also be in accordance with the Wet Area Installations instructions (which form part of the Penguin Hybrid Floors Installation Instructions). Check to ensure product suitability/compliance with your local building code.

If the floor is improperly installed this may void the Penguin Hybrid Floors Residential and Commercial Warranties.

Before installing a Penguin hybrid floor, installers should check to make sure it is undamaged, of the right size with no visual defects when viewed standing up in daylight at the installation site. If any planks are visibly faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to the retailer.

Care needs to be taken to properly inspect the flooring before it is installed as Penguin Hybrid may refuse a claim under the Penguin Hybrid Floors Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.

Penguin Hybrid Floors RESIDENTIAL WARRANTIES

The benefits given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods. The Penguin Hybrid Floors Residential Warranties are subject to and qualified by the "General Warranty Conditions" and "Homeowner Obligations" set out on the following pages.

You can establish the specific warranty period applicable to a particular hybrid floor (which applies from the date of the original installation) (relevant period) by checking the labels on the back of the samples, the Penguin hybrid flooring product brochure relevant to the specific product, or by asking your retailer.

Abrasion/Wear Resistance Warranty

We warrant that under normal household conditions the wear layer will not wear through to the design layer surface of your Penguin hybrid floor for the relevant period.

Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor's appearance and does not include other changes in appearance: e.g. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between planks, reductions in gloss level etc.

Stain and Spill Resistance Warranty

We warrant that your Penguin hybrid floor is resistant to normal household stains on the floor surface and to damage from normal household spills for the relevant period. This ensures your floor will be able to resist most potentially permanent stains.

Pet Warranty

We warrant that your Penguin hybrid floor is resistant to stains from all domestic pets for the relevant period, provided the stain is immediately cleaned upon discovery.

Fade Resistance Warranty

We warrant that your Penguin hybrid floor will not have a significantly noticeable colour change due to fading resulting from exposure to indirect sunlight or normal artificial light (with exception of natural ageing) for the relevant period.

Structural Warranty

We warrant that your Penguin hybrid floor in its original manufactured condition will not delaminate for the relevant period. This does not include any separation of any pre-adhered underlay from the floor.

Waterproof Warranty

We warrant that the surface of your Penguin hybrid floor is 100% waterproof and resistant to damage from mopping or normal household spills for the relevant period. The floor will not, upon reasonable exposure to water, swell, buckle or undergo any significant diminution of its structural integrity. If installed in a wet area, this warranty is subject to the floor being installed in accordance with "Wet Area Installations" section of the Penguin Hybrid Floors Installation Instructions. This warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks or similar or damage resulting from mould or mildew growth.

Free from Manufacturing Defects Warranty

We warrant your Penguin hybrid floor in its original manufactured condition shall be free from manufacturing defects for the relevant period, including defects which after time cause an abnormal change in the floor such as early wear.

Consumer Warranties

Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

General Warranty Conditions

These Penguin Hybrid Floors Residential Warranties apply only:

- In Australia;
- In respect of Penguin hybrid floors purchased after 1 January 2019;
- To the original purchaser of the floor or in the case of a builder or developer the owner of the residential home 6 months after purchase of the floor;
- To new, first quality flooring in its original installation; and
- To floors used indoors in a residential home, excluding areas/ room with built in drains (e.g. showers).

These warranties relate solely to residential uses. For details of Penguin Hybrid Floors Commercial Warranties please ask your retailer or our account manager.

Lifetime coverage (where applicable) is defined as the life of the floor from the date of installation.

The Penguin Hybrid Floors Residential Warranties are not transferable. Penguin reserves the right to refuse a claim under the Penguin Hybrid Floors Residential Warranties for flooring that is installed where a reasonable inspection of the flooring before installation would have identified the fault.

Penguin Hybrid Floors Residential Warranties do not cover:

- Damage due to improper installation or improper maintenance, application of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations described in this guide
- Damage arising due to the floor being exposed to extreme cold (under 0°C) or extreme heat (over 55°C), excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations).
- Damage directly associated with exposure to excessive moisture (either to the surface or water/ moisture trapped beneath the floor).
- Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage (excluding stains covered by the Pet Warranty), smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products).
- Damage caused by risks covered by a generally available home owner insurance policy.
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void any and all warranties.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 2mm over 1000mm).
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the authorised our representative.

If your floor fails to perform?

If any part of your Penguin hybrid floor fails to perform in accordance with any of the Penguin Hybrid Floors Residential Warranties, we will supply, free of charge, the following percentage (in quantity) of an order for replacement Penguin hybrid floor of the same or of comparable quality to replace the affected area of the floor through your original retailer (or another retailer in your area nominated by Penguin) equivalent to:

Lifetime Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	30%
Year 21 to 25	20%
After 25 years	10%

25 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	20%
After 20 Years	10%

15 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 3	100%
Year 4 to 6	70%
Year 7 to 9	40%
Year 10 to 12	20%
After 12 Years	10%

Home Owner Obligations

In addition to you complying with the other conditions which apply to the Penguin Hybrid Floors Residential Warranties, in order to obtain and maintain your coverage under the Penguin Hybrid Floors Residential Warranties, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the flooring and the date of its purchase, together with proof of installation date. You must also demonstrate the floor is still at the original installation site.
- Have your floor installed and maintained in accordance with instructions set out in this booklet.

Making a Claim

Should you believe your Penguin hybrid floor is failing to perform in accordance with these Penguin Hybrid Floors

Residential Warranties or your Australian Consumer Law rights, please notify your retailer to arrange an onsite inspection of the installation. Be sure to describe the specific problem (providing a photo if possible) and to include a copy of your proof of purchase. The retailer will take appropriate action, including the notification to Penguin if necessary. You must bear your expense of claiming under the Penguin Hybrid Floors Residential Warranties.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer.