



COMMERCIAL

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**Guarantee Document**  
Godfrey Hirst Australia Pty Ltd  
(ABN 58 000 849 758)

# WARRANTY \*

**To:** Carpet Contractors  
Po Box 1016  
Ashmore City , QLD 4214

**Reference:** 21127  
**Issue Date:** 13.06.2023  
**Invoice Date:** 28.03.2023

**Product:** Polaris 1500  
**Address of Installation:** Essence  
**Period of Warranty:** 5 Years

**GODFREY HIRST FLOORS** ("Godfrey Hirst") will supply to you the above product/s ("product") to specification in good condition and warrants, subject to the following conditions, that if in the period of warranty set out above from the date of invoice, the product installed at the above address fails to perform when subjected to normal use, due to any manufacturing defect, arising from either faulty materials or inferior workmanship, the defective product will be replaced or repaired (at Godfrey Hirst's option), without further expense to the buyer.

The warranty is subject to the following conditions:

1. The product must be expertly installed by competent tradesmen in accordance with the Godfrey Hirst Installation Instructions and AS 1884 Floor coverings - Resilient sheet and tiles - Installation Practices.
2. Surface moisture (dryness) and surface PH of any concrete slabs upon which the products are laid must not exceed the levels set out in AS1884 (after measurement in accordance with Appendix A and Appendix B) of AS1884. Tests must be undertaken prior to installation and results recorded and retained for the period of the warranty.
3. Proper acclimatisation/conditioning of the product prior installation as set out in the Godfrey Hirst Installation Instructions and AS1884 (if applicable).
4. For the period of installation air temperature and ambient relative humidity being controlled within the ranges as set out in the Godfrey Hirst Installation Instructions and any adhesive manufacturer recommendations.
5. An adequate maintenance programme must be instituted and implemented in accordance with the Godfrey Hirst's recommendations.
6. The following are not included within the warranty and will not be the responsibility of Godfrey Hirst:
  - Wilful or accidental damage to the products

- Damage due to application of improper cleaning agents and/or methods or mishaps
  - Discolouration or changes in colour or appearance due to excessive heat or sunlight
  - Indentations from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors or or any damage resulting from the use of mobile equipment or movement of heavy items
  - Damage due to inadequate use of expansion spacing or incorrect installation or use of expansion treatments as recommended by Godfrey Hirst
  - Minor separation due to expansion or contraction of the product during normal seasonal temperature and humidity changes
  - Minor checking in less than 5% of the product
  - Changes in slip resistance due to site related causes or the application of topical treatments or cleaning agents.
7. In this warranty, the term “normal use” shall exclude the following (unless approved in writing by Godfrey Hirst which approval maybe subject to such conditions as Godfrey Hirst sees fit):
- Areas subject to long term unprotected and localised use including areas under desks and chairs
  - Pool areas, gymnasiums, aerobic centres or similar facilities and any outdoor areas and humid spaces as bathrooms or saunas
  - Any areas where after laying the flooring is subject to damage by sub-contract tradespeople or others
  - Areas which have at any time been damp being retained under the impermeable protective covering or subject to mould through any other cause
  - Any area where subfloor heating is used
  - Extended periods of vacancy
  - Areas subject to periods of extreme temperature and/or humidity variations (recommended temperatures 10-30°C and relative humidity levels between 30% and 70%)
  - Areas subject to direct sunlight without adequate direct sunlight protection (e.g., curtains/blinds)
  - Any product subject to abnormal use or abused in any way
  - Stairways
  - Main entrance doors and foyers, lift cars and their approaches

Any claim should be made to the address set out above. You must bear your expenses of claiming under this warranty.

\*In respect to transactions with consumers (as set out in section 3 of the Australian Consumer Law): These goods also come with guarantees 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

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 Godfrey Hirst

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