

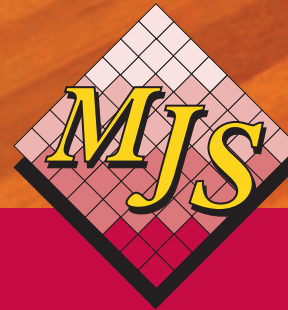
Care and Maintenance Guidelines

Congratulations on choosing an MJS Tru-Timbers floor! Your floor should continue to look fantastic and wear well for many years to come by observing our tips for maintenance, care and regular cleaning routines.

- Dirt, sand and grit lead to excess wear and scratching of your floor. Minimise the amount of these elements entering the house by placing mats outside and in front of all entrances to your home.
- Sweep, dust, vacuum or dry mop regularly to keep floor clean and ensure door mats are also kept clean.
- Wipe up spills promptly with a dry cloth or dry paper towel. Sticky substances should be removed with a slightly moistened cloth or paper.
- We recommend regular maintenance with Toby Polyclean, which has been specially formulated for the maintenance of coated floors. This product is available from your original place of purchase.
- Moving furniture over your floor can lead to surface damage. Protect the floor by fitting protective pads to legs of chairs and tables or place heavy furniture on a mat when moving across the floor. If furniture has castors fitted it is preferable that they are the barrel type as ball castors may cause damage.
- Shoes with spiked, pointed or damaged heels (stilettos) can damage the surface of your floor and should be removed before walking on the surface.
- Keep pets' claws trimmed and paws clean and free of dirt and soil as they can scratch and dull the floor finish, requiring extra maintenance and or premature recoating.
- Use non-slip rugs or mats in high wear areas and pivot points such as room entries or stair landings.
- Direct sunlight with its UV rays can cause a chemical reaction in the timber causing aging of the material and thus changing in colour. Periodically rearranging or moving rugs and furniture will allow floor to age evenly. Direct sunlight on the floor should be prevented by using curtains or blinds on windows and doors.
- Never flood or wet mop the floor with water or any other liquid products. Overwetting your floor can change the moisture balance and cause expansion and severe damage that will void the warranty. Ensure your mop is well wrung out before mopping the floor.
- Under no circumstances should household detergents such as ammonia based cleaning liquids, polishes or steam mops be used on your timber floor as they may cause damage to the surface finish.
- One of the features of your MJS Tru-Timbers floor is that it can be recoated if it becomes excessively scratched or dented. Only use a flooring professional experienced in sanding and polishing to complete this work, ensuring the recommended coating system is applied.

MJS FLOORCOVERINGS

P.O. Box 23
Mansfield QLD 4122



Tru-Timbers

Semi-gloss floating timber floors

TIMBER FLOORING WARRANTY
CARE & MAINTENANCE GUIDELINES

25 Year Surface Warranty – Domestic

MJS Tru-Timbers warrants that under normal residential conditions and with regular and preventative maintenance as outlined in the Care and Maintenance Guidelines the coating on the Tru-Timbers range will not wear through or separate from the wood to expose the raw timber layer underneath. Scratches or reduction in gloss appearance are not considered wear through and are therefore not covered by this warranty.

- Grain variations, mineral streaks etc, are natural features of the MJS Tru-Timbers and are not defects. The presence of such are not covered as part of this warranty.
- Damage caused by any sharp objects, dropped objects or indentations caused by furniture, stiletto heels or pet claws is excluded from this warranty.
- This warranty applies to the original purchaser and installation site as well as the original factory finish only and will not apply if MJS Tru-Timbers is re-coated.

25 Year Structural Warranty – Domestic

MJS Tru-Timbers warrants its engineered pre-finished hardwood flooring against any manufacturing defects such as warping, buckling, delamination, twisting, cupping, crowning or other forms of structural deformation under normal conditions, provided that the product installation complies with MJS Tru-Timbers Installation Guidelines.

- Exposure to excessive moisture caused in any way whatsoever, such as flooding, wet mopping, spills, leaks, failure of seals or membranes whether deliberate or accidental will void this warranty.
- Floors subjected to humidity levels outside the recommended range of 40 – 65% can cause checking (small cracks in the surface of the timber and or coating). Checking is not considered a product defect and is not covered by the warranties.
- MJS Tru-Timbers does not extend these warranties to floors installed on heated subfloors.
- MJS Tru-Timbers is not to be installed in bathrooms, saunas, laundries or any other area in which high levels of steam and or moisture is present.
- It is natural that some minor contraction and expansion may occur due to the wood's natural properties. These occurrences will self correct with seasonal climate changes.
- Damage due to transportation, storage, installation, extreme indoor conditions (heat, dryness or moisture) or extreme sunlight are not covered by this warranty.
- This warranty only applies to the original purchaser and installation site and any changes to floor structure, alterations or removal and reinstallation of any part of the flooring will void this warranty.

Important Features of your warranties

- All warranties are limited to the original purchaser and permanent resident. They are not applicable to non residential installations such as commercial or retail sites
- It is important that you follow the MJS Tru-Timbers Care and Maintenance Guidelines to care properly for your floor. Failure to do so in part or whole will void this warranty.
- As MJS Tru-Timbers is a natural product, colour and texture will vary according to the climate, soil conditions and age of the timber. There will be a natural variation in products such as furniture, trims and flooring even when manufactured from the same timber species.
- MJS Tru-Timbers is a natural product and will change colour as the timbers age and with exposure to sunlight. These changes are not considered to be a defect.
- Damage to MJS Tru-Timbers caused by heat or staining is not covered by this warranty. Your floor should be protected from exposure to excessive heat caused by direct sunlight.
- Installation is not covered by these warranties. Please ask your installer for an installation warranty.
- Hollow sections, variation in sounds from tapping or walking on the floor due to underfloor preparation are not covered by this warranty. You should refer to your installer's warranty.

Except as otherwise required by law, all warranties shall not apply to:

- MJS Tru-Timbers sold as irregulars, seconds or sold without warranty.
- Materials with obvious defects or visible faults that should have been identified and/or rejected by the installer.
- Excessive alkali or hydrostatic pressure of the subfloor and unevenness or movement of the subfloor.

Claims

- In the instance of the need for a warranty claim, only authorized MJS Tru-Timbers Managers can determine the validity of the claim. Installers, retailers or agents are not permitted to alter any aspect of this warranty.
- Where MJS Tru-Timbers is installed on a DIY basis or by a handyman, this warranty extends only to repair, re-finish or replacement of the affected area at the discretion of MJS Tru-Timbers manager.
- Claims must be submitted in writing with original proof-of-purchase or documents, to the original place of purchase.
- MJS Tru-Timbers Warranties will not pay consequential or incidental loss or damage arising from the purchase, such as lost profits, emotional, multiple, punitive or exemplary damages, accommodation costs, storage, relocation and or legal fees.