

## Godfrey Hirst Contact Details:

For any information about your Godfrey Hirst Floor or any assistance in respect to floor care or warranties please contact:

**GODFREY HIRST CUSTOMER SERVICE**  
PO Box 93  
GEELONG VIC 3220

Email: [general.enquiries@godfreyhirst.com](mailto:general.enquiries@godfreyhirst.com)

Freecall: **1800 630 401**

[www.godfreyhirst.com](http://www.godfreyhirst.com)

Proudly manufactured for Godfrey Hirst Australia Pty Ltd  
ABN 58 000 849 758



## GODFREY HIRST FLOORS MAINTENANCE AND WARRANTIES



TIMBER • LAMINATE • BAMBOO • VINYL



*Godfrey Hirst* FLOORS

*Godfrey Hirst* FLOORS

Australian Edition

## Congratulations!

You have just purchased a quality Godfrey Hirst Floor. Your choice assures you of an investment to enhance the appearance of your home for many years to come. Set out herein are guidelines to ensure your Godfrey Hirst Floor maintains its good looks as long as possible and an explanation of what is covered by our written warranties.



### Product 3

Godfrey Hirst Product Name:

Colour Name:

Number of Square Metres Purchased:

Date of Purchase:

Date of Installation:

Installation Address:

Retailer:



## Caring for your Godfrey Hirst Floor Laminate

Your Godfrey Hirst Laminate Floor has been designed with low maintenance in mind to give you more time to enjoy your new floor.

- Routine cleaning requires only sweeping, vacuuming (preferably with an effective dust filter and suction nozzle for hard surfaces) or dust mopping as necessary to remove any loose dirt or grit, followed by wiping down with a well-rung damp mop or cloth (avoiding excessive amounts of water) to remove any footprints or dirt, wiping parallel to the boards.
- Most spills or other marks will wipe off quickly and easily with a clean, white cloth. Larger marks and more difficult spillages may be removed with nail polish remover or other solvents containing alcohol (eg methylated spirits).
- On a regular basis, use any non-abrasive, soap-free cleaner suitable for laminate floors. Do not use soap based detergents which can leave a dull finish on the floor. You can also use ready-to-use cleaning cloths or wet wipes.
- **Never use abrasive cleaners, nylon scouring pads, steel wool or scouring powder as they may damage the floor.** Steam cleaners are not suitable for use with any type of laminate floor.
- Never flood the floor with water. Excessive water can damage laminate floors. Promptly soak up bulk liquid spills, including pet urine.
- Never wax, polish, sand or laquer your floor.

### Spillage/Mark Treatment Method

*Juice, wine, grease* - use a non abrasive cleaner or warm water and soap free household cleaner.

*Crayon, asphalt, nail polish paint* - use denatured alcohol or nail polish remover then warm water and soap free household cleaner.

*Gum, candle wax* - allow to harden then gently scrape free with a plastic scraper.

## Timber and Bamboo

Your Godfrey Hirst Timber or Bamboo Floor requires routine care and regular maintenance to ensure it maintains its beauty. It is easy to care for and does not require waxing. Just follow the easy steps below:

- Sweep, vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces) or dust mop as often as necessary to remove any loose

dirt or grit which could damage the floor. Vacuums with a beater bar or power rotary brush head can damage the floor and should never be used.

- Wipe down with a well-rung damp mop or cloth (avoiding excessive amounts of water) to remove any footprints or dirt, wiping parallel to the boards. You can also use ready-to-use cleaning cloths or wet wipes. **Never use abrasive cleaners, nylon scouring pads, steel wool or scouring powder as they may damage the floor.** Steam cleaners are not suitable for use with any type of engineered floor.
- Use any non-abrasive, soap-free cleaner designed for engineered timber or strand woven bamboo floors (as appropriate) on a regular basis. Never use oil, soap, wax or other household products or polishes to clean the floor. These finishes may make the floor slippery and can leave a dull finish on the floor which is difficult to remove (sometimes impossible).
- Never flood the floor with water. Promptly soak up bulk liquid spills, including pet urine. Water can cause damage to wood floors.
- Rotate mats, rugs and furniture where practical as intense natural and artificial light can discolour these products.

Minor nicks and scratch marks can usually be easily repaired using repair accessories such as colour matched filler sticks. Ask your retailer for details of Godfrey Hirst recommended repair accessories.

While the factory finish of Godfrey Hirst Timber or Bamboo Floors may be refinished, doing so will void the Surface Warranty. However, if your Godfrey Hirst Floor starts to show dull spots or signs of wear, its gloss can be restored by lightly sanding and recoating with a water based urethane dressing approved by Godfrey Hirst. The use of non-approved floor coatings can lead to post installation coatings flaking off the surface of your floor.

**It is essential that Godfrey Hirst is contacted prior to any sanding or recoating process.**

**NOTE:** Godfrey Hirst Laminate, Timber and Bamboo 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 high-moisture or humid areas such as bathrooms, toilets, saunas, laundries or anywhere elevated moisture levels can be expected, as this may cause them to buckle, swell or deform.

## Vinyl

With a little routine care and regular maintenance, it is easy to look after your Godfrey Hirst Vinyl Floor. Just follow the easy steps below:

- Sweep daily with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces) to remove any loose dirt or grit which could damage the floor.
- Clean the floor weekly using water and a PH neutral vinyl cleaner to remove any footprints, dirt and other stains or marks. Scuffs and stains can also easily be removed by a diluted solution of household ammonia or white spirit. Use a damp cloth, mop or sponge – not a wet one. **Never use abrasive cleaners, nylon scouring pads, steel wool or scouring powder as they may damage the floor.**
- For grained or textured surfaces a manual or mechanical in-depth cleaning is recommended at suitable intervals using a PH neutral detergent in water and a nylon brush. After brushing, remove dirty water using a plastic floor scraper, rinse with clean water and dry with a floor cloth.
- Surface treatments on Godfrey Hirst Vinyl Floors prevent most spots and stains and damage from liquids, though some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point or marker pens) may under certain conditions migrate into the wear layer causing indelible stains. So even though the floor will not be spoiled if you drop drinks, food and the like, it is best to clean up as soon as possible using a dry cloth and recommended cleaning agent. Always read the manufacturer's instructions before using any cleaning solution and never spray them directly onto the floor.
- Never use oil, soap, wax or polishes to clean the floor. These finishes may make the floor slippery and can leave a dull finish on the floor.
- Natural or intense artificial light may cause a whitening effect which may become visible. Conversely, those areas covered by rugs or furniture may appear yellow. Generally this yellow effect will disappear after a few weeks when these areas are again exposed to light.
- Some latexes/rubbers, which contain certain anti-oxidants, can permanently cause yellow staining. Rubber of this type is often used in backings for rugs and mats, protective feet for stools, low cost shoes and wheels for trolleys and wheelchairs. Non-staining vinyl backed mats or woven rugs identified as colourfast should be used on vinyl 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.

## Other ways to protect your Godfrey Hirst Floor

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

- Place mats at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Clean mats regularly.
- Use wide bearing, clear, hard plastic or non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and old hard or sharp edged castors on 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 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 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.
- Protect the floor from direct heat and sunlight with window tinting, curtains, blinds or awnings.
- Protect the floor from extremely wet or dry conditions (such as periods of drought, flooding or long periods of wet weather) and/or rapid changes in humidity, by use of heating and cooling systems to control the internal temperatures and humidity to maintain room temperatures of 18-25°C and relative humidity levels between 30% and 70%. Otherwise the floors, due to extreme expansion or contraction, may gap, cup, crown or peak. These conditions are beyond our ability to control, such that if these conditions are not maintained the Godfrey Hirst Residential Warranties may be voided.

## Installation

### Transport/Storage

Godfrey Hirst Floors should be transported carefully and stored in the original packaging. For lengthy storage periods, floors should be placed horizontally in unopened packages.

### Sub-Floors

When installing Godfrey Hirst Floors, make sure that the sub-floor is suitable. For products other than vinyl sheet, sub-floors (including installing directly over ceramic tiles, linoleum, PVC etc.) are suitable provided they are structurally stable (being fully fixed and not floating), level, suitably dry and clean. Carpeting is not a suitable subfloor. For sheet vinyl, check with your installer as floor preparation may depend upon product chosen. Surface moisture in any concrete slabs upon which the floor is laid must not exceed an RH level of 65%. Small variations in flatness can be evened out by an underlay (to attenuate footfall sound); spots higher than 3mm per metre need to be ground down, and low spots must be filled in with a levelling compound.

### Product & Site Condition

1. Acclimatise the Godfrey Hirst Floor for at least 48 hours before installing by placing the unopened packages horizontally in the room where the floor will be installed at a temperature of at least 18°C. To minimise the effects of environmental conditions, use up opened packages before opening any new ones.
2. The floor should be laid in the following conditions:
  - Floor temperature: at least 15°C
  - Air temperature: at least 18°C
  - Air relative humidity: between 30% and 70%
3. Before installing a Godfrey Hirst Floor, 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 you discover any boards or sheets that are visibly faulty or deemed visually or structurally inappropriate, do not install and immediately report it to your retailer. Care needs to be taken to properly inspect the flooring before it is installed as Godfrey Hirst may refuse a claim under the Godfrey Hirst Residential Warranties (see page 6) where a reasonable inspection of the flooring before installation would have identified the fault.
4. Please follow the installation instructions which are located for boxed products, inside one out of every three flooring boxes and available on our

website at [www.godfreyhirst.com](http://www.godfreyhirst.com). If the floor is improperly installed, this may void the Godfrey Hirst Residential Warranties.

If any problems arise, halt the installing work immediately and consult with your retailer.

### Laminate, Timber and Bamboo only

Godfrey Hirst Laminate, Timber and Bamboo Floors are a wood-based material. Because wood is hygroscopic (i.e. absorbs moisture), the boards will expand and contract depending on conditions where installed. It is therefore important to use the "floating floor" method of installation. In other words, the boards must not be glued, nailed or otherwise fastened to the subfloor. Correct expansion allowances must be used during installation. Affix skirting boards/beading only to the walls, not to the floor. Godfrey Hirst Laminate and Bamboo Floors should never be directly adhered to a subfloor.

### Vinyl Sheet only

Sheet vinyl should be installed by a trained professional tradesperson. To avoid risk of movement during use, secure the floor covering around the perimeter of the room using double sided adhesive tape. If several lengths are to be used:

- For patterned or decorated floors, lay the lengths in the direction they naturally unroll and overlap the lengths to join up the pattern and cut through both layers using a straight edge and straight blade knife.
- For single coloured or non-patterned floors, lay the lengths alternately head to tail and overlapping and use a straight edged and straight blade knife to create a clean join.

To ensure joins remain clean over time, joins should be cold welded using a suitable liquid seal.

For fully adhered installations, ensure a suitable quality acrylic emulsion or dispersion adhesive is used strictly in accordance with the manufacturer's recommendations. Foot traffic and furniture installation should not be undertaken until at least 24 hours has lapsed since completion of the installation.

Clean the surface of the floor with warm water and PH neutral detergent to remove any logos or information printed on the surface of the product. Solvents should NOT be used.

## Godfrey Hirst Residential Warranties

The following warranties are provided by Godfrey Hirst Australia Pty Ltd ABN 58 000 849 758 (Godfrey Hirst) in respect to its (a) Laminate (b) Timber and Bamboo or (c) Vinyl Floors products (depending upon the type of product). 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.

Not all warranties apply to all Godfrey Hirst Floors products of a particular type. The specific warranties applicable to a particular product are set out below.

The Godfrey Hirst Floors Residential Warranties are subject to and qualified by the "General Warranty Conditions" and "Homeowner Obligations" set out on the following pages.

### Laminate Products

#### Abrasion/Wear Resistance Warranty

Godfrey Hirst warrants that under normal household conditions the design layer/laminate surface of your Godfrey Hirst Laminate Floor will not abrasively wear through in a single area greater than 1cm<sup>2</sup> for the period set out in the Laminate Warranty Chart below, following original installation.

Abrasive wear means actual wearing through of the floor surface to show the HDF core and does not include other changes in floors appearance: eg. small gaps due to seasonal movements, gloss variation between boards, scratches and chips; abrasion on the edges of the elements; gloss loss due to traffic.

#### Stain Resistance Warranty

Godfrey Hirst warrants that your Godfrey Hirst Laminate Floor is resistant to normal household stains on the laminate surface for the period set out in the Laminate Warranty Chart below, following original installation.

#### Fade Resistance Warranty

Godfrey Hirst warrants that your Godfrey Hirst Laminate 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 period set out in the Laminate Warranty Chart below, following original installation.

Product	Residential Warranty
Vue	30 Years
Belle, Mondo	25 Years
Riva	20 Years

## Timber/Bamboo Products

#### Finish Warranty

Godfrey Hirst warrants that under normal household conditions the coated surface of your Godfrey Hirst Timber/Bamboo Floor will not abrasively wear through or lack finish adhesion in a single area greater than 1cm<sup>2</sup> within 25 years following original installation.

Abrasive wear means actual wearing through of the floor surface to bare timber or bamboo surface and does not include other changes in floors appearance: e.g. small gaps due to seasonal movements, gloss variation between boards, scratches and chips; gloss loss due to traffic.

#### Lifetime Structural Warranty

Godfrey Hirst warrants that your Godfrey Hirst Timber/Bamboo Floor in its original manufactured condition is free from manufacturing defects, including warping, buckling and bond failure for the life of the floor from the date of installation.

#### Please note:

Engineered timber and bamboo is a natural product and may have naturally occurring variations in grain and colour, mineral streaks, minor checking (cracks) and knots. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen. These are not considered manufacturing defects and the owner/installer should use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

Timber and bamboo floors will expand and contract during seasonal temperature and humidity changes causing minor separation between boards. This is considered normal and not covered by these warranties. Expansion gaps should be provided as required.

### Vinyl Products

#### Manufacturing Defects Warranty

Godfrey Hirst warrants your Godfrey Hirst Vinyl Floor shall be free from manufacturing defects for the period set out in the Vinyl Warranty Chart below, following original installation, including defects which after time cause an abnormal change in the floor such as early wear.

Product	Residential Warranty
Vega, Orion	25 Years
Neu <sup>TX</sup>	15 Years
Edge <sup>TX</sup>	15 Years

## General Warranty Conditions

These Godfrey Hirst Residential Warranties apply only;

- In Australia;
- In respect of floors purchased after 1 July 2015;
- 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 floors installed in accordance with Godfrey Hirst's installation recommendations set out in this brochure and on our website at [www.godfreyhirst.com](http://www.godfreyhirst.com);
- To new, first quality flooring in its original installation and;
- To floors used indoors in a residential home, excluding in the case of Godfrey Hirst Laminate, Timber and Bamboo products;
  - where used in wet areas such as bathrooms, toilets, laundries or areas/rooms where a floor waste (water drain) is present, (residential kitchens are not considered as wet areas), or;
  - areas subject to significant non foot traffic.

The Godfrey Hirst Residential Warranties are not transferable.

Godfrey Hirst reserves the right to refuse a claim under the Godfrey Hirst Residential Warranties for Godfrey Hirst Flooring which is installed where a reasonable inspection of the flooring before installation would have identified the fault.

## Consumer Warranties

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement and refund for a major failure and compensation for any other reasonable 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.



## What Godfrey Hirst will do if your floor fails to perform

If any part of your Godfrey Hirst Floor fails to perform in accordance with any of the Godfrey Hirst Residential Warranties which are applicable to the relevant flooring, Godfrey Hirst will supply free of charge the following percentage (in quantity) of an order for replacement Godfrey Hirst Floors 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 Godfrey Hirst). You are responsible for paying for the balance of the flooring and the installation costs.

In relation to claims made under the Godfrey Hirst Residential Warranties which are applicable to the relevant flooring, Godfrey Hirst will not reimburse or pay for installation or underlay or your time associated with making the claim, new underlay, the cost of cleaning, repainting, accommodation, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of flooring, underlay or packaging.

### 15 Year Warranty

Year in which the claim is made, calculated from the date of installation:	Percentage:
Year 1 to 2	100%
Year 3 to 4	80%
Year 5 to 6	60%
Year 7 to 10	40%
Over 10 years	20%

### 20 Year Warranty

Year in which the claim is made, calculated from the date of installation:	Percentage:
Year 1 to 2	100%
Year 3 to 4	80%
Year 5 to 9	60%
Year 10 to 14	40%
Over 14 years	20%

### 25 Year /Lifetime Warranty

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

### 30 Year Warranty

Year in which the claim is made, calculated from the 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%
Over 25 years	10%

## Home Owner Obligations

In addition to you complying with the other conditions which apply to the Godfrey Hirst Residential Warranties, in order to obtain and maintain your coverage under the Godfrey Hirst 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 at the original installation site.
- Have your floor installed and maintained in accordance with guidelines set out in this brochure

So Godfrey Hirst has a record of your purchase, you should complete the attached warranty form and return it to Godfrey Hirst within 30 days of the purchase of your Godfrey Hirst Floor, or register your warranty online at [www.godfreyhirst.com](http://www.godfreyhirst.com).

### Making a Claim

Should you believe your Godfrey Hirst Floor is failing to perform in accordance with these Godfrey Hirst Residential Warranties or your Australian Consumer Law rights, please notify your retailer to arrange an on site 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 Godfrey Hirst if necessary. You must bear your expenses of claiming under the Godfrey Hirst Residential Warranties.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Godfrey Hirst directly. Our contact details are as follows:

Godfrey Hirst Floors Customer Service  
 PO Box 93  
 Geelong Vic 3220  
 7 Factories Road  
 South Geelong Vic 3220  
 Email: [general.enquiries@godfreyhirst.com](mailto:general.enquiries@godfreyhirst.com)  
 Freecall: 1800 630 401  
[www.godfreyhirst.com](http://www.godfreyhirst.com)



# Godfrey Hirst Purchase Record

Attach purchase  
receipt here

## Product 1

Godfrey Hirst Product Name:

Colour Name:

Number of Square Metres Purchased:

Date of Purchase:

Date of Installation:

Installation Address:

## Product 2

Godfrey Hirst Product Name:

Colour Name:

Number of Square Metres Purchased:

Date of Purchase:

Date of Installation:

Installation Address: