

Trojan

**PROFESSIONAL**

**Luxury Vinyl Planks**

Lifetime Structural Warranty  
&  
20 Year Wear-and-Tear Warranty

# TROJAN PROFESSIONAL WARRANTY

Thank you for choosing Trojan Professional Luxury Vinyl Planks. For peace of mind, your new floor comes with a LIFETIME Structural Warranty + 20-Year Wear & Tear Warranty to the original purchaser.

This warranty is the only guarantee given to the purchaser and does not warrant that the flooring supplied be fit for a particular purpose or use. It is the responsibility of the purchaser to ensure that the area the floor is to be installed in is suitable.



## LIFETIME STRUCTURAL WARRANTY

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The LIFETIME Structural Warranty refers and applies to the structural integrity of the vinyl planks in so far that they are guaranteed not to delaminate, as a direct result of a production fault over the planks lifetime.

Trojan Professional Luxury Vinyl Planks have been developed for 'loose lay installation', in small areas under 30m<sup>2</sup>. For areas over 30m<sup>2</sup>, or areas subject to extreme climatic changes (e.g. areas subject to direct sunlight), permanent bond vinyl plank glue should be used. Please refer to our installation guide for further information on the application of glue.

Variation in colour and design is a feature of these products, and is intended to enhance the natural appearance of the floor. These variations are not considered a defect.

To ensure the optimum performance of your floor and full coverage of the product warranty, please adhere to all instructions relating to the subfloor, installation environment and method, together with ongoing care and maintenance of your new floor. Please refer to the Trojan Professional Installation Guide and Vinyl Care & Maintenance documents available at [www.trojantimbers.com.au](http://www.trojantimbers.com.au).

All planks must be installed in accordance with the installation guide and in compliance with Australian Standards AS1884-2012 Floorcoverings – Resilient Sheet and Tiles – Installation Practices.

The warranty is for the replacement of faulty vinyl planks only. Inspect each plank for obvious damage prior to installation. Should a plank show obvious signs of fault or damage, such planks should be set aside and not installed.

Unless expressly stated and in so far as permissible by law, the Manufacturer, Distributor and/or Retailer will not be responsible for any labour charges incurred in re-installation of any product, any associated rectification work or any costs or labour charges related to replacement of any flooring surface in which the product is used. Re-painting, removal of fixtures or furniture, accommodation, waste removal and any other costs are specifically excluded from the warranty.



## SURFACE WARRANTY: 20 YEAR WEAR-AND-TEAR

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As with all floor coverings, it is expected that the floor planks will show a level of normal wear and tear over time. The Wear & Tear Warranty specifically applies to domestic applications and refers to the actual visible wearing out (or wear-through) of the decorative pattern on the surface through to the core-layer and to a minimum of 25% of the total floor area.

As the planks are reactive to changing climatic conditions, it is expected over time that some movement in the planks may result in gaps appearing between planks. This is a normal characteristic of the product and not a fault or warranty claim (see care and maintenance instructions for more information).

The Wear & Tear Warranty is conditional on the basis that the floor has been subject to normal use in the recommended and/or appropriate environment and has been maintained as recommended, in accordance with the care and maintenance instructions.

# WARRANTY EXCLUSIONS AND RESTRICTIONS

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The warranty will not apply where damage has been caused through any of the following:

- As a result of incorrect installation, inappropriate environment or lack of appropriate care and maintenance procedures.
- Caused by fire, flooding and other natural disasters and acts of nature.
- The use of floor in any outside/external location.
- Caused by rubber or latex backed mats (see care and maintenance instructions for more information).
- Caused by vacuum cleaner head (see care and maintenance instructions for more information).
- Improper cleaning, care or maintenance of the product.
- The subfloor has not being prepared in accordance with the Installation Guide and/or in accordance with Australian Standards AS1884-2012 where applicable.
- Unevenness caused by uneven subfloor and poor or improper installation.
- Concrete/screed subfloors, where curing compounds, laitance, bond breakers or any other contaminants are present in the floor.
- Hydrostatic pressure, excessive moisture or alkali conditions on the site.
- Damage, intentional or accidental, caused by abuse or misuse, including, but not limited to, stiletto heels, dragged objects, heavy furniture, castor wheels, dropped items, sand, stones or other foreign objects brought into contact with the floor.
- The presence of underfloor heating.
- Defects caused by misuse or abuse of the product, including, without limitation, scuffing, scratches, indentations, cuts, gouges, pet abuse, wheel and castor traffic, stains, burns or furniture depressions.
- Damage, fading, discolouration or distortion resulting from external causes including but not limited to the use of chemicals, treatments and/or inappropriate cleaning agents.
- Changes in appearance as a result of concentrated traffic and/or thoroughfare wear and tear, unless the affected area amounts to at least 25% of the total floor area and the wear-through is to the core-layer of the plank.

Goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a Major Failure and for 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.

## MAKING A CLAIM

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The product warranty is extended to the original purchaser only and proof of purchase is required when making a claim.

**If you would like to make a claim, please contact your point of purchase (re-seller/retailer).**



[www.trojantimbers.com.au](http://www.trojantimbers.com.au)  
[sales@trojantimbers.com.au](mailto:sales@trojantimbers.com.au)

Trojan Timbers PTY LTD  
4/67 Araluen Street,  
Kedron, 4031  
Queensland, Australia

 **(07) 3861 4422**

 **(07) 3861 4488**