



**REGENCY®**  
**HARDWOOD**

# Regency Hardwood Warranty

Regency Hardwood® flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 5 Year Commercial Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

The 'Direct Stick' method of installation is not recommended by Australian Select Timbers due to the hardness of Australian native timbers. If the 'Direct Stick' method needs to be applied, please always contact the manufacturer for formal approval prior to commencement of installation.

## Lifetime Structural Warranty

Regency Hardwood® by Australian Select Timbers P/L provides with a Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from structural defects, delamination, cracking, warping, twisting, splitting and geometry that would affect the planks assembly and in-service performance.

Regency Hardwood® flooring installation instructions must be followed strictly when installing your floors and Australian Select Timbers® Care & Maintenance Guidelines should be followed at all times after your floor is installed.

**IMPORTANT:** The floorboards must be inspected prior to use and any planks deemed not fit for service, should not be installed and will not be covered by warranty provisions.

All installation instructions can be found inside each pack of Regency Hardwood® flooring and Australian Select Timbers® Care & Maintenance Guidelines can be obtained by contacting your retailer or our online website [www.asttimbers.com.au](http://www.asttimbers.com.au) at any time. Please make sure you fully understand our care & maintenance guidelines before commencing any cleaning and maintenance schedules.

Due to the variable climate conditions within Australia, planks may display slight bow or twist once removed from the cartons. This is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. (Note: planks should not be unpacked overnight and or left loose prior to install).

Grading programmes provide for patching and filling of natural characteristics with appropriate filler, this forms an acceptable look for the natural planks.

After installation certain cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws.

## 20 Year Residential & 5 Year Commercial Wear Warranty

Regency Hardwood® flooring by Australian Select Timbers P/L provides for a 20 Year Limited Residential and 5 Year Limited Commercial Wear Warranty that guarantees the surface will not wear through during the period warranted. Australian Select Timbers® Care & Maintenance guidelines should be followed at all times after your floor is installed. Scratches, dents, reduction of gloss level (appearance reduction), colour fading, damage caused by negligence, liquid, animals or high heeled shoes are not covered by the warranty.

All furniture requires felt pads to be adhered to the underneath to protect the surface of your floor. From time to time, this will need to be maintained and checked for wear. Areas less than 8% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty.

**IMPORTANT NOTE:** All Regency Hardwood® products with wax oil finish need to be re-oiled and maintained every 12 months for residential and 6 months for commercial to make sure the warranty will not be compromised. Please refer to our website [www.asttimbers.com.au](http://www.asttimbers.com.au) or contact your retailer for more information.

Regency Hardwood® flooring 5 Year Commercial Warranty does not apply to:

- all industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- all institutional applications, such as, but not limited to hospitals and government buildings.
- heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
- other areas that have heavy traffic and immediate access to street traffic.

## Acceptable Quality and User Guidelines

Regency Hardwood® flooring is designed for use in internal environments including floors, walls etc and should not be used externally. Regency Hardwood® flooring should be installed in a "timber flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Keep the floor area environment relative humidity level between 40-60% range through out of the year, using humidifiers or dehumidifiers if necessary.

Regency Hardwood® flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. In areas where spills may occur often such as kitchens and living areas, make sure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible planks deformity.

## Warranty Exclusions

- Regency Hardwood® flooring is made of Australian Native Timber. As a natural product, colour variation will occur from batch to batch and between samples and the actual stock delivered and installed. Samples displayed or provided are indicative only and within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in Regency Hardwood® flooring and are not considered defects and will not form the basis of any claims under the warranty.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.
- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Scratches, stains or indentations of any type are also not covered by this warranty.
- Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.
- Surface coating damage caused by using duct tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items etc.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.

**PLEASE NOTE:** All warranty claims must be lodged by contacting the retailer from the where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date). All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by Australian Select Timbers P/L prior to any repair activities.