

# Rhino

## Premium Hardfloor WPC & LVT Warranty Booklet

rhinofloor.co.nz

# WARRANTY OVERVIEW

It's important that you have confidence your new flooring will stand up to what your life throws at it.

Carpet Court offers the warranties in this booklet on the Rhino Premium Hardfloor when purchased through Carpet Court's approved retailers for residential use in a household or commercial use in a commercial building. The warranties in this booklet are subject to important limitations, exclusions and conditions and so this booklet needs to be read in its entirety to fully understand the warranties.

IMPORTANT NOTICE – CONSUMER GUARANTEES ACT 1993 ("CGA")

The warranties in this booklet do not limit or affect your rights and remedies under the CGA. The warranties in this booklet for Carpet Court's Rhino Premium Hardfloor are in addition to your rights and remedies under the CGA. For further information on your rights and remedies under the CGA please visit consumerprotection.govt.nz.

## Warranty Terms

### Limited Lifetime Manufacturing Defects Warranty for Residential Use and Limited 10 Year Manufacturing Defects Warranty for Commercial Use*

Carpet Court warrants your Rhino Premium Hardfloor against all manufacturing defects during the period set out in Table A below, provided:

- the flooring was purchased through Carpet Court's approved retailers;
- the flooring is used under normal conditions for residential use in a household or commercial use in a commercial building;
- the flooring has been installed in accordance with Carpet Court's installation instructions;
- the flooring has been properly maintained and cared for in accordance with this booklet; and
- none of the exclusions or limitations in this booklet apply and all of the conditions in this booklet are met.

### Limited Lifetime Wear Warranty for Residential Use and Limited 10 Year Wear Warranty for Commercial Use*

Carpet Court warrants that the wear layer of your Rhino Premium Hardfloor will not wear through nor separate from the flooring during the period set out in Table A below, provided:

- the flooring was purchased through Carpet Court's approved retailers;
- the flooring is used under normal conditions for residential use in a household or commercial use in a commercial building;
- the flooring has been installed in accordance with Carpet Court's installation instructions and AS/NZS 1884-2013 by a professional installer;
- the flooring has been properly maintained and cared for in accordance with this booklet; and
- none of the exclusions or limitations in this booklet apply and all of the conditions in this booklet are met.

### Table A –Warranty Periods for Rhino Premium Hardfloor

| Warranty | Residential Flooring Lifetime | Commercial |
|---|---|---|
| Manufacturing Defect | 30 years | 10 years |
| Wear | 30 years | 10 years |

* Limitations, exclusions, conditions and prorating apply as set out in this booklet.




If a problem arises and we accept that you have a warranty claim under the warranties set out in this booklet, Carpet Court, at Carpet Court's sole discretion, will either:

- repair the affected area of the flooring product as determined by Carpet Court;
- replace the affected area of the flooring product as determined by Carpet Court;
- provide a refund for the flooring product in the affected area based on the age of the flooring and the original price you paid for the flooring product (excluding installation costs) using the following depreciation table:

## Depreciation Percentage for Rhino Premium Hardfloor refund

| Years from date of purchase | Refund % Residential | Refund % Commercial |
|---|---|---|
| Years 1 to 2 | 100% | 100% |
| Years 3 to 5 | 100% | 50% |
| Years 6 to 10 | 80% | 25% |
| Years 11 to 15 | 70% | N/A |
| Years 16 to 20 | 50% | N/A |
| Years 21 to 25 | 30% | N/A |
| Years 26 to 30 | 10% | N/A |

Carpet Court will only be liable for the direct costs incurred by Carpet Court in repairing or replacing affected flooring under these warranties. Carpet Court is not liable for any incidental or consequential costs or expenses arising as a result of the repair or replacement of the affected flooring, such as re-painting, removal of fixtures or furniture or accommodation costs.

# WARRANTY GENERAL TERMS AND CONDITIONS

## Conditions of the Warranties in this Booklet

The warranties in this booklet apply only to the original purchaser of the flooring and are not transferable.

For commercial use, the warranties only apply to use in commercial buildings exposed to medium foot traffic, such as clubrooms, classrooms, hair dressing salons, small offices, as defined in EN ISO 10874. For confirmation as to whether your commercial use applies please speak to a Carpet Court representative.

## Exclusions to the Warranties in this Booklet

The warranties do not cover, and specifically exclude, damage to your flooring resulting from accidents or abuse, such as: indentations from excessive force, scratches, pet damage, stains, sheen loss and changes to gloss levels, pebbles, stones, sand, all other abrasives, chemicals, fire, natural disasters, excessive heat, heating and air-conditioning systems, improper installation or handling or negligence.

The warranties do not cover any modification to the flooring, other than as outlined in Carpet Court's installation instructions.

The warranties do not cover gapping, noises of all types (creaks, squeaks etc) emanating from the floor and/or subfloor or any structural and/or sub-floor related issues.

- The warranties do not cover floors which have been installed in areas without 24 hours acclimatisation time onsite or adequate temperature control as per Carpet Court's installation instructions.
- The warranties do not cover expansion of the floor caused by sunlight and/or excessive temperatures.
- Rhino Premium Hardfloor is a waterproof product but not a water proof solution for your floor. The warranties do not cover flooring installed in areas regularly exposed to high volumes of water (such as walk-in showers) or any external applications (such as decking).
- The warranties do not cover colour changes due to natural changes in colour from exposure to light or to areas which have not changed in colour due to less exposure to light than surrounding areas.
- While moisture will not affect the floors integrity, it is probable that, when excessive moisture accumulates in buildings or on the flooring, mould (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). These warranties do not cover damage due to mould and/or mildew problems.

## Flooring Characteristics

Despite detailed manufacturing standards, flooring displays certain characteristics that are an inherent feature and are not manufacturing defects. You may notice slight deviations in the colour and character from plank to plank. Any changes to colour and manufacturing tolerances up to a 5% variance from the specifications are not considered manufacturing defects under these warranties.



# FLOORING CARE AND MAINTENANCE

To ensure long-lasting beauty, durability and comfort in your flooring, following the regular care and maintenance instructions in this booklet is essential.

Use of a microfibre mop with a pH neutral non-abrasive cleaner.

Sweep or vacuum the floor regularly to remove dirt. Do not use a vacuum with a beater bar or turn the beater bar off.

Clean up spills immediately.

Frequently moved furniture should be equipped with felt pads to avoid scratching the floor. Felt pads on chair legs should be replaced periodically as they wear and

accumulate grit with use and can damage the floor.

Heavy furniture and appliances should be equipped with non-staining, large surface floor protectors.

The floor may be slippery when wet. Allow the floor time to dry after cleaning.

NEVER USE floor polish or floor cleaning wax, oil soaps, etc. These products can damage and/or leave a film on the flooring.

Do not buff, wax or use cleaning products that contain surfactants.

Never steam clean or use a steam mop on the floor.

Furniture with castor wheels should be easy swivelling, large surface, non-staining and suitable for resilient floors.

Do not use ball-type castors as these can damage the floor.

Lift heavy objects when moving furniture or appliances. Do not roll or slide them across the floor.

Protective mats are required under office chairs.

Use walk-off mats at entrances to prevent dirt and grit from being tracked on to the floor.

Use non-staining floor mats as they can possibly discolour the floor. Do not use rubber backed protective mats as they can leach colour.

## WHAT TO DO SHOULD A PROBLEM ARISE

In the first instance, please contact the retailer from which you purchased the flooring. You will need your proof of purchase from the retailer to assist you with your warranty claim or claim under the CGA.

Your claim will be assessed in a timely manner by your local Carpet Court representative. Some claims may require a Carpet Court representative to visit and view the flooring in person.

For more information,
visit www.rhinofloor.co.nz.

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