LIMITED WARRANTY

One warranty for every Topdeck collection — Heritage, Provenance, Rhine, Pantora and Core.



COVERS
All Topdeck collections

STRUCTURAL
Lifetime residential (25 years limited)

EDITION
2026 · supersedes TDF202510

TOPDECK

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01

HERITAGE

SOLID TIMBER · LIMITED WARRANTY
FORMERLY TOPDECK SOLID TIMBER

1. APPLICABILITY & AUSTRALIAN CONSUMER LAW

This Limited Warranty applies exclusively to the following product collections:

- Heritage Raw Solid Timber
- Heritage Pre-Finished Solid Timber

This warranty is provided **in addition to** your rights under the **Australian Consumer Law (ACL)**. Nothing in this warranty limits or excludes rights, remedies, or guarantees conferred by the ACL. You are entitled to a replacement or refund for major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. WARRANTY COVERAGE

2.1 STRUCTURAL WARRANTY

- **Residential:** Lifetime (25 Years Limited)
- **Commercial:** 10 Years

Covers manufacturing defects such as:

- Warping, twisting, or bowing beyond tolerances set in AS 2796 or other relevant Australian Standards.
- Delamination or adhesive failure.
- Breakage or splitting caused by manufacturing faults under normal residential or commercial use.

2.2 COATING WARRANTY

- **Heritage Raw:** No coating warranty (unfinished product).
- **Heritage Pre-Finished:** 10 Years Residential, 5 Years Commercial.

3. CONDITIONS OF WARRANTY

This Limited Warranty applies only where the following conditions are met:

- **Pre-Installation Inspection:** Owner/installer must check materials prior to installation for visible defects, damage, or non-conformance. Claims relating to these issues must be lodged before installation commences.
- **Installation Standards:** Installation must comply with Topdeck Installation Guidelines and relevant Australian Standards (AS 1884, AS 2796, AS 3660). Topdeck does not warrant installer workmanship.
- **Storage & Handling:** Product must be stored in a completed building (with roof, windows, doors, and subfloor installed) and remain packaged until acclimatisation/installation.
- **Environmental Requirements:** Indoor use only. Maintain internal relative humidity between 45%–60% year-round. Installation in wet areas (e.g. bathrooms, laundries, or moisture-prone areas) is not permitted.
- **Exclusions from Use:** Underfloor heating systems are not suitable.
- **Ownership:** Warranty applies only to the original purchaser (or the first owner where purchased via a builder/developer).
- **Maintenance:** Products must be cared for in accordance with the Heritage Care & Maintenance Instructions.

4. EXCLUSIONS – NOT COVERED

This Limited Warranty does not cover damage, defects or conditions arising from:

4.1 INSTALLATION & SITE CONDITIONS

- Improper installation methods, unsuitable or uneven subfloors, or failure to follow installation guidelines.
- Site conditions including excessive moisture, dampness, inadequate ventilation, or unprotected exposure to the environment.

4.2 ENVIRONMENTAL & MOISTURE DAMAGE

- Standing water, flooding, leaks, hydrostatic pressure, or pet accidents.
- Improper cleaning, including steam mops, wet mopping, wax-based products, or harsh/abrasive chemicals.
- Extended periods of non-occupancy (over 60 days) during extreme heat or humidity without ventilation.
- Shrinkage, expansion, cupping, or checking caused by climatic or humidity fluctuations outside recommended tolerances.

4.3 NATURAL TIMBER CHARACTERISTICS

- Variations in colour, grain, sapwood, knots, gum veins, insect trails, gloss levels, or batch differences.
- Surface checking (fine splits), gloss variation, or fading/discolouration due to natural oxidation or sunlight (UV exposure).

4.4 WEAR, TEAR & IMPROPER USE

- Normal wear and tear including scratches, dents, scuffs, gloss reduction, and staining from foot traffic, pets, or furniture.
- Damage caused by negligence, misuse, abuse, or accidents.
- Damage to surface coatings caused by adhesive products (including but not limited to duct tape and masking tape).

- Damage from heavy or mobile equipment (including but not limited to roller/caster chairs, filing cabinets, or similar) without adequate protective measures.

4.5 OTHER EXCLUSIONS

- Labour costs associated with removal, reinstallation, or installation of accessories (trims, skirting, underlay, etc.).
- Consequential, incidental, or indirect damages including inconvenience, loss of time, or inability to use the product.

5. WARRANTY CLAIMS

- All claims must be submitted in writing to the place of purchase and include photographic evidence.
- If accepted, Topdeck will provide replacement material of the same product or a product of equivalent value at its discretion.
- Warranty covers **materials only**. Labour, freight, and related costs are excluded.
- Repairs or replacements carried out without prior written consent from Topdeck will void the warranty.
- All settlements require a signed waiver from all parties.

6. LIMITATION OF LIABILITY

This Limited Warranty excludes all conditions not expressly stated herein. To the maximum extent permitted by law, Topdeck shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the purchase, use, or inability to use the product.

02

PROVENANCE

ENGINEERED TIMBER · LIMITED WARRANTY
FORMERLY WOODEN-LAND CLASSIC ENGINEERED

1. APPLICABILITY & AUSTRALIAN CONSUMER LAW

This Limited Warranty applies exclusively to the following product collections:

- Provenance Engineered Flooring
- Provenance Herringbone Engineered Flooring

This warranty is provided **in addition to** your rights under the **Australian Consumer Law (ACL)**. Nothing in this warranty limits or excludes rights, remedies, or guarantees conferred by the ACL. You are entitled to a replacement or refund for major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. WARRANTY COVERAGE

2.1 STRUCTURAL WARRANTY

- **Residential:** Lifetime (25 Years Limited)
- **Commercial:** 10 Years

Covers manufacturing defects such as:

- Warping, twisting, or bowing beyond tolerances set in AS 2796 or other relevant Australian Standards.
- Delamination or adhesive failure.
- Breakage or splitting caused by manufacturing faults under normal residential or commercial use.

2.2 COATING WARRANTY

- **Residential:** 20 Years
- **Commercial:** 10 Years

3. CONDITIONS OF WARRANTY

This Limited Warranty applies only where the following conditions are met:

- **Pre-Installation Inspection:** Owner/installer must check materials prior to installation for visible defects, damage, or non-conformance. Claims relating to these issues must be lodged before installation commences.
- **Installation Standards:** Installation must comply with the Provenance Installation Guidelines and relevant Australian Standards (AS 1884, AS 2796, AS 3660). Topdeck does not warrant installer workmanship.
- **Storage & Handling:** Product must be stored in a completed building (with roof, windows, doors, and subfloor installed) and remain packaged until acclimatisation/installation.
- **Environmental Requirements:** Indoor use only. Maintain internal relative humidity between 45%–60% year-round. Installation in wet areas (e.g. bathrooms, laundries, or moisture-prone areas) is not permitted.
- **Exclusions from Use:** Underfloor heating systems are not suitable.
- **Ownership:** Warranty applies only to the original purchaser (or the first owner where purchased via a builder/developer).
- **Maintenance:** Products must be cared for in accordance with the Provenance Care & Maintenance Instructions.

4. EXCLUSIONS – NOT COVERED

This Limited Warranty does not cover damage, defects or conditions arising from:

4.1 INSTALLATION & SITE CONDITIONS

- Improper installation methods, unsuitable or uneven subfloors, or failure to follow installation guidelines.
- Site conditions including excessive moisture, dampness, inadequate ventilation, or unprotected exposure to the environment.

4.2 ENVIRONMENTAL & MOISTURE DAMAGE

- Standing water, flooding, leaks, hydrostatic pressure, or pet accidents.
- Improper cleaning, including steam mops, wet mopping, wax-based products, or harsh/abrasive chemicals.
- Extended periods of non-occupancy (over 60 days) during extreme heat or humidity without ventilation.
- Shrinkage, expansion, cupping, or checking caused by climatic or humidity fluctuations outside recommended tolerances.

4.3 NATURAL TIMBER CHARACTERISTICS

- Variations in colour, grain, sapwood, knots, gum veins, insect trails, gloss levels, or batch differences.
- Surface checking (fine splits), gloss variation, or fading/discolouration due to natural oxidation or sunlight (UV exposure).

4.4 WEAR, TEAR & IMPROPER USE

- Normal wear and tear including scratches, dents, scuffs, gloss reduction, and staining from foot traffic, pets, or furniture.
- Damage caused by negligence, misuse, abuse, or accidents.
- Damage to surface coatings caused by adhesive products (including but not limited to duct tape and masking tape).

- Damage from heavy or mobile equipment (including but not limited to roller/caster chairs, filing cabinets, or similar) without adequate protective measures.

4.5 OTHER EXCLUSIONS

- Labour costs associated with removal, reinstallation, or installation of accessories (trims, skirting, underlay, etc.).
- Consequential, incidental, or indirect damages including inconvenience, loss of time, or inability to use the product.

5. WARRANTY CLAIMS

- All claims must be submitted in writing to the place of purchase and include photographic evidence.
- If accepted, Topdeck will provide replacement material of the same product or a product of equivalent value at its discretion.
- Warranty covers **materials only**. Labour, freight, and related costs are excluded.
- Repairs or replacements carried out without prior written consent from Topdeck will void the warranty.
- All settlements require a signed waiver from all parties.

6. LIMITATION OF LIABILITY

This Limited Warranty excludes all conditions not expressly stated herein. To the maximum extent permitted by law, Topdeck shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the purchase, use, or inability to use the product.

03

RHINE

ENGINEERED EUROPEAN OAK · LIMITED WARRANTY
FORMERLY EURO OAK ENGINEERED

1. APPLICABILITY & AUSTRALIAN CONSUMER LAW

This Limited Warranty applies exclusively to the following product collections:

- Project Oak
- Castel Nuovo Herringbone
- Lavanda Oak
- Cavallo Bianco Chevron

This warranty is provided **in addition to** your rights under the **Australian Consumer Law (ACL)**. Nothing in this warranty limits or excludes rights, remedies, or guarantees conferred by the ACL. You are entitled to a replacement or refund for major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. WARRANTY COVERAGE

2.1 STRUCTURAL WARRANTY

- **Residential:** Lifetime (25 Years Limited)
- **Commercial:** 10 Years

Covers manufacturing defects such as:

- Warping, twisting, or bowing beyond tolerances set in AS 2796 or other relevant Australian Standards.
- Delamination or adhesive failure.
- Breakage or splitting caused by manufacturing faults under normal residential or commercial use.

2.2 COATING WARRANTY

- **Residential:** 20 Years
- **Commercial:** 10 Years

3. CONDITIONS OF WARRANTY

This Limited Warranty applies only where the following conditions are met:

- **Pre-Installation Inspection:** Owner/installer must check materials prior to installation for visible defects, damage, or non-conformance. Claims relating to these issues must be lodged before installation commences.
- **Installation Standards:** Installation must comply with Topdeck Installation Guidelines and relevant Australian Standards (AS 1884, AS 2796, AS 3660). Topdeck does not warrant installer workmanship.
- **Storage & Handling:** Product must be stored in a completed building (with roof, windows, doors, and subfloor installed) and remain packaged until acclimatisation/installation.
- **Environmental Requirements:** Indoor use only. Maintain internal relative humidity between 45%–60% year-round. Installation in wet areas (e.g. bathrooms, laundries, or moisture-prone areas) is not permitted.
- **Exclusions from Use:** Floor heating systems (except hydronic heated slabs) and underfloor heating are not suitable.
- **Ownership:** Warranty applies only to the original purchaser (or the first owner where purchased via a builder/developer).
- **Maintenance:** Products must be cared for in accordance with the Rhine Care & Maintenance Instructions.

4. EXCLUSIONS – NOT COVERED

This Limited Warranty does not cover damage, defects or conditions arising from:

4.1 INSTALLATION & SITE CONDITIONS

- Improper installation methods, unsuitable or uneven subfloors, or failure to follow installation guidelines.
- Site conditions including excessive moisture, dampness, inadequate ventilation, or unprotected exposure to the environment.

4.2 ENVIRONMENTAL & MOISTURE DAMAGE

- Standing water, flooding, leaks, hydrostatic pressure, or pet accidents.
- Improper cleaning, including steam mops, wet mopping, wax-based products, or harsh/abrasive chemicals.
- Extended periods of non-occupancy (over 60 days) during extreme heat or humidity without ventilation.
- Shrinkage, expansion, cupping, or checking caused by climatic or humidity fluctuations outside recommended tolerances.

4.3 NATURAL TIMBER CHARACTERISTICS

- Variations in colour, grain, sapwood, knots, gum veins, insect trails, gloss levels, or batch differences.
- Surface checking (fine splits), gloss variation, or fading/discolouration due to natural oxidation or sunlight (UV exposure).

4.4 WEAR, TEAR & IMPROPER USE

- Normal wear and tear including scratches, dents, scuffs, gloss reduction, and staining from foot traffic, pets, or furniture.
- Damage caused by negligence, misuse, abuse, or accidents.
- Damage to surface coatings caused by adhesive products (including but not limited to duct tape and masking tape).

- Damage from heavy or mobile equipment (including but not limited to roller/caster chairs, filing cabinets, or similar) without adequate protective measures.

4.5 OTHER EXCLUSIONS

- Labour costs associated with removal, reinstallation, or installation of accessories (trims, skirting, underlay, etc.).
- Consequential, incidental, or indirect damages including inconvenience, loss of time, or inability to use the product.

5. WARRANTY CLAIMS

- All claims must be submitted in writing to the place of purchase and include photographic evidence.
- If accepted, Topdeck will provide replacement material of the same product or a product of equivalent value at its discretion.
- Warranty covers **materials only**. Labour, freight, and related costs are excluded.
- Repairs or replacements carried out without prior written consent from Topdeck will void the warranty.
- All settlements require a signed waiver from all parties.

6. LIMITATION OF LIABILITY

This Limited Warranty excludes all conditions not expressly stated herein. To the maximum extent permitted by law, Topdeck shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the purchase, use, or inability to use the product.

04

PANTORA

LAMINATE · LIMITED WARRANTY
FORMERLY PANTORA LAMINATE

1. APPLICABILITY & AUSTRALIAN CONSUMER LAW

This Limited Warranty applies exclusively to the following product collections:

- Amor Collection
- Lifestyle Collection

This warranty is provided **in addition to** your rights under the **Australian Consumer Law (ACL)**. Nothing in this warranty limits or excludes rights, remedies, or guarantees conferred by the ACL. You are entitled to a replacement or refund for major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. WARRANTY COVERAGE

2.1 STRUCTURAL WARRANTY

- **Residential:** Lifetime (25 Years Limited)
- **Commercial:** 10 Years

Covers manufacturing defects such as:

- Warping, twisting, or bowing beyond tolerances set in AS 2796 or other relevant Australian Standards.
- Delamination or separation of layers due to adhesive failure.
- Breakage or splitting caused by manufacturing faults under normal residential or commercial use.

2.2 COATING WARRANTY

- **Residential:** 20 Years
- **Commercial:** 10 Years

3. CONDITIONS OF WARRANTY

This Limited Warranty applies only where the following conditions are met:

- **Pre-Installation Inspection:** The owner or installer must inspect all materials before installation for visible defects, damage, or non-conformance. Any issues must be reported before installation commences.
- **Installation Standards:** Installation must comply with the Pantora Installation Guidelines and relevant Australian Standards (AS 1884, AS 2796, AS 3660). Topdeck does not warrant the installer's workmanship.
- **Subfloor Requirements:** Subfloors must be level, dry, clean, and structurally sound.
- **Storage & Handling:** Product must be stored in a completed building (with roof, windows, doors, and subfloor installed) and remain packaged until acclimatisation/installation. Pantora Laminate Flooring should be installed only in the final stages of construction, after all moisture-related works are complete.
- **Environmental Requirements:** Indoor use only. Maintain internal relative humidity between 45%–60% year-round. Installation in wet areas (e.g. bathrooms, laundries, or moisture-prone areas) is not permitted.
- **Underfloor Heating:** Underfloor heating systems are not recommended for Pantora Laminate Floors.
- **Ownership:** Warranty applies only to the original purchaser (or first owner if purchased by a builder or developer).
- **Maintenance:** Products must be cared for in accordance with the Pantora Laminate Floor Care & Maintenance Instructions.

4. EXCLUSIONS – NOT COVERED

This Limited Warranty does not cover damage, defects or conditions arising from:

4.1 SURFACE WATERPROOF GUARANTEE

The surface waterproof guarantee applies only to normal household spills. It does not cover damage resulting from:

- Standing water or flooding (including from appliance failure, plumbing leaks, or natural disasters).
- Hydrostatic pressure, subfloor moisture, or leaks from below.
- Pet urine, corrosive liquids, or other chemical contamination.
- Water ingress from external sources such as rain, snow, or water entering through open doors or windows.

4.2 INSTALLATION & SITE CONDITIONS

- Improper installation methods, unsuitable or uneven subfloors, or failure to follow installation guidelines.
- Site conditions including excessive moisture, dampness, inadequate ventilation, or exposure to the environment before, during, or after installation.

4.3 ENVIRONMENTAL & MOISTURE DAMAGE

- Moisture intrusion caused by flooding, leakage, or any internal/external water source that results in deformation of the planks or coating.
- Improper cleaning, including wax-based products or harsh/abrasive chemicals.
- Extended periods of non-occupancy (over 60 days) during extreme heat or humidity without ventilation.
- Warping, buckling, or board distortion caused by constant exposure to external light, direct sunlight, or excessive heat.

4.4 WEAR, TEAR & IMPROPER USE

- Normal wear and tear including surface scratches, dents, scuffs, gloss reduction, and stains from foot traffic, pets, high heels, furniture movement, or trolleys.
- Damage to surface coatings caused by duct tape, masking tape, or other adhesive products.
- Damage caused by negligence, misuse, abuse, or accidents.
- Damage from heavy or mobile equipment (including roller/caster chairs, filing cabinets, or similar) without appropriate protective measures.

4.5 NATURAL COLOUR & APPEARANCE VARIATIONS

- Variations in colour, gloss level, pattern, or texture between boards or production batches.
- UV fading or discolouration due to natural oxidation and exposure to sunlight or environmental elements.

4.6 OTHER EXCLUSIONS

- Labour costs associated with removal, reinstallation, or installation of accessories (trims, skirting, underlay, etc.).
- Consequential, incidental, or indirect damages including inconvenience, loss of time, or inability to use the product.

5. WARRANTY CLAIMS

- All claims must be submitted in writing to the place of purchase and include photographic evidence.
- If accepted, Topdeck will provide replacement material of the same product or a product of equivalent value at its discretion.
- Warranty covers **materials only**. Labour, freight, and related costs are excluded.
- Repairs or replacements carried out without prior written consent from Topdeck will void the warranty.
- All settlements require a signed waiver from all parties.

6. LIMITATION OF LIABILITY

This Limited Warranty excludes all conditions not expressly stated herein. To the maximum extent permitted by law, Topdeck shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the purchase, use, or inability to use the product.

05

CORE LAMINATE

LAMINATE · LIMITED WARRANTY
FORMERLY PRIME LAMINATE

1. APPLICABILITY & AUSTRALIAN CONSUMER LAW

This Limited Warranty applies exclusively to the following product collections:

- Prime Laminate
- Prime Laminate Dyna Core Plus+ (Legend Collection)

This warranty is provided **in addition to** your rights under the **Australian Consumer Law (ACL)**. Nothing in this warranty limits or excludes rights, remedies, or guarantees conferred by the ACL. You are entitled to a replacement or refund for major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. WARRANTY COVERAGE

2.1 STRUCTURAL WARRANTY

- **Residential:** Lifetime (25 Years Limited)
- **Commercial:** 10 Years

Covers manufacturing defects such as:

- Warping, twisting, or bowing beyond tolerances set in AS 2796 or other relevant Australian Standards.
- Delamination or separation of layers due to adhesive failure.
- Breakage or splitting caused by manufacturing faults under normal residential or commercial use.

2.2 COATING WARRANTY

- **Residential:** 20 Years
- **Commercial:** 10 Years

3. CONDITIONS OF WARRANTY

This Limited Warranty applies only where the following conditions are met:

- **Pre-Installation Inspection:** The owner or installer must inspect all materials prior to installation for visible defects, damage, or non-conformance. Claims relating to these issues must be lodged before installation commences.
- **Installation Standards:** Installation must comply with the Core Laminate Installation Guidelines and relevant Australian Standards (AS 1884, AS 2796, AS 3660). Topdeck does not warrant the installer's workmanship.
- **Subfloor Requirements:** Subfloors must be level, dry, clean, and structurally sound.
- **Storage & Handling:** Product must be stored in a completed building (with roof, windows, doors, and subfloor installed) and remain packaged until acclimatisation/installation. Prime Laminate Flooring should only be installed in the final stages of a construction project, after all moisture-related work has been completed.
- **Environmental Requirements:** Indoor use only. Maintain internal relative humidity between 45%–60% year-round. Installation in wet areas (e.g. bathrooms, laundries, or areas with frequent moisture exposure) is not permitted.
- **Underfloor Heating:** Underfloor heating systems are not recommended for Prime Laminate Floors.
- **Ownership:** Warranty applies only to the original purchaser (or the first owner where purchased via a builder or developer).
- **Maintenance:** Products must be cared for in accordance with the Core Laminate Floor Care & Maintenance Instructions.

4. EXCLUSIONS – NOT COVERED

This Limited Warranty does not cover damage, defects or conditions arising from:

4.1 SURFACE WATERPROOF GUARANTEE (DYNA CORE PLUS+ — LEGEND COLLECTION ONLY)

The surface waterproof guarantee applies only to normal household spills. It does not cover damage resulting from:

- Standing water or flooding (including from appliance failures, plumbing leaks, or natural disasters).
- Hydrostatic pressure, subfloor moisture, or water ingress from below.
- Pet urine, corrosive liquids, or other chemical contamination.
- External water sources, including rain, snow, or water entering through open doors or windows.

4.2 INSTALLATION & SITE CONDITIONS

- Improper installation methods, unsuitable or uneven subfloors, or failure to follow installation guidelines.
- Site conditions including excessive moisture, dampness, inadequate ventilation, or unprotected exposure to environmental elements.

4.3 ENVIRONMENTAL & MOISTURE DAMAGE

- Moisture intrusion resulting from flooding, leakage, or any internal/external water source that causes deformation of the coating or planks.
- Improper cleaning, including steam mops, wet mopping, wax-based products, or harsh/abrasive chemicals.

- Extended periods of non-occupancy (over 60 days) during extreme heat or humidity without ventilation.
- Warping, buckling, or board deformation caused by prolonged exposure to sunlight, external light, or extreme heat.

4.4 WEAR, TEAR & IMPROPER USE

- Normal wear and tear including surface scratches, dents, scuffs, gloss reduction, and stains caused by foot traffic, pets, high heels, furniture movement, or trolleys.
- Damage to surface coatings caused by duct tape, masking tape, or other adhesive products.
- Damage caused by negligence, misuse, abuse, or accidents.
- Damage from heavy or mobile equipment (including roller/caster chairs, filing cabinets, or similar) without appropriate protective measures.

4.5 NATURAL COLOUR & APPEARANCE VARIATIONS

- Variations in colour, gloss level, pattern, or texture between boards or production batches.
- UV fading or discolouration due to natural oxidation and exposure to sunlight or environmental elements.

4.6 OTHER EXCLUSIONS

- Labour costs associated with removal, reinstallation, or installation of accessories (trims, skirting, underlay, etc.).
- Consequential, incidental, or indirect damages including inconvenience, loss of time, or inability to use the product.

5. WARRANTY CLAIMS

- All claims must be submitted in writing to the place of purchase and include photographic evidence.
- If accepted, Topdeck will provide replacement material of the same product or a product of equivalent value at its discretion.
- Warranty covers **materials only**. Labour, freight, and related costs are excluded.
- Repairs or replacements carried out without prior written consent from Topdeck will void the warranty.
- All settlements require a signed waiver from all parties.

6. LIMITATION OF LIABILITY

This Limited Warranty excludes all conditions not expressly stated herein. To the maximum extent permitted by law, Topdeck shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the purchase, use, or inability to use the product.

06

CORE HYBRID

HYBRID · LIMITED WARRANTY
FORMERLY HYBRID PLANKS

1. APPLICABILITY & AUSTRALIAN CONSUMER LAW

This Limited Warranty applies exclusively to the following product collections:

- Avala Hybrid
- Lumière Ultra HD Hybrid
- Belle Vie Herringbone Hybrid
- Storm Luxury Hybrid
- Artisan Hybrid Tiles

This warranty is provided **in addition to** your rights under the **Australian Consumer Law (ACL)**. Nothing in this warranty limits or excludes rights, remedies, or guarantees conferred by the ACL. You are entitled to a replacement or refund for major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

2. WARRANTY COVERAGE

2.1 STRUCTURAL WARRANTY

- **Residential:** Lifetime (25 Years Limited)
- **Commercial:** 10 Years

Covers manufacturing defects such as:

- Warping, twisting, or bowing beyond tolerances set in AS 2796 or other relevant Australian Standards.
- Delamination or separation of layers due to adhesive failure.
- Breakage or splitting caused by manufacturing faults under normal residential or commercial use.

2.2 COATING WARRANTY

- **Residential:** 20 Years
- **Commercial:** 10 Years

3. CONDITIONS OF WARRANTY

This Limited Warranty applies only where the following conditions are met:

- **Pre-Installation Inspection:** The owner or installer must inspect all materials prior to installation for visible defects, damage, or non-conformance. Claims relating to these issues must be lodged before installation commences.
- **Installation Standards:** Installation must comply with the Topdeck Hybrid Floor Installation Guidelines and relevant Australian Standards (AS 1884, AS 2796, AS 3660). Topdeck does not warrant the installer's workmanship.
- **Subfloor Requirements:** Subfloors must be level, dry, clean, and structurally sound.
- **Storage & Handling:** Product must be stored in a completed building (with roof, windows, doors, and subfloor installed) and remain packaged until acclimatisation/installation. Hybrid flooring should only be installed during the final stages of a construction project, once all moisture-related work is complete.
- **Environmental Requirements:** Indoor use only. Maintain internal relative humidity between 45%–60% year-round. Installation in wet areas (e.g. bathrooms, laundries, or areas with frequent moisture exposure) is not permitted.
- **Underfloor Heating:** Underfloor heating systems are not recommended for Hybrid Floors.
- **Ownership:** Warranty applies only to the original purchaser (or the first owner where purchased via a builder or developer).
- **Maintenance:** Products must be cared for in accordance with the Core Hybrid Floor Care & Maintenance Instructions.

4. EXCLUSIONS – NOT COVERED

This Limited Warranty does not cover damage, defects or conditions arising from:

4.1 SURFACE WATERPROOF GUARANTEE

The surface waterproof guarantee applies only to normal household spills. It does not cover damage resulting from:

- Standing water or flooding (including from appliance failures, plumbing leaks, or natural disasters).
- Hydrostatic pressure, subfloor moisture, or water ingress from below.
- Pet urine, corrosive liquids, or other chemical contamination.
- External water sources, including rain, snow, or water entering through open doors or windows.

4.2 INSTALLATION & SITE CONDITIONS

- Improper installation methods, unsuitable or uneven subfloors, or failure to follow installation guidelines.
- Site conditions including excessive moisture, dampness, inadequate ventilation, or unprotected exposure to the environment.

4.3 ENVIRONMENTAL & MOISTURE DAMAGE

- Moisture intrusion resulting from flooding, leakage, or any internal/external water source that causes deformation of the coating or planks.
- Improper cleaning, including steam mops, wet mopping, wax-based products, or harsh/abrasive chemicals.
- Extended periods of non-occupancy (over 60 days) during extreme heat or humidity without ventilation.

- Warping, buckling, or board deformation caused by prolonged exposure to sunlight, external light, or extreme heat.

4.4 WEAR, TEAR & IMPROPER USE

- Normal wear and tear including surface scratches, dents, scuffs, gloss reduction, and stains caused by foot traffic, pets, high heels, furniture movement, or trolleys.
- Damage to surface coatings caused by duct tape, masking tape, or other adhesive products.
- Damage caused by negligence, misuse, abuse, or accidents.
- Damage from heavy or mobile equipment (including roller/caster chairs, filing cabinets, or similar) without appropriate protective measures.

4.5 NATURAL COLOUR & APPEARANCE VARIATIONS

- Variations in colour, gloss level, pattern, or texture between boards or production batches.
- UV fading or discolouration due to natural oxidation and exposure to sunlight or environmental elements.

4.6 OTHER EXCLUSIONS

- Labour costs associated with removal, reinstallation, or installation of accessories (trims, skirting, underlay, etc.).
- Consequential, incidental, or indirect damages including inconvenience, loss of time, or inability to use the product.

5. WARRANTY CLAIMS

- All claims must be submitted in writing to the place of purchase and include photographic evidence.
- If accepted, Topdeck will provide replacement material of the same product or a product of equivalent value at its discretion.
- Warranty covers **materials only**. Labour, freight, and related costs are excluded.
- Repairs or replacements carried out without prior written consent from Topdeck will void the warranty.
- All settlements require a signed waiver from all parties.

6. COLLECTION SPECIFIC NOTES

- **Belle Vie Herringbone:** Warranty valid only when installed in a herringbone configuration and using 3–5 mm solid rubber underlay as specified.

7. LIMITATION OF LIABILITY

This Limited Warranty excludes all conditions not expressly stated herein. To the maximum extent permitted by law, Topdeck shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the purchase, use, or inability to use the product.

TOPDECK FLOORING

Claims are submitted in writing to the place of purchase, with photographic evidence. For a replacement board, the right product or a project specification, the trade team will help.

FOR TRADE

START A PROJECT

Specifier requests, project pricing and technical documentation.

Trade enquiry

FOR HOMEOWNERS

FIND A STOCKIST

Visit a Topdeck retailer to view boards and take samples.

Find a stockist

ADDRESS	16 Salisbury Street, Silverwater NSW 2128
TELEPHONE	(02) 9748 2288
EMAIL	info@topdeckflooring.com.au
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