



# WARRANTY



Be the first  
to make a  
lasting impression

Waterproof planks that can be  
used throughout the entire home





# WARRANTY AGAINST DEFECTS CYPRESS SPC HYBRID PLANKS

20 Year Residential  
10/15 Years Commercial

## USE AREA CLASSIFICATIONS

Use areas are defined by testing to EN 13329 (Levels of use) & EN 685, Classification of resilient textile and laminate floor coverings. **For the purpose of this warranty the following are Miflor recommended use areas for Cypress SPC Hybrid Plank products.**

**Domestic (Residential) – Areas intended for private usage.**  
**Light Commercial – Areas intended for public and commercial usage.**

Use Area Class	Description	Examples	Cypress SPC Cascade	Cypress SPC Tranquillity	Cypress SPC Billabong
Domestic 23 (Heavy)	Areas with high usage (Heavy traffic; suitable for all areas)	Living rooms, entrance halls, dining rooms and corridors	Recommended	Recommended	Recommended
Commercial 31 (Light/Moderate)	Areas with low or occasional usage	Hotels, bedrooms, conference rooms, small offices, boutiques, shops	Recommended	Recommended	Recommended
Commercial 33 (Heavy)	Areas with heavy traffic	Corridor, school, department store, open plan office, reception	Recommended	Recommended	Recommended

## UWARRANTY AGAINST DEFFECTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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. What constitutes a major failure is set out in the Australian Consumer Law.

While you should have years of enjoyment of your new investment with peace of mind, you cannot rely on quality products and warranties alone. It is extremely important to ensure that proper installation and maintenance is carried out and also that the temperature range within your home is well maintained; otherwise your warranty might not apply (see conditions below).

Cypress SPC Products should be protected from: excessive heat, prolonged exposure to direct sunlight, dryness or moisture, which may cause damage to your floor.

The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers and exclusions described below and are effective for flooring product purchases after 1 January 2019. All Warranties run from the date of retail purchase for the applicable period described below.

The benefits under these Warranties are in addition to other rights and remedies under a law in relation to the goods. For the avoidance of any doubt, any and all undertakings which are not guaranteed under the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation. The dragging of furniture across any hard flooring may cause scratching to the surface. To prevent this Miflor recommends that all furniture be fitted with felt pads beneath the feet of any furniture that is regularly being moved. When heavy loads are being moved across the floor the use of a hardboard or plywood type cover is recommended to protect your floor.



Miflor Australia  
Building 2, Warehouse C  
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Telephone: (08) 9330 2311 • [www.miflor.com.au](http://www.miflor.com.au)  
PLEASE KEEP YOUR SALES RECEIPT.  
INFORMATION REGARDING THE CLAIMED DEFECT AND DATE  
AND PROOF OF PURCHASE MUST BE PROVIDED.



## WHO IS COVERED?

The defects warranty is for the benefit of the property owner for whom the flooring product is installed ('you'). It is not transferable.

## WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions.

If you were not the direct purchaser, then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must also properly care for your new floor using our easy to follow maintenance instructions downloadable from our website [www.miflor.com.au](http://www.miflor.com.au). We recommend that you use only specially formulated floor care products to preserve your flooring.

## DEFECTS WARRANTY

Subject to the conditions below, Miflor warrants that Miflor Cypress products described above (excluding installation) shall be free from latent manufacturing defects in materials and workmanship for a period as per the following table depending on use area (relevant to Miflor "Use Area Recommendations") from the date of the original purchase. If due to faulty materials or manufacture, defects are observed during that period, then we will repair or replace the product for you as described below ('What we will do if any of the covered events occur').

Use Area Class	Warranty Period
Domestic 23	20 years
Commercial 31	15 years
Commercial 33	10 years

### 1. Pre-Installation Defects Warranty

We warrant that our flooring products will not have any obvious dimensional or visual defects. You or your installer should carefully inspect the products before installation for such defects. This pre-installation defects warranty expires upon installation.

### 2. Defects Warranty for Twenty (20), Fifteen (15) or Ten (10) years depending on use area (Relevant to Miflor product "Use Area Recommendations"), as long as you are the original owner of the floor, we warrant to you that:

- (1) The Miflor Cypress products, in their original manufactured condition, will be free from manufacturing defects;
- (2) The wear layer will not wear through under normal household use;
- (3) Miflor Cypress Products, when properly installed according to our installation instructions over radiant-heated subfloors will not buckle as long as the finished flooring surface does not exceed 28OC.

### 3. 15-year Residential Warranty against wear.

Miflor are confident their high quality products will provide many years of valuable service, All products purchased from the Cypress range are guaranteed for 15 years against normal wear and tear in the recommended RESIDENTIAL environment, provided that they have been fitted correctly and maintained in accordance with the manufacturer's instructions. In order to make a claim, customers must apply in writing indicating where their flooring was purchased and provide satisfactory proof of purchase. This guarantee only applies in the event of visible wearing out of the decorative pattern on the surface within 15 years of purchase, providing the flooring has been subjected to normal usage in the recommended environment. It does not cover general misuse and we recommend that adequate UV protection be taken against products installed in direct sunlight as fading may occur.

## IF YOUR FLOOR FAILS?

If any part of your Miflor Cypress floor fails to perform in accordance with the Defects Warranty, Miflor will supply, free of charge, the following percentage (in quantity) of an order for replacement 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 Miflor) equivalent to:



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### 20 Year Warranty

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

### 15 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 3	100%
Year 4 to 6	40%
Year 7 to 10	20%
Year 11 to 15	10%

### 10 Year Warranty

Year in which the claim is made, calculated from date of installation:	Percentage:
Year 1 to 3	100%
Year 4 to 6	40%
Year 7 to 10	10%

### WHAT DOES 100% WATERPROOF MEAN?

When exposed to water, Cypress planks are waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, Cypress flooring installation system (locking mechanism) will remain secure. In the case of standing water or flooding, Cypress flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

Cypress is not recommended for installation where “falls to waste” are required. While Cypress is waterproof as described above Cypress is not a substitute for a damp-proof membrane.

### WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor. If you are not, call your retail store first. They can answer your questions, and, if necessary, start to process a claim. If you have further questions, please contact us at:

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If you wish to make a claim, our customer representative will let you know what information we need to process your claim, including establishing whether any of the conditions or exclusions apply. This may involve us inspecting the premises where the goods have been installed and removing samples for technical analysis. You will bear any expenses involved in contacting us to claim on the warranty, and we will bear the expense of any inspection and of processing your claim.



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