

Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (LVP) Warranty – Australia & New Zealand



1. About this Warranty & Your Consumer Rights

This document describes the voluntary product warranty offered for Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (LVP, 5 mm).

This warranty is in addition to and does not replace, limit or exclude any rights you have under:

- The Australian Consumer Law (ACL), and/or
- The New Zealand Consumer Guarantees Act 1993 and any other applicable consumer laws.

Under those laws, you may be entitled to a repair, replacement, refund and/or compensation where goods have a major failure or are not of acceptable quality.

Nothing in this warranty is intended to exclude, restrict or modify any non-excludable rights you have under relevant consumer legislation.

2. Product Scope & Intended Use

This warranty applies only to:

- Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (LVP, 5 mm)
- Supplied as first-quality material by an authorised distributor or retailer
- Installed indoors at the original installation address in:
 - Residential environments; or
 - Light commercial environments (as described in Section 5.2).

The product is designed and warranted for internal floor use only. It is not intended or warranted for:

- Exterior or semi-exterior areas (e.g. verandas, balconies, uncovered entries, patios).
- Solariums, conservatories, sunrooms or other high-heat glazed enclosures without adequate climate control.
- Caravans, motor homes, boats or transportable buildings.
- Ramps or any vertical surfaces.
- Industrial, heavy commercial or high-load applications (e.g. warehouses, workshops, heavy machinery areas, pallet racking zones). Use outside the above scope falls outside this warranty.

3. Warranty Periods

From the date of original purchase (shown on your invoice), and subject to all terms in this document:

3.1 Structural / Manufacturing Warranty

- Coverage: Manufacturing and structural defects (see Section 4.1)
- Period:
 - 25 years – Residential
 - 15 years – Light commercial

3.2 Wear-Through Warranty – Residential

- Coverage: Wear-through of the protective wear layer in normal residential use (see Section 4.2)
- Period: 20 years – Residential



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3.3 Wear-Through Warranty – Light Commercial

- Coverage: Wear-through of the protective wear layer in approved light commercial use
- Period: 5 years – Light commercial

If a different period is stated in specific product literature for a particular project, that documented period will apply for that project only.

This warranty applies to:

- The original purchaser of the flooring, and
- The original installation address only. Where flooring is purchased through a builder or developer, the first owner-occupier of the property is treated as the original purchaser for the purposes of this warranty, from the original date of purchase. This warranty is not transferable to subsequent owners or different addresses.

4. What is Covered

4.1 Manufacturing & Structural Defects. Aquis Comfort Acoustic warrants that the product will be structurally sound for normal use in the approved environments (see Sections 2 and 5.2), and free from manufacturing defects that cause:

- Delamination of plank layers under normal use, or
- Significant splitting, cracking or structural failure of the plank that prevents normal service;
- Progressive separation of plank layers.
- Unusual, permanent distortion or instability directly attributable to a manufacturing fault.

4.2 Wear-through of the wear layer under normal use and care in a suitable environment:

- The wear layer will not wear completely through to the printed design layer in any single area larger than approximately 1 cm² during the applicable warranty period.
- “Wear-through” means: The complete loss of the protective wear surface so that the printed design is exposed and visibly altered in normal viewing. Aquis Comfort flooring is wear and stain-resistant but it is not scratch-proof, dent-proof or damage-proof, and reasonable care is required.
- The following are not wear-through and are not covered as product defects:
 - Surface scratches, scuffs or dulling from normal foot traffic, pets or cleaning.
 - Small dents, chips or impressions.
 - Loss of gloss or subtle appearance changes over time.
 - Localised wear in high-traffic routes where additional protection (mats, runners) has not been used.

4.3 Everyday Topical Moisture Resistance.

When correctly installed and maintained the floor is designed to resist everyday topical moisture from normal household or light commercial use (e.g. small spills, damp mopping), provided spills are cleaned up promptly and the floor is not exposed to standing water or flooding. This does not mean the floor is waterproof or suitable to act as a waterproof membrane in wet areas. Continuous water exposure, flooding or submersion is not covered (see Section 9.2).



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5. Conditions for Warranty Validity

To remain valid, this warranty requires that all of the following conditions are met.

5.1 Professional Installation & Standards. The floor must be installed by a suitably qualified and experienced flooring contractor. Installation must comply with:

- The Aquis Comfort Acoustic Luxury Vinyl Plank Flooring Installation Guide (current edition)
- AS 1884 (current edition) or equivalent applicable standard
- All relevant local building codes and regulations. Subfloor preparation, choice of hard-set vinyl adhesive and installation method are the responsibility of the installer/owner. This product warranty covers the flooring material only. Any warranty for installation workmanship or labour must be obtained separately from the installer or contractor.

5.2 Approved Usage Categories. Residential use includes:

- Owner-occupied homes, apartments, townhouses and similar.
- Typical domestic rooms: living areas, bedrooms, corridors, studies, kitchens, dining spaces.
- Light commercial use may include, provided loads and traffic are moderate:
 - Small offices and consulting rooms.
 - Boutique retail and showrooms with light to moderate foot traffic.
 - Waiting rooms, reception areas, meeting rooms.
 - Aged care or similar resident bedrooms with typical domestic furniture.
- Light commercial use excludes:
 - Large public spaces with heavy continuous traffic.
 - Areas with significant heavy static or rolling loads (e.g. pallet jacks, trolleys with small hard wheels carrying heavy weights).
 - Industrial, warehousing or manufacturing facilities. If you are unsure whether a proposed use is considered light commercial, seek written confirmation from your Aquis Comfort supplier before installation.

5.3 Environment, Temperature & Humidity. Flooring must be used in indoor, climate-controlled environments. Indoor conditions should, as far as practicable, be maintained near:

- Temperature: 18–25°C in normal operation
- Relative humidity: generally 45–60%

Temperatures at floor level should not consistently drop below about 5°C, nor be subjected to extreme or prolonged elevated surface temperatures. Avoid large, rapid surface temperature changes over short periods (for example, a very cold floor suddenly subjected to strong, direct sun or excessive heating), as these can cause gapping or peaking.

Underfloor heating (if used):

- Must be a low-temperature, fully embedded system (e.g. in-slab hydronic or properly embedded electric).
- The maximum floor surface temperature at the vinyl interface must not exceed 27°C.
- Heating systems must be brought up and down in temperature gradually and used in accordance with both:
 - Aquis Comfort Acoustic Luxury Vinyl Plank Flooring Installation Guide, and
 - The heating system manufacturer's instructions.

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5.4 Subfloor & Moisture Barrier. Subfloors must be:

- Structurally sound, rigid and stable
- Sufficiently flat and level within tolerances of AS 1884
- Clean, dry and suitable for adhesive bonding. Moisture testing must be performed with appropriate methods; results must fall within the allowable limits specified by:
 - AS 1884, and
 - The adhesive manufacturer used.

Where necessary, appropriate moisture barriers, primers and levelling compounds must be installed and cured correctly. Damage resulting from subfloor movement, structural movement, rising damp, hydrostatic pressure or excessive moisture is not a manufacturing defect and is not covered.

5.5 Documentation to Assist Claim Assessment

Our products are designed and manufactured to perform reliably in the environments described in this warranty. In the unlikely event that a warranty claim is required, having clear information about the installation can help us assess the situation quickly and more accurately.

To assist in the fair and efficient assessment of any warranty claim, we may request:

- Subfloor moisture test records (including method, locations, readings and date),
- Photographic evidence of the subfloor and preparation works prior to installation (e.g. moisture barriers, levelling, grinding), and
- Details of primers, levelling compounds, moisture barriers and adhesives used (brand and product). These records will provide valuable information to help us in the assessment process in the unlikely event of an issue and warranty claim.

6. Inspection & Acceptance Before Installation

The installer and/or owner must inspect all cartons and planks prior to installation to confirm:

- Correct product, brand and colour
- Sufficient quantity
- No obvious surface or edge damage
- Colour and pattern are reasonably consistent with expectations and samples. Planks that are visibly damaged, incorrect, or considered unsuitable must not be installed. Once planks are installed the product is deemed accepted for product type, colour and pattern.
- Visible condition at the time of installation.
- Natural variations in colour and texture between different production runs are normal characteristics of this product type.
- Claims for issues that should reasonably have been identified before or during installation (e.g. obvious visual defects, wrong colour, except where shade variations result from mixing different production runs in accordance with our installation guidelines) will not be accepted as product defects. If any issue is identified before or during installation, stop work immediately and contact your supplier before proceeding.



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7. Owner Responsibilities for Care & Maintenance.

To ensure optimum performance and preserve warranty coverage, owners must:

7.1 Retain documentation

- Keep the original purchase invoice and any installation invoice.
- Keep a note of the installation address and approximate installation date.

7.2 Follow the Aquis Comfort Acoustic Luxury Vinyl Plank Flooring Maintenance Guide

- Clean and care for the floor in accordance with the Aquis Comfort Maintenance & Care Guide (current edition).
- Use only pH-neutral, non-abrasive cleaners suitable for vinyl floors.
- Avoid steam cleaning, soaking-wet mopping, abrasive tools and unapproved chemicals.

7.3 Protect the surface

- Use suitable mats at entry points to reduce grit and moisture.
- Use non-staining felt pads or glides on furniture feet and supports.
- Use chair mats under castor/roller chairs.
- Avoid dragging heavy furniture or appliances across the floor.

7.4 Manage light, UV and heat

- Use blinds, curtains or window films where necessary to limit intense, direct sunlight and heat.
- Recognise that some change in colour or gloss over time due to light exposure is normal.

7.5 Deal promptly with moisture events

- Wipe up spills quickly.
- Address leaks or water incidents promptly; do not allow standing water or flooding. Failure to carry out reasonable care and maintenance can contribute to damage that is not covered by this warranty.

8. Normal Variations & Non-Defects

The following characteristics are considered normal or outside the scope of this warranty and are not product defects:

- Fine surface scratches, scuffs or minor dents from normal use, pets or furniture.
- Slight softening or change in gloss/sheen level over time.
- Supplied flooring and showroom samples.
- Visible colour, shade, or gloss variations that are within normal manufacturing tolerances or result from mixing different production runs.
- Visible variation that is inherent to the design and pattern.
- Gradual colour change or fading due to:
 - Sunlight or artificial light exposure
 - Ageing of the product over time
 - Localised wear, scratching or soiling in high-traffic areas, especially where recommended protective measures (mats, runners, furniture protection) have not been used.



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9. Exclusions – What This Warranty Does Not Cover

To the extent permitted by law, this warranty does not cover any damage, defect or failure arising from:

9.1 Installation and site issues

- Installation not following Aquis Comfort Acoustic Luxury Vinyl Plank Flooring instructions, AS 1884 or local building codes.
- Visible colour, shade, or gloss variations that are within normal manufacturing tolerances or result from mixing different production runs.
- Failure to install appropriate transitions or movement breaks in large continuous areas, long corridors or complex layouts where indicated by site conditions or AS 1884.
- Inadequate or incorrect subfloor preparation (e.g. out-of-tolerance flatness, weak/contaminated surfaces, unsuitable existing coverings left in place).
- Structural movement, subfloor movement or deflection.
- Incorrect or incompatible adhesives, primers, levelling compounds or moisture barriers.
- Use of non-approved adhesive types (e.g. pressure-sensitive or releasable adhesives).

9.2 Moisture, water and flooding

- Rising damp, hydrostatic pressure or other moisture transmission through or into the subfloor beyond allowed limits.
- Plumbing, appliance or building leaks not promptly corrected.
- Flooding, inundation, overflows or prolonged standing water.
- Use of the flooring as a waterproofing system or membrane in wet areas.

9.3 Misuse, abuse or improper use

- Use in unapproved areas (exterior, semi-exterior, industrial, etc.).
- Heavy static loads (e.g. large safes, heavy racking, fixed machinery) beyond design assumptions.
- Heavy rolling loads (pallet jacks, heavily loaded trolleys on small hard wheels).
- Impact damage, cuts, gouges, burns or deep scratches from dropped objects or sharp items.
- Damage from dragging or sliding heavy furniture or appliances.

9.4 Improper cleaning, chemicals or maintenance

Use of:

- Steam mops or steam cleaning equipment
- Soaking-wet mops or excessive water
- Abrasive powders, scouring pads, steel wool or hard-bristled brushes
- Strong alkaline or solvent-based strippers not specifically approved for resilient/vinyl
- Waxes, polishes, "mop-and-shine", oil-based dressings
- Undiluted bleach, ammonia or harsh solvents
- Impregnated wipes or supermarket products that leave sticky or oily residues
- Failure to follow the Aquis Comfort Acoustic Luxury Vinyl Plank Flooring Maintenance & Care Guide.



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9.5 Heat, temperature and underfloor heating misuse

- Surface temperatures consistently below around 5°C or abnormally high.
- Rapid, large changes in temperature at the floor surface within a short period.
- Underfloor heating systems that are incompatible, incorrectly installed or incorrectly operated (including systems exceeding the 27°C surface temperature limit).

9.6 Light & discolouration

Fading, colour change or discolouration from:

- Sunlight or strong UV light
- External heat sources
- Chemical reaction (e.g. from some cleaning agents)

9.7 Contact with incompatible materials

Staining or discolouration from:

- Rubber, latex or some plasticisers (e.g. rubber furniture feet, certain chair pads, rubber-backed mats, tyres)
- Dyes from non-colourfast rugs or furnishings

9.8 Third-party modification or repair

- Repairs, recoating, "strip & seal" processes or other additions carried out with incompatible or unapproved products.
- Any alteration to the flooring system that is not in line with Aquis Comfort Acoustic Luxury Vinyl Plank Flooring instructions.

9.9 Incidental and consequential losses

Costs such as:

- Removal and reinstatement of fixtures and fittings
- Alternative accommodation or disruption costs
- Repainting, wall or skirting repairs
- Loss of business or profit except where such costs must be met under applicable consumer laws.

10. Remedies & Pro-Rata Adjustments

Where a valid claim under this warranty is accepted, Aquis Comfort will, at its option and subject to applicable law:

- Supply replacement Aquis Comfort Acoustic planks of the same or similar design and quality to cover the affected area, or
- Provide another remedy as required under applicable consumer law (e.g. refund where there is a major failure). Because flooring naturally ages and product ranges change, any remedy may use a pro-rata approach, taking account of:
 - The time the floor has been in service,
 - The portion of the installation affected, and
 - The remaining warranty period.
- Use the closest matching colour or design available at the time if the original product is no longer produced. Unless required by law, this voluntary warranty does not automatically include labour or ancillary costs (removal, re-installation, etc.), although these may be considered on a case-by-case basis in compliance with consumer law.



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11. Making a Warranty Claim

If you believe you have a product-related issue that may be covered by this warranty:

11.1 Contact your retailer or supplier promptly

Notify them as soon as reasonably practicable after you become aware of the issue and provide:

- A copy of your purchase invoice
- Installation date and address
- Your contact details
- Clear photographs of the issue
- A brief written description of the problem and when it was observed

11.2 Inspection & assessment

The retailer or UB Trading Pty Ltd (or its representative) may:

- Request additional information, and/or
- Arrange an on-site inspection. The inspection will assess:
 - The condition of the floor
 - Installation method and site conditions
 - Whether the problem appears to be a product issue or relates to site/installation/maintenance

11.3 Outcome

- If the claim is accepted:
 - The remedy (e.g. supply of replacement materials) and any pro-rata adjustment will be confirmed in writing.
- If the claim is declined:
 - You will be advised of the reasons, and
 - You remain free to exercise any rights you have under applicable consumer law. Only UB Trading Pty Ltd can approve a warranty claim or determine the form of remedy under this warranty. For the current version of this Warranty, the Installation Guide, and the Maintenance & Care Guide for Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (LVP), please refer to your supplier or to our official website.