Clever Hybrid SPC

CLEVER CHOICE
Quality Style Value
we've got the best floors for you

Installation Guidelines

PLEASE READ COMPLETELY BEFORE STARTING INSTALLATION

- This installation guide and our warranty must be read in conjunction with any additional Clever Choice installation guides posted on www.cleverchoice.com.au or guides provided to you by the seller. These instructions do **not** allow for every possible use or installation of this product.
- If you have any questions about suitability for application not covered in these instructions, please contact your supplier or Clever Choice immediately. Check www.cleverchoice.com.au for up-to-date details and articles relating to installation, care and maintenance.
- Clever Hybrid SPC is for indoor residential and commercial use only. Installations outside these recommendations are **not** covered by warranty.
- Clever Hybrid SPC is **not** to be glued directly to the subfloor. All installations are to be carried out as a floating floor (which also provides proven noise reduction and a solid timber feel).
- Clever Hybrid SPC is a digitally printed product and colour may differ from the sample depending on the time of manufacturing and also depending on the age and position of the display sample in store.
- Clever Choice recommends that the installation of our flooring is carried out by a certified installer holding a *MSFFL2023 Install Laminate, Timber and Bamboo Flooring*.
- All installations of Clever Hybrid SPC should be in accordance with AS1884-2012 Floor Coverings – Resilient Sheet and Tiles – Installation Practices and these instructions. These instructions are intended to assist in achieving an optimum installation

Warning - Floating floor installation systems should NOT be used if loads are likely to exceed 200kg/object area or if the load is greater than 30kg/cm2.

1. The Installer

1.1 Storage & Handling

- All products should be handled with care and unopened cartons should be stored in dry conditions. Ensure the cartons are elevated at least **100mm** off ground floor slabs and away from external walls at least **48 hours before** installation. This will prevent extra moisture from entering the cartons.
- For optimum performance, install the flooring as soon as the cartons are opened, do not wait several hours, as the boards will acclimatise on the floor once clicked together.
- Conditions within the dwelling should reflect the normal living conditions of the home. For instance, if the floor is being installed at a time of the year when air-conditioning or heating is being used, then these conditions should be replicated prior to floor installation and then maintained relative to the season. Temperature should be between 18ºC-27ºC and Relative Humidity between 40%- 60%. Advise builder or home owner to maintain these conditions after installation.
- Boards should not be installed in extreme weather conditions
- When installing, use a thermometer and hydrometer to monitor the temperature and humidity in the house.
- Extreme Temperatures prior to Installation - Should your Clever Hybrid SPC Floor be exposed within 12 hours prior to installation for over 2 hours to extreme temperatures (under 5°C or over 50°C) (which may be due to storage in vehicles or transport to site), acclimatisation is required at a room temperature between 18°C to 27°C for a minimum of 12 hours, in unopened packages prior to installation. Ensure individual stacks are no more than 3 packs high and they are spaced at least 200mm apart to allow airflow between stacks. The temperature must remain within this range for the entire installation period and a minimum of 48 hours after installation completion. The ambient relative humidity in the installation area should be maintained at 40-60% to prevent condensation forming under the laid flooring.
- Floor should never be exposed to temperatures greater than 42 degrees.

1.2 Appropriate Window Furnishings

- While Clever Hybrid SPC is very stable, harsh direct sunlight can cause the products to expand and contract abnormally, and will cause discolouration to the surface.
- Check all external windows and doors have appropriate furnishings such as blinds, shutters, curtains and window tinting to prevent harsh direct sunlight affecting the floor.

1.3 Heat Sources

- Prolonged exposure excessive dry heat can cause Clever Hybrid SPC to contract and expand abnormally, which can cause gapping between boards.
- Use of internal cooling & heating systems such as ducted heating and fireplaces, must be regulated to prevent excessive dry environments.

1.4 Safety Equipment & Tools

- Please wear all required safety equipment for tools being used.
- Tools to consider - hand saw, chisel, pulling tool, utility knife, drop saw, table saw, electric planer, router, circular saw, jig saw, multi-tool / undercut saw, moisture meter, pencil, spacers, tape measure

1.5 Board Moisture Content

- Boards will expand and contract as the ambient relative humidity moisture level changes.
- As the moisture content increases or decreases outside of the recommended moisture content, the more the performance of the boards will change. Additional allowances may need to be made.
- Do **not** install the boards if they are wet due to transport or storage prior to installation.

1.6 Subfloor Preparation and Testing

- Ensure all subfloor surfaces are clean and free of loose materials and contaminants, ie Dust, grit
- Concrete sub floors must be tested in accordance with AS1884-2012 for moisture using the relative humidity in-situ probe test. RH levels can be up to 95%.
- Generally Clever Hybrid SPC Floors do not need to be acclimatised. However if boxes are exposed to extreme temperatures within the 12 hours prior to installation please refer to the Extreme Temperatures note in these instructions.
- Check that the subfloor is flat, smooth and level with a tolerance no greater than 2mm over 2m using a straight edge. Correct any changes in levels by either diamond grinding the surface of the slab, sanding the surface of the timber subfloor and/or using an approved levelling compound, as this removes high spots. Depressions and cracks must be filled using a suitable (taking into account the traffic loads) approved levelling compound in accordance with the manufacturer's instructions. All irregularities must be levelled.
- Existing timber, plywood and particleboard subfloors, must be checked for any loose boards/panels or excessive deflection or movement. If loose boards are found or movement is excessive, the subfloor should be re-affixed and damaged boards replaced, then if required, sanded to a level, smooth and dust free surface.
- The floor can be installed over most existing floorcovering (e.g. ceramic tiles, linoleum, PVC etc.) provided the floor is flat, dry and in the case of ceramics in a residential installation, grout line tolerances are no more than 3mm wide and 3mm deep. Otherwise grout joints should be filled to the level of the tiles with a suitable leveller. Carpet, carpet underlay and/or existing floating floors is not a suitable subfloor.
- After levelling, wait the manufacturer's recommended time to allow the compound to dry completely before laying your Clever Hybrid SPC Floor, to prevent moisture related issues.
- Suspected dampness in a concrete slab, must be checked by moisture meter using "plugs" drilled into the slab.
- Keep a record of the moisture content of the subfloor on your installation checklist.

1.7 Subfloor Heating

- Clever Hybrid SPC Floors should never be installed over any electrical radiant heating system - the speed of sudden temperature changes having the potential to negatively affect the floor.

Hydronic Radiant Underfloor Heating

- Before installing over newly constructed hydronic underfloor radiant heat systems, operate the system at maximum capacity for a minimum of 7 days to force any residual moisture from the cementitious topping of the radiant heat system. The moisture content of the screed prior to installation must be less than 1.5% (CM method). Shut down the floor heating at least 48 hours prior to installation. Make sure that the temperature in the room is at least 15°C during installation. It is recommended that the radiant heat be applied in a gradual manner (no more than 2°C per day) after installing the Clever Hybrid SPC Floor. After installation, ensure the surface temperature of the subfloor never exceeds 27°C. Refer to the hydronic underfloor radiant heat system's manufacturer recommendations for additional guidance.

1.8 Wet Area Installation

- Although Clever Hybrid SPC is waterproof, it should not be used as a moisture barrier, and should not be installed in areas that have a continual risk of excessive moisture/flooding such as saunas or outdoor areas.
- If a floor waste is installed in the area and it is intended to grade the floor to the waste, the sub-floor must be prepared within the tolerances set out in the Sub Floor Preparation, due to its rigidity, it cannot be manipulated to provide any fall to waste or accommodate variations in flatness of the floor greater than those tolerances.
- Separate and/or isolate the wet areas from the rest of the floor area with a H trim or similar at the doorway or other adjoining areas
- Seal the perimeter of the floor using a bathroom grade silicone to prevent moisture seeping under the floor

1.9 Board Selection

- Check the correct flooring has been supplied and that you are satisfied that the boards match the colour selected at time of purchase. ***Stop!*** Do **not** start installing if you are **not** satisfied with the product.
- Please inspect every board for defect or damage before and during installation. Remove any boards from the installation area if they have a visual defect or if you will not accept the variation. It is our position that you, the installer and/or homeowner, accept the appearance and take responsibility for any visual variation or defect in boards you choose to install and not separate for replacement. Any defects should be reported to the retailer immediately for inspection and/or replacement.
- Clever Hybrid SPC is digitally printed and may have variations in shade. It should be installed from several cartons at the same time to ensure good colour and shade mixture.
- For best results, pre-select and set aside boards that blend best with all floor beadings, skirting boards or stairnoses and use these to ensure a uniform final appearance.

1.10 Expansion Gaps & Board Relief

- Undercut all architraves and plaster board (if skirtings are not being removed, undercut skirtings) to allow the boards' clearance for natural expansion.
- **Perimeter Expansion Gap –** leave a minimum of 6mm perimeter expansion gap (adjustments made when undercutting plaster), including around fixtures and cabinetry to allow the Flooring to move naturally in both directions (expansion and contraction depending on seasonal changes). Failing to do this may result in gaps appearing from under skirting or scotia during temperature changes.
- **Internal Expansion Gaps –** any installation exceeding 10m (width) and 20m (length) will require an internal expansion/contraction gap using a H-Trim or Universal Trim. Each room in the house will generally have its own Relative Humidity and temperature environment. Installing expansion trims between each room is necessary to allow boards in each room to move independently without being put under pressure. If the floor is installed outside these guidelines it will have too much weight and restrict the natural movement of the floor. This could cause issues like bouncing, cupping, splitting and/or squeaking. As a general rule, the larger the raft size the larger the expansion gap should be.

- **Solid Objects –** kitchens or built-in units are to be installed **prior** to the flooring being installed. They are **not** to be installed on top of Clever Hybrid SPC Flooring, as the weight of these structures will restrict the natural movement of the floor, causing such problems as, gapping, cupping or creaking. Ensure a minimum of 6mm gap is left around these solid objects, including pipes and any other permanently fixed objects.
- **Base Plates of Trims -** must be glued and screwed into place in all required areas as mentioned above, prior to flooring being installed to ensure they remain secure.

1.11 Laying Direction

- Although Clever Hybrid SPC Floors can be installed in any direction, as a rule, floors are usually installed perpendicular to a wall with a window.
- Installing the floor parallel to the longest walls or runs tends to make a room appear larger and flooring perform better during natural movement.
- Check that installation will remain within 10m (width) and 20m (length) or you will require an internal expansion/contraction gap using a H-Trim or Universal Trim. If the floor is installed outside these guidelines, it will have too much weight and restrict the natural movement and may cause issues like bouncing, cupping, gapping and/or squeaking.

1.12 Quality Underlay

- Clever Hybrid SPC is manufactured with a 1.5mm IXPE acoustic underlay on the back of the board. NO other underlays are to be installed under the flooring.
- To reduce the moisture transmission rate from your slab, use a 200-micron plastic taped on all joins and fitted up walls and fixtures to the thickness of the flooring to prevent any excess moisture from penetrating the flooring.

1.13 Cutting & Staggering Boards & Ends

- The end joints in adjacent rows need to be more than 400mm apart and planks at the end of each row must not be shorter than 400mm, to ensure stability. If your last plank is shorter than 400mm, it is advised to re-cut the first plank in the row.
- When installing boards of random length, ensure that the staggered length is at least 400mm. This will help to ensure a more structural and favourable overall appearance of the floor.
- The remainder of the plank from your first row can be used as the first plank of the next row. Stagger the planks so no pattern is visible. You may need to adjust your off-cut or have 2 or 3 off-cuts to allow rows to be staggered.
- Should you have an irregular wall for the first row, the plank must be cut to follow the wall's irregularities.

1.14 Installing the Boards

- Flooring should be installed from left to right, with the tongue sides facing the walls. Starting in one corner of the room, place spacers between the plank and the wall: one spacer on the width and one spacer at each end where one plank joins another.
- A minimum 6mm expansion gap around the entire floor is required. Adjustments are to be made when going under doorframes and plaster board that has been undercut. Ensure there is another clearance for boards to pass under during natural movement.
- When laying the planks for the first row, place the first plank flat and against the spacers. The next plank being laid must be elevated at a slight angle to allow the Click to slip into the groove of the first plank.
- Once flat, push and gently tap the planks together ensuring they "click" in tight and sit level.
- For the second and consecutive rows, elevate the plank on the long side at a slight angle to allow the Click to slip into the groove.
- The next plank should be laid the same way but with the Click on the left side of the plank falling just next to the previous plank. Once flat, you can lift and lock the planks together until they "click" in tight.
- When you reach the final plank in the row, place a loose plank precisely on the last laid plank. Place another plank on top, but with its edge a minimum 6mm from the solid object. Trace a cutting line along the middle plank, and saw it along that line.
- Lay the plank you just cut and ease it into position. Insert spacers between the wall and the last plank laid to be ensured floor doesn't shift during installation.
- Check that the skirting or scotia will cover the board by minimum 6mm to allow coverage during natural movement.
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- To allow natural movement around obstacles (pipes, solid built-in units, etc.), use a pencil to trace around the object, making allowances for an even minimum 6mm clearance.
- For the final row, lay the board overlapping the second last row. Place a straight edge on top at the edge of the second last row. Using a pencil, draw a line along the board. Cut the board on the line, ensuring that a minimum of 6mm clearance will be allowed.

1.15 Changing Rooms and Size of Rooms

- Check that the trim base plates are fully secured between rooms. Any room that exceeds 10m (width) or 20m (length) will require expansion/contraction trims to be installed at the parameters.
- When going from one room to another, make sure to leave a minimum 6mm gap to the base plate of the trim. This will allow the floor to naturally move freely.
- Colour matching trims are available so that they can be installed to blend in with the floor for a pleasing appearance.

1.16 Fitting Scotia or Skirting

- Remove all spacers.
- Fold the moisture barrier along the edge of the walls under the skirting or scotia.
- Cover the expansion/contraction gaps around the perimeter of the floor ensuring a minimum of 6mm coverage of the boards is achieved.
- Fit the skirting or scotia to the walls and NOT the floor, ensuring a 0.5mm-1mm gap is left between it and the floor. This will allow the floor room to move, naturally and freely.

1.17 Fitting Finishing Trims

- Install the top plate of finishing trims to neatly finish off in all doorways, against fixed objects, kitchens, sliding doors and between rooms
- Colour matching trims are available so that they can be installed to blend in with the floor for a pleasing appearance.

1.18 Fitting Stairs & Slip Resistant Tape

- When installing to stairs, it is recommended to use an approved flexible flooring glue to stick the stairnoses and boards to the solidly constructed staircase.
- When fitting boards to each step, it is recommended to leave a minimum 3mm gap under the riser, that is fitted on top of the tread.
- Where the stairnoses are installed to a top landing leading into a room of flooring, remember to make allowances for natural movement. An expansion trim could be installed between the top stairnose and floor boards if needed.
- Slip resistant tape, complying with Australian standards, is available to be applied to the stairnoses of the finished staircase.

1.19 Checking Door Heights

- Check door and doorframe clearances to insure that doors will move freely without contacting the flooring surface.

1.20 Clean Up & Go Through Checklist

- Sweep the floor and clean up any mess.
- Go through checklist and ensure all steps have been followed and completed.

Maintenance Guidelines

2 The Home Owner

2.1 Furniture Protection & Replacing Furniture and Appliances

- Correctly fit appropriate protectors on the feet of chairs, tables and other furniture to avoid damaging your floor. Failing to do this could result in scratches or damage to your new floor.
- Carefully move furniture and other items back into the room(s), ensuring not to scratch or damage your new floor.
- Ensure appliances are professionally re-installed

2.2 Use of Rugs and furniture protectors

- Ensure felt pads are attached to the feet of furniture like tables, chairs, lounges etc, to prevent scratching and damage to your flooring.
- Ensure that castors are felt-based and not plastic-based to prevent scratching.
- Protective pads on furniture legs should be checked periodically to ensure that they are clean of grit and/or not in need of replacement.
- In areas of excessive traffic and wear, make use of runners or area rugs.
- Use of protective mats at all exterior entrances will help stop sand & grit coming onto your floor.
- Rubber based furniture or rugs should not be used, as these may leach into the floor and stain the surface.
- Move your rugs and mats regularly, to clean under them and to allow the boards to naturally age evenly.

2.3 Regular Cleaning

- Spills should be wiped up when they occur and scuff marks or stubborn stains may be removed with light rubbing with a slightly damp rag.
- As some floor cleaners, oil soaps, wax and liquids can attack and affect your surface, these should be avoided. Use, where possible, the cleaning regime specified by coating experts.
- Enemies to Floor finishes are sand or grit that can be brought into the house with footwear. These small particles act like sandpaper resulting in scratches in the floor.
- For regular cleaning of domestic floors, an antistatic mop provides an effective means of collecting dust and grit.
- If a vacuum cleaner is used, the condition of the brushes should be regularly checked. If the brushes have worn thin, contact of the metal head on the floor can result in scratching.
- For best performance and appearance, immediately wipe up spills, foreign substances or water from wet feet. Floors can become slippery when wet. Wipe any excess moisture off the floor immediately using a dry mop or clean towel.

2.4 Cleaning up after your Pets

- A small part of owning a pet is coming to grips with the messes they make. It's quite likely that you'll have to deal with urine on the floor at some point. Because pet urine can quickly damage Floors, cleaning the floor immediately and properly can assist in preventing permanent stains.
- Get to the mess your pooch has created very quickly. You wouldn't want his urine to soak in and just dry out on the floor. Aside from cleaning, you may need to try deodorizing the spot thoroughly. Make sure your pet can't smell their urine in that same area, as they may return to it again.
- Because ammonia tends to smell like pet urine, avoid using it or any product that contains it.
- The use of vinegar/water solution is also **not** a good cleaning agent, as it encourages re-marking among pets. Because liquids tend to seep down and outward, clean a few more inches around the stain to ensure that you have deodorized the spot thoroughly.
- Keeping your pets' claws trimmed will assist in preventing scratches to your surface.

2.5 Spray mop or Slightly damp mop only

- When mopping your floor, Clever Choice recommends the use of either a spry mop or a mop that is only slightly damp to provide an effective deep clean.
- After wetting the mop, wring it out and gently mop the floor. Wipe any excess moisture off the floor immediately after cleaning, using a dry mop or clean towel.
- **Never use steam mops or abrasive cleaners, steel wool, scouring powder, wax or polish on your floor. Steam mops are not recommended as they can cause damage to the coating. They may also cause damage to the floor.**

2.6 Repairs

- **Repairing scratches –** The sliding or movement of unprotected furniture, grit or sharp objects could cause scratches. This hardness layer reflects light and appears white. Using products such as Gilly Stephensens Scratch cover for darker colours and Gilly Stephens Orange oil for lighter colours helps to prevent the light from reflecting from the scratches.
- **Replacing boards –** if any major damage occurs, the boards can be replaced. Boards can be unclicked and new boards can be re-laid (please note, that some colour variation can be expected due to the natural aging process or natural variation).
- **Re-coating –** Clever Hybris SPC can be re-coated after a number of years to restore it's original finish with many available refinishes on the market

2.7 Direct Sunlight

- Direct intense sunlight can contribute to boards losing moisture, causing contraction, gaping and possible cupping of the boards.
- It will also cause the colour of both the boards and finish to change with time.
- Filtered sunlight and heat through sheer curtains and/or blinds provides an effective means of slowing the colour change process and is also effective in controlling board moisture content and floor movement.

2.8 Aging Process

- Clever Hybrid SPC board colour becomes richer and darker as the boards age.
- Stock that arrives in cartons may be lighter than the sample in store, depending on the age and position of the display sample.

2.9 Maintaining Relative Humidity and Temperature Control

- The performance of your Clever Hybrid SPC Flooring is influenced by moisture content. The optimum performance temperature for your floor is between 18°C-27°C and optimum Relative Humidity between 40%-60%. The area should be consistent with the normal, year-round living conditions and should be maintained by the homeowner to avoid excessive movement of the floor.
- Through the use of permanently fitted humidifiers, dehumidifiers, air-conditioning and/or heating systems, you can control your living conditions.
- **Hot Dry times –** There are a few simple things that can be done, which can reduce your floor losing moisture during hot dry times.
- Bowls of water, water left in the sinks, fish tanks and/or pot plants will all add moisture into the air.
- Keep blinds and curtains closed, where possible, and use of Humidifier or atomizer (mist spray).
- If boards lose to much moisture some gaps may appear from under the skirtings or in doorways during natural movement.
- **Wet Moist times –** There are a few simple things that can be done, which can reduce your floor gaining moisture during wet moist times.
- The use of evaporative air-conditioning, heating systems and dehumidifiers can all be used to control temperature and humidity.
- If excessive moisture gets into the boards, they will start showing signs of expansion, cupping, peaking, vertical movement and/or squeaking within the boards.
- **Extreme Weather changes –** change of seasons, bush fires, floods and droughts all cause a change to the installed environment and Clever Hybrid SPC Flooring will be influenced by these changing conditions, as above.
- **Locking up house for long periods** - If your house is locked up over Christmas or hot months for extended periods, ensure there are some coverings on the windows and that the house is ventilated during this time.
- Oven-like conditions can be created when houses are closed up for extended periods of time in warm weather and your floor will react to this changed environment.
- **Leaks or moist areas -** any leaks must be attended to and rectified immediately.
- Failure to attend to leaking pipes or moisture entering from outside your house could result in problems with you floor.

2.10 External Property Inspection - Locality and Dwelling Environment

The flooring installed can be affected by many external factors - removal of causes prevents problems.

- Flooring can be damaged by the external environment to the home, what happens under and around your home will affect your floor's performance. Please check for any water run off, ground moisture source, and Relative Humidity (RH) and temperature factors that may be affected by overhanging tree canopies and sun direction.
- Site Inspection should include checking for soil or debris built up higher than weep holes, or under floor ventilation of the subfloor.
- These external factors are very important when selecting the correct floor to suit your environment and ensuring your floor performs to optimum levels.

2.11 Building Site Conditions

- For new home installations, other wet trades are to be completed and weather must be considered. During installation.
- For the exterior of the building or dwelling – all gutters, downpipes and drainage systems need to be in place and operational prior to laying the floor.
- Similarly, ground work needs to be sufficiently completed to ensure water drains away from the building and that no pooling of water occurs either adjacent to slabs and footings or beneath the building.
- Prior to product being delivered to site, the building should to be weather tight with all windows, doors and seals in place.
- Wet trades including plastering, tiling, painting and plumbing should be complete and the building should be given time to dry out from the higher levels of moisture released from these trades.

Warranty

3.1 Warranty

The benefits to the consumer under our warranty are in addition to other rights and remedies under a law in relation to the goods or services to which the warranty relates. The warranty requires that the consumer immediately contact the warranty provider upon becoming aware of a suspected product defect and ceases installing or using the goods. All claims require supporting documents and inspection reports as bound by the warranty terms and conditions. All expenses related to warranty claims are the responsibility of the consumer making the warranty claim. 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 for 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 major failure. The original purchaser of Clever Choice flooring in Australia is offered the following warranties effective for purchases made after 1st May 2008. Please note this product is warranted for indoor use only, installed as a floating floor, and is not transferrable in the event of a property sale. The warranty only becomes effective when full payment has been made.

3.2 Limited Surface Warranty – 25 years Residential / 5 years Commercial

The manufacturer warrants to the original purchaser that the timber coating will not wear through under normal conditions of wear and tear, for a period of 25 years from the date of purchase. Gloss reduction & scratches caused by regular traffic are not considered wear through.

3.3 Structural Integrity Warranty – Life Time

The manufacturer warrants its product in its original manufactured condition to be free from defects in material and workmanship, including lamination, assembly, dimension and grading. (May not apply to special or non-standard grade specifications, as advised at time of sale).

3.4 Expectations

Clever Hybrid SPC Flooring will continue to expand and contract during normal seasonal temperature and humidity changes. Product, when properly installed, may experience slight expansion and contraction during normal seasonal temperature and humidity changes, which is normal and excessive movement due to extreme weather conditions is to be expected. If board separation occurs, due to inadequate perimeter spacing, it is not covered by this warranty. Expansion gaps should be installed as required and recommended in our installation guide supplied in every carton. The removal of skirting or trims may be required for rectification. Any subsequent damage or rectification costs to fixtures, skirting or trims is not covered by manufacture warranty. Being manufactured using a digital print, colour variations can occur between batches. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen. If a product is thought to be defective by the person doing the installation, that person should contact Clever Choice immediately and/or return the product to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance, relating to features visible at time of purchase, once the products are installed. If Clever Choice flooring should fail to meet the Terms of the warranty, Clever choice and the manufacturer, at its option, will either supply replacement product from the current range or parts to repair or replace the defective product or refund the purchase price of the defective product prorated over the remaining life of this limited warranty. A minimum of 10% of the total installed surface area must be affected for the warranty to apply. This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above, is the customer's only remedy for claims under this warranty.

3.5 Conditions of warranty

The manufacturer will honor claims under this warranty, only if **all** of the following Conditions are satisfied:

3.5a The customer must provide proof of date of purchase, the original purchase invoice, evidence that he/she is the original purchaser and show that the floor is at the original site of installation.

3.5b At all times between purchase and installation, the flooring must be properly stored according to installation instructions.

3.5c This warranty applies to interior residential construction only.

3.5d The flooring must be installed in accordance with the manufacturer's installation instructions. Relative humidity in the area of use must be maintained within a range of 40% to 60%.

3.5e Clever Hybrid SPC Flooring must be maintained in accordance with the manufacturer's recommendations.

3.5f The manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. The manufacturer must be given 60 days following notice to inspect the product to confirm if any manufacture defect is present. Written notice should be sent to Clever Choice. The manufacturer or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.

3.5g The warranty will be made void if unusual man-made or natural disasters – including leaks, broken plumbing, fire, flood, rising water, earthquake or standing water – occur during or after installation. These issues should be covered by your home insurance.

3.6 Warranty Exclusion

The manufacturer's warranty does not cover the following:

3.6a Indentations, scratches, damage caused by negligence or accident, water erosion, insect attack, animals, high-heeled or spiked shoes.

3.6b Failure to follow the manufacturer's written floating floor installation instructions, including protecting the floor from sub-floor moisture.

3.6c Exposure to excessive heat, moisture, sunlight or improper humidity & temperature in the area.

3.6d Improper maintenance, insufficient protection or misuse. The use of steam mops voids your warranty.

3.6e Where sub-floor heating is used.

3.6f Improper alterations to original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.

3.6g Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.

3.6h Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately leveled (+/- 2mm over 2m).

3.6i Squeaking and creaking where any vertical movement is present, either due to unlevel subfloor or boards being under pressure during natural movement or expansion/contraction. Floating floors may naturally creak or squeak in areas.

3.6j Residence being locked up for extended periods of time will void warranty due to the inability to control temperature and relative humidity.

3.6k Where the boards have been directly stuck to the subfloor.

3.6l Where trims have not been installed as per installation guidelines. 10m (width) & 20m (length) and at doorways.

3.7 Warranty Disclaimers

The foregoing is in lieu of all other warranties expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, except as covered by Common Law. The manufacturer is not liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser. This warranty gives you specific rights and you may also have other rights that may vary from state to state. It should be read in conjunction with CLEVER CHOICE PTY LTD General Terms and Conditions of Sale (available upon request).

For more information on Clever Choice, please contact your supplier or go to our website www.cleverchoice.com.au