



# TROJAN TIMBERS PTY LTD

ABN 12 086 098 866 Phone (07) 3861 4422 Fax (07) 3861 4488  
Unit 4/ 67 Araluen Street, Kedron, QLD, 4031 PO Box 3363, Stafford DC, QLD, 4053  
website [www.trojantimbers.com.au](http://www.trojantimbers.com.au) email [sales@trojantimbers.com.au](mailto:sales@trojantimbers.com.au)

Trojan  
**PROFESSIONAL**

**Luxury Vinyl Planks**



## Vinyl Flooring Warranty Information

*Thank you for choosing Trojan Professional Luxury Vinyl Planks. For peace of mind, your new floor comes with a **LIFETIME Structural Warranty + 20-Year Wear & Tear Warranty** to the original purchaser.*

*The **LIFETIME Structural Warranty** refers and applies to the structural integrity of the vinyl planks in so far that they are guaranteed not to delaminate, disintegrate or otherwise structurally deteriorate as a direct result of a production fault over the planks lifetime.*

***Trojan Professional Luxury Vinyl Planks** have been developed for 'loose lay installation', without the use of heavy adhesive. For certain traffic areas or rolling load applications, or larger-scale heavy commercial environments, a pressure sensitive glue may be required.*

*Variation in colour and design is a feature of these products, and is intended to enhance the natural appearance of the floor.*

*To ensure the optimum performance of your floor and full coverage of the product warranty, please adhere to all instructions relating to the subfloor, installation environment and method, together with ongoing care and maintenance of your new floor.*

*All planks must be installed in accordance with the Installation Guide and in compliance with Australian Standards AS1884-2012 Floorcoverings – Resilient Sheet and Tiles – Installation Practices.*

*The warranty is for the replacement of faulty vinyl planks only.*

*Inspect each plank for obvious damage prior to installation. Should a plank show obvious signs of fault or damage, such planks should be set aside and not installed.*



# TROJAN TIMBERS PTY LTD

ABN 12 086 098 866 Phone (07) 3861 4422 Fax (07) 3861 4488  
Unit 4/ 67 Araluen Street, Kedron, QLD, 4031 PO Box 3363, Stafford DC, QLD, 4053  
website [www.trojantimbers.com.au](http://www.trojantimbers.com.au) email [sales@trojantimbers.com.au](mailto:sales@trojantimbers.com.au)

*Unless expressly stated and in so far as permissible by law, the Manufacturer, Distributor and/or Retailer will not be responsible for any labour charges incurred in re-installation of any product, any associated rectification work or any costs or labour charges relating to replacement of any flooring surface in which the product is used. Re-painting, removal of fixtures or furniture, accommodation, waste removal and any other costs are specifically excluded from the warranty.*

## ***Surface Warranty: Trojan PROFESSIONAL Luxury Vinyl Planks 20-Year Wear & Tear Warranty.***

*As with all floorcoverings, it is expected that the floor planks will show a level of normal wear and tear over time. The Wear & Tear Warranty specifically applies to domestic applications and refers to the actual visible wearing out (or wear-through) of the decorative pattern on the surface through to the core-layer and to a minimum of 25% of the total floor area.*

*The Wear & Tear Warranty is conditional on the basis that the floor has been subject to normal use in the recommended and/or appropriate environment and has been maintained as recommended in accordance with the Care and Maintenance instructions.*

### ***Warranty Exclusions and Restrictions.***

*The warranty will not apply where damage has been caused through any of the following;*

- Any faults or damage that occurs as a result of incorrect installation, inappropriate environment or lack of appropriate care and maintenance procedures.*
- Improper cleaning, care or maintenance of the product.*
- The subfloor has not being prepared in accordance with the Installation Guide and/or in accordance with Australian Standards AS1884-2012 where applicable.*
- Unevenness caused by uneven subfloor and poor or improper installation.*
- Concrete/screed subfloors, where curing compounds, laitance, bond breakers or any other contaminants are present in the floor.*
- Hydrostatic pressure, excessive moisture or alkali conditions on the site.*
- Damage, intentional or accidental, caused by abuse or misuse, including but not limited to stiletto heels, dragged objects, heavy furniture, castor wheels, dropped items, sand, stones or other foreign objects brought into contact with the floor.*



# TROJAN TIMBERS PTY LTD

ABN 12 086 098 866 Phone (07) 3861 4422 Fax (07) 3861 4488  
Unit 4/ 67 Araluen Street, Kedron, QLD, 4031 PO Box 3363, Stafford DC, QLD, 4053  
website [www.trojantimbers.com.au](http://www.trojantimbers.com.au) email [sales@trojantimbers.com.au](mailto:sales@trojantimbers.com.au)

- *The presence of underfloor heating.*
- *Defects caused by misuse or abuse of the product including, without limitation, scuffing, scratches, indentations, cuts, gouges, pet abuse, wheel and castor traffic, stains, burns or furniture depressions.*
- *Damage, fading, discolouration or distortion resulting from external causes including but not limited to the use of chemicals, treatments and/or inappropriate cleaning agents.*
- *Changes in gloss level as a result of concentrated traffic and/or thoroughfare wear and tear unless the area amount to at least 25% of the total floor area and the wear-through is to the core-layer of the plank.*

*Goods come with Guarantees that cannot be excluded under 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 a Major Failure.*

## ***Making a Claim.***

*The product warranty is extended to the original purchaser only and proof of purchase is required when making a claim.*

## ***To make a claim, contact the point of purchase (re-seller / retailer).***

Australian Distributor: Trojan Timbers Pty Ltd 4-67 Araluen Street, Kedron, QLD, 4031,  
Brisbane, Email: [sales@trojantimbers.com.au](mailto:sales@trojantimbers.com.au) website: [www.trojantimbers.com.au](http://www.trojantimbers.com.au)

---ΩΩΩ---