

25-YEAR WARRANTY

On the conditions stated herein, Junckers Ltd undertakes the guarantee for the Junckers Flooring for 25-years. According to this warranty, we guarantee that, with the product specifications in force at time of delivery, the floor has sufficient strength and durability to resist common loads for 25-years from the time of installation.

If the Flooring boards supplied by us do not perform in strength and durability as mentioned above in the period of guarantee due to defects in material or manufacture, we shall, without expense to the customer, repair such defects that exist at the time of delivery or arise during the period of guarantee, either by repairing the existing boards or by supplying new boards in the same or in similar quality as the defective boards.

As with all natural living products, variations in colour and grain are to be expected, and often desired. To assist you in making your selection, we recommend you refer to our grading charts. Hairline splits, sapwood and other natural characteristics will occur and vary depending on the grade chosen.

It is a condition of this guarantee that our instructions for installation of floors and instructions for maintenance are strictly observed, and that the defects recorded are not due to faulty treatment or unusual load or any other negligence on any other part than Junckers Ltd.

We guarantee all our recommended installation methods for long-lasting performance. If any Junckers installation components fail during the period of guarantee, we will repair or replace your floor at our discretion and at our cost range.

This guarantee is valid on the complete Junckers product line provided that your floor is installed and maintained according to the Junckers installation instructions found in the packs of flooring or the company's guide to installation. Use of non-Junckers manufactured seal and maintenance products, will invalidate this guarantee.

The surface finish in terms of durability will be guaranteed for the period of time between re-coating. However it is quite normal for this seal to be scratched, worn and marked under normal wear and tear.

This guarantee does not cover damage, normal wear and tear, and wear caused by high heels, scratches and improper maintenance.

RESURFACING

The floor's greatest asset is the thickness of its wear surface. This directly relates to how many times your floor can be sanded and refinished to look like new. It is quite normal to reseal or sand and re-seal the floor on a regular basis, this is not deemed to be a product fault.

Furthermore, we reserve the right to exemption from repair of damages due to force majeure, war, riots, civil unrest, extraordinary weather conditions and consequent indoor climatic conditions, etc. Damages resulting from defects of the building, including sub-floor and ventilation are not covered by this guarantee.

All solid hardwood products will expand when exposed to moisture and, conversely, contract if the wood should become dry. During a normal seasonal cycle, the moisture content in the floor will fluctuate and may result in occasional minor gaps between boards. This natural occurrence is not considered a defect and is not covered by this guarantee.

As the floor ages, any rugs, mats or covers should be moved occasionally, as they block sunlight and may give the appearance of discolouring. This is not a product fault.

As you would expect, this guarantee will not, apply to any product which is abused, improperly installed, improperly maintained, or damaged under circumstances beyond our control. Junckers will not be liable for any incidental special or consequential damages, including loss of time or inconvenience. Improper maintenance means, where the product has not been maintained in accordance with Junckers maintenance guides or that the purchaser has not used Junckers maintenance products. Improper installation means where the product has not been installed in accordance with the Junckers guides to installation.

In case of justified claims for defects on floors, which we are committed to repair according to the above mentioned, our obligation will not include repair of or intervention in the construction of the building or other building materials than the floor, and costs in this connection are to be covered by the owner of the building.

If any defects should occur in the floor, the owner of the building commits himself to inform us about it within a reasonable time and normally less than two weeks after the damage has been or should have been discovered. The claim should state the nature of the defect as well as when it was discovered. The customer commits himself to take all necessary precautions to reduce the extent of the damage.

In case of damage to Junckers Floors due to negligence on part of Junckers Ltd, which are not remedied or not remedied sufficiently by the repair carried out according to this certificate, our liability for damages, if any, will only comprise the depreciation of the value of the floor caused by the defect, whereas our liability will not cover indirect damages such as working deficit or loss or profits, damage to goods, buildings or persons; neither will our liability cover damage that we could not reasonably have expected by the delivery.

Any claim that is not stated in the above mentioned guarantee, including claims for annulment and pro-rata reduction, is no concern of Junckers Ltd.

A PERFECT PERFORMANCE

JUNCKERS 25-YEAR LIFETIME WARRANTY



Number:

Address of Installation:

Postcode:

Date of Installation:

Junckers Approved Contractor:

Specification and Location:

This warranty does not effect your statutory rights.

In this warranty reference to lifetime means 25 years from the date of the completion of the installation.

This warranty is only valid and available if the floor was installed and maintained by a Junckers approved contractor under the Junckers approved contractor scheme.



APPROVED MAINTENANCE AND INSPECTION AGREEMENT



Junckers Approved Flooring Contractors are authorised by them to carry out the installation and maintenance of its flooring systems. Once installed it is important that the floor be maintained correctly to conform to the terms and conditions of the warranty.

We have asked our Approved Contractors to pass on to you these documents that you need to register your floor and to record the maintenance that it receives in order to maintain the 25-year warranty.

The documents are:

- 25-year Lifetime warranty document and register card
- Cleaning and maintenance guide
- Log book

To maintain the 25-year warranty we ask you to enter into an agreement with the Junckers Approved Flooring contractor to carry out the long-term maintenance work. This agreement is based on the following schedule of works and the cleaning and maintenance guide, which the flooring contractor will price accordingly.

The schedule of the works listed below is needed to maintain the high finish of the floor, both for the appearance and to maintain the integrity of the surface for health and safety reasons. It is crucial that this be carried out to maintain the 25-year warranty and to minimise any accidents that might occur and to ensure that the friction of the floor is at the correct level for sports and other uses.

SCHEDULE OF WORKS

- 1) 6 monthly inspection and deep clean using Junckers Neutraliser and Junckers Cleaner to prevent the floor becoming slippery.
- 2) Every 12 to 18 months screen mesh abrade the surface and apply 1 coat of Junckers polyurethane seal. — This will prolong the life of any line markings and guarantee them for 5 years.
- 3) Every 7 to 10 years. Carry out minor surface repairs and sand the floor back to bare wood before applying a Junckers 3-4 coat polyurethane sealing system.
- 4) Line markings to be re-applied between the 2 coats of the seal.

The Approved Flooring Contractor will produce a separate yearly schedule of rates for you on the above items. Once the costs have been agreed, we ask that you enter into contract with the Approved Flooring Contractor to cover these works. Each time that the flooring contractor carries out work on your floor please ensure that a record is kept in the log book. This is your record of how the floor is maintained.

Please note that building use will vary and the above schedule is an average. It might prove necessary depending on the use that the floor receives and its location in the building that the period of time between each operation may vary slightly.

WHAT YOU NEED TO DO NOW

Fill in the Lifetime warranty card and return to Junckers Ltd at Unit 1, Wheaton Road, Witham, Essex, CM8 3UJ. Enter into the contract with the Approved Contractor to carry out the works.

JUNCKERS LIMITED GUARANTEES THE FLOOR FOR 25-YEARS

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CONDITIONS OF APPLICATION OF THIS WARRANTY

The maintenance work to be carried out under this warranty must be carried out by a member of the authorised Junckers Approved Flooring Contractors network.
The material used in this maintenance work must be a Junckers product.
The warranty will cease if the flooring is not maintained in accordance with the schedule either in terms of time or incorrect material.

See over page for full details.