



HYBRID 9.5

WARRANTY

info@artifloor.com.au | +61 7 3190 3612 | www.artifloor.com.au

Last Updated: August 2026

Warranty Coverage

ArtiFloor provides this comprehensive warranty program for all ArtiFloor flooring products within ArtiFloor's **Hybrid 9.5** product range (also sold as *9.5mm Evolution Premium Generation Hybrid and Hybrid 9.5mm*), applicable to both residential (domestic) and commercial installations. This warranty is strictly contingent upon the products being installed and maintained in absolute accordance with product range's official ArtiFloor Installation and Maintenance guidelines.

This warranty is non-transferable and applies only to the original purchaser at the initial installation site.

This warranty does not cover any costs related to rectification work other than the supply of new flooring and scotia beading if needed. Expenses for repainting, removal of fixtures or furniture, accommodation, and any other related costs are explicitly excluded from this warranty.

Warranty Period and Commencement

All warranty coverage commences precisely on the original date of product purchase.

Application Type	Warranty Coverage Period
Residential / Domestic	Lifetime Structural Warranty 25-Year Wear Warranty
Commercial	5-Years Light Wear Warranty

Terms of Coverage

- The product must be installed precisely according to the latest written installation instructions. It is required to be installed using the 'floating' method as described in the guidelines, without any gluing or adhesion to structural or non-structural building components. Adhering or gluing the product to any building element will nullify all warranties.
- This warranty exclusively covers the hybrid flooring when installed and used indoors. The product is not designed or warranted for any outdoor use, and any installation or usage outside will void this warranty.
- ArtiFloor extends its Structural Warranty and Wear Warranty for either Residential or Commercial applications to include flooring installed on heated subfloors.

Pre-Installation Inspection & Acceptance

To ensure the validity of your warranty, it is crucial to properly prepare the subfloor before installing our hybrid flooring.

- The subfloor must be clean, dry, and free from any debris, dirt, or dust, and must be level and smooth, with no high or low spots exceeding 3mm over a 3-meter span.
- The moisture content of the subfloor must meet the specified limits, and suitable subfloors include concrete, plywood, and existing vinyl flooring, which must be securely fastened and undamaged.
- The installation environment must maintain stable temperature and humidity levels, with the flooring acclimated in the installation area for at least 48 hours prior.
- The subfloor must also be structurally sound, free from movement or deflection, with any damage or weaknesses repaired before installation.

Failure to adhere to these subfloor preparation requirements may void the warranty.

For detailed instructions, please refer to our **Hybrid 9.5mm Installation and Maintenance Manual**, or contact our customer service department for assistance.

Claims Process and Evaluation

- All warranty claims must be submitted directly through the original retailer or company from which the product was purchased.
- Claims must include a completed official claim form, comprehensive supporting photographic evidence, and a valid copy of the original purchase invoice.
- Upon receipt of a written claim, ArtiFloor will expedite the review process but reserves the right to physically inspect the installed flooring.
- ArtiFloor retains the exclusive right of final judgment regarding the verification, approval, and authorization of any product replacements or remedies.

Warranty Exclusions and Limitations

This limited warranty does not cover damage, degradation, or performance failures resulting from:

- Impact or wear caused by pebbles, grit, abrasives, castor wheels, vacuum cleaner beater bars, high heels, or cleated footwear;
- Contact with harsh chemicals, fire, burns, intense sunlight, or extreme localised heat;
- Surface scratches, scuff marks, indentations, burn marks, or a loss of gloss caused by inadequate maintenance;
- Staining resulting from the use of mats or rugs not explicitly labeled as "non-staining";
- Defective or non-compliant installation and maintenance practices: Please refer to the appropriate Installation and Maintenance Manual for the product manufacturer's guidelines.
- General abuse, neglect, or abnormal physical stress (*such as that created by placing stone kitchen benches directly on top of the flooring*); and



- **Moisture and Environmental Conditions:** While the flooring material itself is moisture-resistant, this warranty does not cover discolouration caused by mould, mildew, or fungal growth originating from excessive subfloor moisture. Flooding is defined as the overflow of water beyond its normal confines, including but not limited to, natural disasters, burst pipes, faulty appliances, or external weather entering through exterior doorways (such as excessive rainfall leading to standing water). Any flooring damage caused by such events is excluded from warranty coverage, and any issues arising from these conditions will void this warranty.