ALPHAFIT FLOORING WARRANTY

Rubber, Synthetic Turf, Vinyl & Carpet Flooring Systems (Indoor Applications – Synthetic Turf may be installed Indoor or Outdoor)

Issued by: Alphafit Pty Ltd Website: www.alphafit.com.au

1. INSTALLATION WARRANTY 12 Months from Practical Completion Applies where Alphafit has supplied and installed the flooring system. Covers:

- Installation workmanship defects
- Adhesive failure due to incorrect application
- Seam separation caused by workmanship
- Edge lifting caused by installation method
- Installation-related delamination

If confirmed as installation-related, Alphafit will repair or replace the affected area at its discretion (including necessary labour for the defective portion only). This remedy is subject to verification of compliance with all warranty conditions, including maintenance requirements.

2. LIMITED PRODUCT WARRANTY 2 Years from Installation Date
3. Applies to standard flooring products supplied by Alphafit (excluding rubber tiles, custom modifications and decals—see Product-Specific Clarifications). Covers:

- Manufacturing defects in materials
- Structural Backing Integrity Failure
- Abnormal material deterioration under normal commercial use

If confirmed as product-related within two (2) years, Alphafit will supply replacement material (or credit toward equivalent) at 100% value. Colour, texture, or batch variation between original and replacement material is not guaranteed to match exactly. Labour for removal, preparation, or reinstallation is excluded unless required by law. Warranty does not cover any costs associated with downtime, relocation of equipment, or business interruption.

3. PRODUCT-SPECIFIC CLARIFICATIONS

Synthetic Turf Systems (Indoor & Outdoor Applications) Warranty excludes:

- Fibre flattening, matting, or distortion in sled lanes, pivot zones, or high-traffic areas
- Damage from reflective or concentrated heat/sunlight (e.g., from windows, mirrors, polished surfaces)
- Burns, cigarette damage, hot object exposure, or open flame
- Environmental weathering, UV degradation, or colour fading (normal in outdoor use)
- Moisture intrusion, drainage issues, or hydrostatic pressure
- Algae, moss, or biological growth due to inadequate cleaning
- Damage from improper grooming, foreign matter accumulation (e.g., leaves, debris), or failure to redistribute infill (if applicable)

High-Friction & Sled Lane Wear Notice Synthetic turf in commercial gym environments is subject to repeated sled pushing, dragging, pivoting, and concentrated training loads. Areas used for sled work, resistance training, agility drills, or repetitive directional movement are classified as high-friction zones. Fibre matting, pile distortion, surface glazing, or visible wear in these areas is considered normal performance wear and **not** a manufacturing defect. High-friction zones may experience accelerated wear compared to surrounding areas and are regarded as consumable wear areas in commercial training environments. Such wear does **not** constitute grounds for product replacement or credit under warranty. Alphafit recommends rotating sled lanes or high-use zones where practical to distribute wear evenly and performing regular cross-brushing against the pile direction to maintain fibre resilience.

Custom Logos / Inlays / Graphics (Turf Only, Including Waterjet-Cut) For custom logos, inlays, patterns, graphics, waterjet-cut designs, multi-color integrations, or other modifications (e.g., branded zones, team mascots, lines, or artistic elements cut into turf):

- Product warranty is limited to **12 months from installation date**

- Covers only confirmed manufacturing defects in the base turf material (not issues arising from custom fabrication, waterjet cutting, seaming, inlaying, or integration processes).
- Excludes seam failure at cut/inlay edges, edge lifting/curling, color mismatch/fading in modified areas, uneven wear due to design complexity, or performance issues stemming from the custom elements.
- All custom work must be pre-approved in writing by Alphafit (via quote or order confirmation) to qualify for any warranty coverage. Unauthorized or third-party modifications void coverage entirely.

Rubber Flooring (Rolls & Tiles)

- Tiles - Product warranty is limited to **12 months from installation date**
- Rolls - Product warranty is limited to **24 months from installation date**

Warranty excludes:

- Indentation from excessive point loading (e.g., heavy dumbbells, racks, or equipment)
- Damage from sled dragging, metal contact, pivoting, or concentrated abuse
- Staining from unprotected mats, tyres, or chemicals
- Shrinkage/expansion caused by environmental conditions (temperature/humidity fluctuations)
- Visual variations in EPDM chip dispersion or shading (inherent to recycled rubber)

Custom Platforms / Modifications (Rubber Only, Including Waterjet-Cut Logos) For custom-cut, layered, built-up platforms, waterjet-cut logos, raised zones, or other modifications made from rubber rolls/tiles (e.g., custom weightlifting platforms, sled lanes, or integrated designs):

- Product warranty is limited to **12 months from installation date**
- Covers only confirmed manufacturing defects in the base material (not issues arising from the custom fabrication, waterjet cutting, layering, or assembly process).

- Excludes edge delamination, curling, uneven wear, adhesive failure at cut/modified edges, or performance issues due to modifications.
- All custom work must be pre-approved in writing by Alphafit (via quote or order confirmation) to qualify for any warranty coverage. Unauthorized or third-party modifications void coverage entirely.
- This shorter term reflects increased risks associated with custom alterations and aligns with industry standards for modified flooring products.

Decals (Rubber, Turf, or Other Flooring) For decal logos, stickers, vinyl graphics, or applied decals (e.g., branded overlays or temporary designs on rubber, turf, or other surfaces):

- Product warranty is limited to **6 months from installation date**
- Covers only confirmed manufacturing defects in the decal material (e.g., premature peeling due to material flaw, not installation or abuse).
- Excludes fading, scratching, peeling from wear/traffic, cleaning chemicals, UV exposure, or removal/reapplication damage.
- All decal work must be pre-approved in writing by Alphafit (via quote or order confirmation) to qualify for any warranty coverage. Unauthorized or third-party decals void coverage entirely.
- This short term reflects the consumable nature of decals in high-use environments and aligns with industry standards for applied graphics.

Vinyl (LVT / Hybrid) Excludes expansion/contraction from environmental fluctuation, moisture damage, scratching/scuffing from furniture, or damage from steam cleaning.

Carpet Tiles Excludes crushing/matting in high-traffic areas, staining from improper cleaning, or moisture-related backing failure.

4. MAINTENANCE CONDITION OF WARRANTY - Warranty coverage is strictly conditional upon full and documented compliance with the Alphafit Cleaning & Maintenance Guide. This includes:

- Use of only neutral pH cleaners (diluted as specified, e.g., 15–31 mL per litre of water)

- Regular dry removal of grit/dust (daily in high-traffic areas) via vacuum, broom, or microfibre mop
- Prompt spot cleaning of spills/marks
- No steam/heat-based cleaning, solvent-based/caustic chemicals, high-pressure washing (>300 psi for turf), abrasive pads, wire brushes, or aggressive mechanical methods
- Protection from sharp/heavy loads, rolling furniture (use mats/protectors), and prolonged sunlight/heat exposure
- For turf: Periodic brushing (e.g., soft nylon brush against pile), avoidance of standing water, and immediate removal of foreign matter (e.g., leaves, debris) to prevent algae/moss

Failure to adhere to these practices (e.g., allowing residue to dry, using prohibited cleaners, or neglecting routine care) will void the warranty. Claimants must provide evidence of maintenance (e.g., logs, photos) upon request.

5. GENERAL EXCLUSIONS (ALL PRODUCTS) This warranty does not cover:

- Structural or substrate deficiencies (e.g., slab cracking, movement, hydrostatic pressure, inadequate preparation)
- Improper installation, alterations, or repairs by others (including unauthorized third-party attempts, which void the warranty entirely)
- Misuse, abuse, accidental damage, sharp object punctures, or excessive loads
- Wear in high-traffic or pivot areas (beyond high-friction notice above)
- Cosmetic changes not affecting structural performance (e.g., minor fading, texture variation)
- Damage from force majeure events (e.g., floods, fires, extreme weather, acts of God, vandalism)
- Environmental or biological damage (e.g., algae, mould, pests) due to site conditions or neglect
- Any issues arising post-warranty period or from non-commercial/residential use beyond intended purpose

Outdoor Application Notice (Turf Only) Outdoor installations are exposed to UV radiation, heat, moisture, debris, and weathering. Natural ageing, colour change, fibre flattening, and environmental exposure are normal and **not** defects. Customers must ensure adequate site drainage, no reflective heat sources (e.g., windows, fencing), and regular debris removal pre-installation and ongoing. Warranty excludes all related damage.

6. CLAIM PROCESS The original purchaser must:

- Submit written notice (with proof of purchase, detailed description, photos, and maintenance evidence) within the warranty period and no later than 30 days after discovering the issue
- Allow site inspection and testing by Alphafit or its representatives (at claimant's expense if claim is invalid)
- Cooperate fully; failure to do so voids the claim

Alphafit reserves the right to deny claims if conditions are not met or if the defect is not verifiable as covered.

7. LIMITATION OF LIABILITY

- Warranty applies only to the original purchaser and is non-transferable
- Alphafit's total liability is limited to replacement material (or repair) of the defective area only
- Labour beyond the affected area, removal/reinstallation costs, consequential, incidental, indirect, special, or business interruption damages (including lost profits) are excluded (to the extent permitted by law)
- No other warranties, express or implied, apply beyond this document

8. AUSTRALIAN CONSUMER LAW Nothing in this warranty excludes, restricts, or modifies any rights under the Australian Consumer Law.