



nora[®] Product Warranty
Document

nora[®]
by **Interface[®]**

nora systems GmbH (nora) warrants the following nora® brand products (collectively, the “Warranted nora Brand Flooring Products”) as set forth below: norament® and noraplan® rubber flooring, norament rubber stairtread (excluding visually impaired strips), accessories (including visually impaired strips), and the conductivity of its Electrostatic Dissipative (“ESD”) flooring (norament ed and noraplan ed flooring). nora is supplied in New Zealand by Inzide Commercial Ltd and Inzide is to be contacted in the first instance where the customer is concerned about the quality of the nora product.

nora® Flooring Products

- The Warranted nora® Flooring Products listed in the table below are warranted to the original end-use customer, for the period of time indicated in the table below, against blemishes and excessive wear due to normal traffic, provided the material was installed and maintained properly and strictly in accordance with the applicable nora® Installation Guide and Maintenance Guide, which can be found on the nora.com.au website and used as intended and recommended. For these purposes, “excessive wear” is defined as wear in excess of the following measurements: norament® products and norament® straitreads, 0.0375” total; noraplan® products, 0.0525” total. All warranty claims must be made by the customer before the end of the time period stated in chart below; and
- The conductivity of ESD flooring products are warranted to the original end-use customer for a period of 10 years from the date of invoice, when tested according to the test procedures of ESD S7.1-94 and ASTM-F-150 under >30% relative humidity at room temperature to measure between 106 and 109 OHMS. All warranty claims must be made by the customer within the established 10 year period; and
- Installations of all Warranted nora® Brand Flooring Products must be completed strictly in accordance with the applicable nora Installation Guide, which can be found on the nora.com.au website. In all installations, there must be no visible moisture on the surface of the concrete slab. Written and photographic evidence showing moisture and mat bond test results must be maintained by the original end-use customer.

Product	Blemish and Excessive wear warranty period (years from date of invoice)
nora® stair nosing, wall base, banister trim, sanitary base	5
noraplan® / noraplan® nTx: lona, valua, linee	5
norament® stairtreads (exclusive of the visually impaired strips)	15
norament®, norament® nTx, norament® ed	15
noraplan®, noraplan® nTx, noraplan® acoustic, noraplan® ed	15

If nora® determines that a product is covered by this limited warranty, nora® will correct the problem in the affected area by either repair or replacement with comparable product(s), at nora’s option, at no charge to the customer.

To the extent permitted by law, nora® also warrants the Warranted nora® Flooring Products to the original end-use customer against defects arising out of the manufacturing process as stated below:

- If the product is determined to exhibit a manufacturing defect and the customer has made a warranty claim to nora® within the first year following the date of invoice, nora® will correct the problem in the affected area either (at nora’s option) by repair or replacement with comparable product(s) at no charge to the customer, as well as pay the reasonable labour costs (as determined by nora®) associated with its repair or replacement;

- If the product is determined to exhibit a manufacturing defect and the customer has made a warranty claim to nora[®] in the second year following the date of invoice, nora[®] will correct the problem in the affected area either (at nora's option) by repair or replacement with comparable product(s) at no charge to the customer, as well as pay fifty percent (50%) of the reasonable labour costs (as determined by nora[®]) associated with its repair or replacement; and
- If the product is determined to exhibit a manufacturing defect and the customer has made a warranty claim to nora[®] in the third, fourth, or fifth years following the date of invoice, nora[®] will correct the problem in the affected area either (at nora's option) by repair or replacement with comparable product(s) at no charge to the customer, but will not be responsible for any labour costs associated with its repair or replacement.

nora[®] Adhesive Products

As stated below, nora[®] warrants to the original end-use customer that the following adhesive tapes are free of manufacturing defects: nora[®] dryfix 750, stepfix and profix tape.

If the adhesive tape is determined to exhibit a manufacturing defect and the customer has made a warranty claim to nora[®] within the first year following the date of invoice, nora[®] will correct the problem in the affected area either (at nora's option) by repair or replacement with comparable product(s) at no charge to the customer, as well as pay the reasonable labour costs (as determined by nora[®]) associated with its repair or replacement.

nora[®] Warranty Limitations

In all cases in which a covered warranty condition is determined by nora[®] to exist, the customer must provide reasonable cooperation to facilitate nora's repair or replacement in the affected area.

This warranty does not cover cuts, loss of gloss, burns, scratches, indentations, stains or other damage, deterioration, problems, or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, or subfloor irregularities. This warranty does not cover fading or discoloration from prolonged, excessive exposure to sunlight or heat. Moisture testing, when applicable, at the installation site is not the responsibility of nora[®], and issues, problems or damage related to or arising from excessive moisture are specifically excluded from this warranty except as expressly set forth herein and in the applicable nora[®] Installation Guide and Maintenance Guide. This warranty does not cover any issues, problems or damages arising from or related to installation techniques or conditions not strictly meeting the requirements in the applicable Installation Guide. The applicable nora[®] Installation Guide indicates the manufacturer-recommended adhesive(s) for installation of the nora[®] flooring. This warranty does not cover any problems or damages related to use of non-recommended adhesives.

nora[®] does not warrant installer's workmanship unless the affected product was installed by nora[®] affiliate Interface Project Services, and then only in accordance with the terms of the Interface Project Services installation warranty.

- Warranty claims must be made in writing to nora® within the timeframes indicated herein. Warranty claims must be addressed to: nora® systems GmbH, c/o Interface Aust Pty Limited, Technical Field Services Department, 34 Airds Road, Minto NSW 2560, or customer.services@interface.com. Warranty claims must include proof of purchase and supporting documentation. This warranty will be void if its terms are not followed. The customer must inspect all products, prior to installation, for patent defects and notify nora® thereof, prior to installation; otherwise, this warranty will be void. nora® has the right to inspect the products that are the subject of a warranty claim before making a determination. No person other than an officer of nora® may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.
- This limited warranty and the applicable Installation Guides and Maintenance Guides are subject to change at nora's discretion and without notice. Please contact nora® or visit the nora.com.au website for the latest versions. Warranty periods commence on the date of invoice of the product to the original end-use customer.
- The warranties herein are only made to the original end-use customer and no other parties. The remedies stated herein are the sole and exclusive remedies of the original end-use customer and the sole and exclusive liability of nora and its affiliates.
- These warranties are given in addition to other rights or remedies you may be entitled to by law. 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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.
- THE WARRANTY, REMEDY AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES AND LIABILITIES, WHETHER EXPRESS OR IMPLIED. NORA MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. NOTE THAT SOME JURISDICTIONS DO NOT PERMIT DISCLAIMERS OF SOME IMPLIED WARRANTIES, SO YOUR RIGHTS MAY BE DIFFERENT THAN STATED HEREIN. IN NO EVENT WILL NORA BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR LOSS OF USE, LOSS OF BUSINESS, LOST PROFITS OR REVENUES OR DIMINUTION IN VALUE REGARDLESS OF (A) WHETHER SUCH DAMAGES WERE FORESEEABLE, (B) WHETHER NORA OR ITS AFFILIATES WERE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR (C) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.
- Supersedes all previous information. Effective May 2020.

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