

# FORTÉ AFTERCARE GUIDE

CONCERN	CAUSE	WARRANTY	MAINTENANCE / CLEANING / REPAIR	INSURANCE	NATURAL CHARACTERISTIC
Scratches and Dents	Accidental	X	Small scratches and dents can often be remedied with a repair kit. Larger scratches and dents may require remedial work. Refer to 5.2 in the <a href="#">Care and Maintenance Guide</a>	Major accidental damage may warrant an insurance claim. Forté are happy to provide details of remedial contractors to assist with quotes, inspections and repairs	X
Stains from leaks and spills	Accidental	X	Minor stains may be repairable. - Refer to 5.1 in the <a href="#">Care and Maintenance Guide</a>	Major stains from leaks and spills may warrant an insurance claim. Forté are happy to provide details of remedial contractors to assist with quotes, inspections and repairs	X
Cleaning Product, Steam Mop or Chemical Damage	Accidental	X	Minor discolouration from cleaning product, steam mops may be repairable. Forté are happy to provide details of remedial contractors to assist with quotes, inspections and repairs.	Major discolouration from cleaning product, steam mops or chemical damage may warrant an insurance claim. Forté are happy to provide details of remedial contractors to assist with quotes, inspections and repairs	X
Surface Wear - Heavy Traffic Zones, Entrances (exterior)	Natural	X	Please refer to 2 in the <a href="#">Care and Maintenance Guide</a>	X	X
Fading /UV Exposure	Environmental	X	Wood is a natural product that will react to UV exposure. Please refer 1.2 to our <a href="#">Care and Maintenance Guide</a> for further advice	X	X
Flooding	Accidental	X	Refer to <a href="#">Water damaged wood flooring</a> article	Please contact your insurance provider in the first instance. We can assist with replacement quotes and advice	X
Structural Defect (Delamination Ply and veneer)	Fault	Please contact our Aftercare team through this link for further assistance	X	X	X
Damage caused by improper subfloor prep, moisture, levelling	Third Party / Installation	X	X	Please contact your insurance provider in the first instance. We can assist with replacement quotes and advice	X
Gloss Reduction	Natural	X	if you coating is starting to show signs of dulling, general wear or light scratches it may be due for a coating refurbishment. - Refer to section 2 in the <a href="#">Care and Maintenance Guide</a>	X	X
Burns	Accidental	X	Board replacement - contact your original installer	Major burn damage may be claimable from your insurance provider. Forté are happy to assist with any replacement quotes or further information to help with your claim	X
Adhesive/Tape Residue	Accidental	X	Please refer to 5.1 in the <a href="#">Care and Maintenance Guide</a>	Major damage or non flex glue used may require board replacement or a timber repair specialist We can assist with replacement quotes and advice	X
Excessive Heat	Environmental	X	Wood is a natural product that will react to excessive heat exposure. Please refer 1 in our <a href="#">Care and Maintenance Guide</a> for further advice	Major heat exposure damage may be claimable from your insurance provider. Forté are happy to assist with any replacement quotes or further information to help with your claim	X
Improper Humidity	Environmental	X	Wood is a natural product that will react to excessive humidity exposure. Please refer to section 1 in our <a href="#">Care and Maintenance Guide</a> for further advice	Major humidity exposure damage may be claimable from your insurance provider. Forté are happy to assist with any replacement quotes or further information to help with your claim	X
Third Party Damage	Accidental	X	In the first instance address all concerns with the third party involved. Contact Fortés' Aftercare team for further advice	Third party damage might be claimable through insurance. Please see your insurance provider for further advice. Forté are happy to assist with replacement quotes	X
Installation Error	Third Party / Installation	X	X	Please speak directly with your installer. For further advice or 3rd party site inspections please contact Forté	X
Natural Imperfections, Checking, Knots, Sapwood, Grain Variations, Texture, Pinholes, Figuring, Medullary Rays (maybe split this one out to enable specific information for each to be available)	Natural	X	X	X	Information from "Buyers Awareness"
Expansion and Contraction	Third Party / Installation	X	Refer to general form for review and escalation	X	X
Manufacturing Faults	Fault	Refer to general form for review and escalation	X	X	X