

ENGINEERED TIMBER PRODUCT WARRANTY

Product must be inspected prior to installation for visible defects or variation (colour, quality) to that ordered. Once installed, warranty will apply only to defective product. Any variations in product will be deemed to have been accepted if installed. A 10% colour variation from sample to supplied product is considered acceptable.

WARRANTY PERIODS

Note: The warranty period will not be changed once a complaint has been recognized and resolved.

25 YEAR LIMITED (LIFETIME) STRUCTURAL WARRANTY

Engineered Timber is provided with a 25 Year Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from delamination, splitting and geometry that would affect the planks assembly and in-service performance.

Due to the variable climate conditions within Australia, planks may display slight bow and twist when removed from the cartons this is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. Note; planks should not be unpacked overnight and or left loose prior to install. Natural characteristics and slight colour variation along with minor visual surface checking are considered in-grade and would not form the basis of a warranty claim.

Post installation cupping, gapping and peaking issues could be considered site related installation and may not be covered by the warranty and other consumer related product purchase laws. Engineered Timber must be installed as per the manufacturer's guidelines and in line with the floating floor install procedures. Direct fix method is not recommended for floating profiles and will not be covered by our warranty.

20 YEAR RESIDENTIAL WARRANTY

Engineered Timber provides for a 20 Year Limited Residential Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Maintenance and Care instructions. Please make sure you understand the guidelines before commencing any cleaning and maintenance schedules. This information should also be passed onto third party contractors if you are not responsible for cleaning your floors. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions.

5 YEAR COMMERCIAL WARRANTY

Engineered Timber provides for a 5 Year Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Maintenance and Care instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions.

CLAIMS

- Warranty applies to original purchaser only
- Proof of purchase is required for all claims
- Claims for wear must show a minimum 1 inch diameter

- Guarantee is pro rated based on amount of time floor has been installed
- To file claim under warranty contact authorized dealer where product was purchased

QUALITY AND GUIDELINES

Engineered Timber is provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs. Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

What is an acceptable quality and use guidelines? Engineered Timber is designed to be installed for interior use only for floors, it is not designed for external use. The product will not be covered by warranty provisions for use in wet areas. In areas where incidental spills may occur, such as Kitchens or Living areas, spillage should be wiped dry as soon as possible to avoid moisture ingress and possible plank deformity. The product should be installed as per the install guidelines, special attention should be directed to plank inspection prior to install. Slab or substrate should be inspected and suitable for flat and dry installation. For heating and cooling, all mechanical systems must be compatible and comply with environmental performance attributes for natural products such as Engineered Timber. Internal temperature and humidity controls need to be aligned to match performance guidelines for natural products such as Engineered Timber. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations. Poor use of evaporative cooling systems may create very high internal humidity and residue moisture within the home. Cupping and plank deformity may result as a direct result of high or low internal humidity.

What determines a Major Failure? Engineered Timber is a Natural product, characteristics such as batch and slight colour variation, face checking, blemishes and surface indentations are normal and will not be considered as a Major Failure. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains/shades closed). Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of planks would be considered normal as a part of the building environment and would not constitute a Major Failure. Once planks have been installed it is considered that site matters such as substrate suitability and the product have been accepted by the installer/contractor. The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between client and contractor. We would recommend that you always ask for installation or contractor warranties to cover workmanship as these are not covered by us. Structural plank delamination or surface coating deformities from normal in-service use may require a service inspection. If this arises immediate contact with your initial point of purchase is recommended.

EXCLUDED FROM WARRANTY

The limited warranties are subject to the following;

- The warranty provisions will not cover installations practices not consistent with manufacturer's guidelines. Floor care and maintenance must be conducted in line with our product guidelines to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor.
- Incidental scratching, chipping, indentations and fading from external sources would be considered site related and therefore not covered by warranty provisions. Please cover flooring with adequate protection if construction is still occurring at the site.
- Please avoid using masking tape on the surface of the planks as some adhesive tapes when removed may harden and be difficult to peel off without damaging the coating. Also cover flooring with adequate cover sheets before sanding or painting to stop fine dust from settling into the micro-bevel of the flooring. It may prove difficult to remove after installation, ideally painting should be finished prior to install.
- Moisture ingress or leakage from internal or external sources that results in coating or plank deformity is not covered by warranty provisions.
- Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.
- Planks that have been installed that may display imperfections outside of natural grading specifications would be deemed as acceptable and suitable for installation. These matters need to be taken up with the Installer/Contractor. Warranties do not cover workmanship and installation selection and site suitability.
- For home studio or office environments, roller or castor chairs, large or heavy filing systems, and associated equipment require appropriate surface protection. Damage as a result of these occurrences would not be covered by warranty provisions.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Note; Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the home builder, system installer or manufacturer to better understand operating methods.
- All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installations must be formally approved by us prior to any repair activity. Costs associated with any rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between the supplier and reseller. Items such as temporary accommodation, re-painting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case by case basis and will be administered as per the individuals rights as consumer laws dictate.