

TIMBER FLOORING PRODUCT WARRANTY

Applies to engineered timber and subsequent coating supplied by Jacobsen

CONDITIONS OF WARRANTY

- Valid to the original purchaser only
- Valid from date of purchase
- Not transferable

LIMITED STRUCTURAL WARRANTY

- 25-year limited structural warranty for residential installations
- 5-year limited structural warranty for commercial installations

STRUCTURAL WARRANTY

Timbertop® Engineered Flooring provides a 25-year Residential Structural Warranty.

Timbertop® warrants that, under normal residential conditions, and with proper maintenance, our engineered flooring will be free from structural defects such as delamination, twisting and deformation, for a period of 25 years. This warranty does not cover surface wear, or products which have been modified.

UV URETHANE WEAR LAYER WARRANTY

Timbertop® Engineered Flooring provides a 25-year Residential Wear Layer Warranty when you purchase our UV Urethane coated products.

We warrant that, under normal residential conditions and with proper maintenance, our UV coated top layer will not wear through. Normal wear due to foot traffic, resulting in gloss reduction and scratches are not considered wear through, hence, are not covered by this warranty. Our Oil Finished products are not covered under this wear layer warranty.

WARRANTY CONDITIONS

Installation

Timbertop® Engineered Flooring is suitable for indoor residential settings with light to normal traffic conditions. Our flooring must be installed in strict accordance with the provided written installation instructions.

Improper installation shall void all warranties. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any installed material which had visible defects or damage prior to installation. We will not be responsible for damages due to poor installation, transportation or storage. All products must be stored indoors at room temperature and be protected from the elements.

Wet Areas

Timbertop® Engineered Flooring is not to be installed in bathrooms, saunas, laundries, or any other area in which high levels of steam and/or moisture is present.

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Underfloor Heating

When installing Timbertop® Engineered Flooring over underfloor heating all the conditions stipulated below in “underfloor heating requirements” must be observed and implemented. Failure to follow these requirements will void any warranty claims.

The following timber species are NOT warrantied for use with underfloor heating – Jatoba, Iroko, and Australian timbers - Jarrah, Sydney Bluegum, Blackbutt, and Spotted Gum. Any warranty claims arising from using these species on under-floor heating will not be accepted. Additionally, we STRONGLY ADVISE they are NOT USED with under-floor heating. Warranty Conditions

Maintenance

Timbertop® Engineered Flooring should be maintained in strict accordance with our written maintenance instructions. Use of cleaning agents such as oils, ammonia-based cleaning liquids, steam mops, etc, will void your warranty.

Limited warranty

The structural and wear warranties outlined herein are extended to the original retail purchaser or, where the product is purchased by a builder, contractor, or developer for installation in a new residential dwelling, to the first owner-occupier of the property (“Owner”).

This warranty applies solely to the original installation location and is non-transferable to subsequent property owners or relocations. Where supplied to a builder or contractor for a commercial or residential development project, the warranty period shall commence upon practical completion of the installation or property handover to the first Owner, whichever occurs first.

Colour Variation

Timber is a natural product hence colour variation will occur. Samples, images, and written descriptions are indicative only, and may not match the installed floor. Other variations will also occur such as small knots, grain variations, gum/sap marks, and mineral marks. All variations are normal and not considered defects, and therefore, do not form part of these warranties.

Extreme Conditions

The humidity level in the home should be maintained in the 35-55% range throughout the year using humidifiers or de-humidifiers when required. Floors subjected to humidity levels outside the recommended range can experience checking (small cracks in the surface of the timber and or coating). Checking occurs naturally as the wood releases moisture in response to lower moisture levels in its environment. Checking is confined to the surface of the wood and hence usually includes the applied UV urethane coating. Checking is not considered a product defect and is not covered by the warranty. Fading or damage due to excessive heat or sunlight is not covered by our warranty.

Abuse or Misuse

This warranty does not cover indentations, scratches, or damage caused by negligence.

Water Damage

Damage caused by moisture or water is not covered by this warranty. This includes but is not limited to – moisture penetration through the subfloor, floods, leaks, hydrostatic pressure, mould, and damage due to evaporative cooling.

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Insect Infestation

This warranty does not cover insect infestation once the product has left the factory. The product leaves the factory free of insect infestation.

Alterations or Repairs

Alterations to the flooring will void this warranty. No warranty is provided to cover repairs. Resurfacing, repairs or replacements shall not extend the warranty period.

B Grade Products

This warranty does not apply to any products designated or sold as B Grade, which is sold "as is".

Replacement

If Timbertop® chooses to replace or reinstall planks due to a warranty claim, the following applies: Timbertop® is not obligated to provide for, or to incur the cost of, repairing, resurfacing, refinishing or reinstalling the defective flooring, or the replacement/repair of any surrounding flooring. An obligation to replace or repair does not extend to any sub flooring material, adhesives, or other items consumed in the course of removal, installation or refinishing.

UNDERFLOOR HEATING REQUIREMENTS

Engineered flooring can be used with underfloor heating only under specific and specialised conditions. Both electrical and hydronic heating systems can be used. However, certain parameters must be established prior to installation and when running the heating system. We do not warrant the following wood species when used with underfloor heating - Jatoba, Iroko, and Australian timbers - Jarrah, Sydney Bluegum, Blackbutt, and Spotted Gum. Any warranty claims arising from using the above species on under-floor heating will not be honoured.

Specific requirements.

- The heating system must have its pre-establishing set-up done 14 days prior to installing the floor. This allows for any excess moisture to evaporate before engineered floor installation. Please read and strictly follow the instructions of the heating manufacturer in conjunction with our engineered flooring installation instructions.
- The floor heating system must be switched off 48 hours prior to floor installation and switched on one week after completion, with a gradual increase in temperature.
- The heating system should not exceed 60W/m².
- The heating system MUST have the heat distributed evenly throughout the whole floor. Spot heating, or specific area heating within a larger floor is not permitted. Excessive heat concentration in one area may cause deformation or movement in the engineered floor.
- The heating temperature must be lower than 27°C / 81°F. Additionally, the surface temperature of the engineered floor must not exceed 27°C / 81°F. The heating system must be able to accurately control the surface temperature.
- No heavy textile floor covering should be placed over the heated floor. If light carpets or rugs are used, the temperature under the textile floor covering must not exceed 27°C / 81°F.
- When using underfloor heating a vapour barrier must be installed between the engineered floor and the underlying floor containing the heating. To prevent easy exchange of moisture there should not be any space between the vapour barrier and the engineered floor.

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- The engineered flooring has to be installed as tightly as possible to the substrate. Any gaps or separation from the substrate resulting in air spaces, may lead to drying out of the timber.
- To assist in maintaining even heating throughout the room draught proofing around windows and entrances is recommended.

LIABILITY LIMITATIONS

Timbertop® Engineered Flooring is intended for use in residential settings with light to normal traffic conditions.

- Except as stated herein, no other warranty, expressed or implied is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms, or coverage, of this warranty. No Agreement to repair or replace shall in any event act to extend the period of coverage of any warranty period.
 - Under no circumstances shall Timbertop® be liable, or in any matter responsible, for any claim, loss, or damage arising from the purchase, use, or inability to use its products, or from indirect, incidental, or consequential damages, including without limitation, lost profits, emotional, punitive or exemplary damages, or attorney's fees, even if Timbertop® or its representatives have been advised of the possibility of such damages before the sale.
 - In no event shall Timbertop® be obliged to cover the cost of old or new materials other than Timbertop® Engineered Flooring brand product, and any warranty thereto is limited to the warranty, if any, provided by us. In no event shall the liability exceed the amount of defective materials issued by the distributor, sales representative, builder, installer and or retailer. Any warranty claim must be made within one year of the date upon which the defect first became known, or, first should have been discovered.
 - All claims must be made in writing, include photographs, and must show evidence of the purchase date, the identity of the original purchaser, and the installation location. Without such proof, no warranty coverage will apply.
 - This warranty gives you specific legal rights. However, you may have other rights depending on your country of installation. Some countries do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages. In such events, the exclusion or limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you.
- To obtain services under these warranties, please contact the original purchase location.

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25 Year Structural Warranty - Residential

Year which claim is made, calculated from the date of purchase	Percentage
Year 1 - 4	100%
Year 5 - 8	70%
Year 9 - 12	40%
Year 13 - 16	30%
Year 17 - 20	20%
Over 20 years	10%

5 Year Structural Warranty - Commercial

Year which claim is made, calculated from the date of purchase	Percentage
Year 1	100%
Year 2	80%
Year 3	40%
Year 4	20%
Year 5	10%

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