

Ozworld Timber Flooring

We Log | We Produce | We Serve

Engineered Flooring Warranty

This warranty is valid exclusively for indoor installations. It does not cover any applications in outdoor or semi-outdoor environments.

1. Structural Warranty

We offer a 25-Year Limited Lifetime Structural Warranty to the original purchaser, covering structural defects such as delamination, splitting, and other manufacturing defects that affect the in-service performance of the flooring. This warranty applies only when installed and maintained according to our installation guidelines.

2. Wear Warranty

This warranty includes a 20-Year Limited Residential Wear Warranty. Under normal residential conditions, the coating is guaranteed against wear-through to the underlying surface within the specified period, provided proper maintenance is followed.

3. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for major failure and compensation for other foreseeable losses. For further details, refer to the Australian Consumer Law provisions.

4. Warranty Claims

Any claims under this warranty should be submitted to the original point of purchase within 30 days of identifying a defect. Include proof of purchase, installation date, and location.

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5. Installation Guidelines

This warranty is valid only if the product is installed following our installation instructions. In the event of product defect during installation, contact your distributor immediately.

6. Exclusions

6.1 Following the installation instructions is essential to ensure the engineered oak flooring performs optimally and remains in good condition for its entire warranty period. These instructions are designed to address specific requirements for stability, moisture management, and structural support, all of which contribute to the flooring's durability. For instance, ensuring proper subfloor preparation, acclimation, and use of recommended tools and materials reduces the risk of issues like warping, cupping, or gaps between planks. By following each step meticulously, you help prevent these issues and ensure the flooring can adapt well to changes in temperature and humidity, maintaining its structural integrity and appearance.

Improper installation can compromise the flooring's quality, and any issues resulting from it will not be covered under the warranty. This includes errors such as installing on an uneven or damp subfloor, failing to leave adequate expansion gaps, or using incorrect adhesives. Each of these mistakes can lead to significant problems, like buckling, delamination, or excessive movement, which would void the warranty. To protect your investment, it's crucial to follow the installation guidelines or have the flooring installed by a qualified professional familiar with engineered oak requirements. By doing so, you retain full warranty coverage and ensure a lasting, high-quality installation.

6.2 The warranty for engineered oak flooring excludes coverage for damage resulting from the absence of a proper moisture barrier. Installing a moisture barrier is essential, especially over concrete or subfloors prone to moisture exposure, as it prevents water vapor from seeping into the wood and causing issues like warping, cupping, and mold growth. Without this barrier, flooring may suffer from structural degradation due to moisture intrusion, which voids the warranty. Ensuring that a moisture barrier is properly installed will help protect the floor's integrity and retain warranty protection.

6.3 The warranty excludes claims related to natural colour variation or differences from sample expectations. Engineered oak flooring is a natural product, and variations in colour, grain, and appearance are to be expected. If there are any concerns regarding colour or appearance, please inspect the flooring before installation and contact the distributor for an

exchange or return if needed. Once the flooring is installed, no claims related to colour variation or appearance differences will be accepted.

6.4 This warranty covers installations over hydronic in-slab heating systems only, provided all installation guidelines are strictly followed. For other heating methods, such as electric floor heating or in-screed heating, the warranty does not apply. Engineered oak flooring is sensitive to temperature fluctuations, so the heating system must be carefully regulated to avoid excessive heat, which can cause damage to the wood. Ideally, the floor surface temperature should not exceed 27°C to prevent warping, cracking, or other structural issues. Failure to adhere to these heating guidelines will void the warranty coverage for affected areas.

6.5 Checks (fine surface splits) and minor cracks are natural characteristics of wood and may occur due to changes in humidity and temperature. These are typical in timber and are not considered defects under the warranty

6.6 Engineered oak flooring, like all timber products, is sensitive to ultraviolet (UV) light, which can cause discoloration or fading over time. Direct sunlight may lead to natural colour changes that are not covered under the warranty.

6.7 Misuse and abuse of engineered oak flooring can lead to various forms of damage that are not covered under warranty. This includes any impact from heavy furniture or sharp objects, such as high heels or pet claws, which may cause dents, scratches, or surface indentations. Additionally, exposing the flooring to excessive moisture or using improper cleaning methods, like steam mops, can lead to warping and other structural issues. Failing to control indoor humidity or exposing the flooring to extreme temperatures also accelerates wear and can result in cracking or splitting. To preserve the quality and appearance of the flooring, it is essential to follow recommended care guidelines and take preventive measures against these types of damage. Misuse or neglect of these precautions will void the warranty, as it compromises the flooring's ability to perform as intended.

6.8 Colour variation is a natural characteristic of engineered oak flooring, as each plank reflects the unique grain patterns and hues of the wood. Differences in colour are expected, especially with natural light exposure over time, which can gradually deepen or lighten the wood's tone. Samples provided are indicative only and may not perfectly match the installed floor, as each batch may have slight variances. This natural variation enhances the

beauty of the wood and is not considered a defect under warranty, nor does it affect the flooring's durability or performance.

7. Liability Limitations

The warranty for engineered oak flooring includes specific liability limitations that define the extent of coverage. This warranty only applies to normal residential use in indoor environments, and it does not cover any damage arising from improper installation, misuse, or abnormal environmental conditions, such as extreme humidity or temperature fluctuations. Furthermore, the warranty does not extend to incidental or consequential damages, including costs associated with removal, replacement, labour, or repairs beyond the defective materials themselves. Any additional expenses, such as temporary accommodations, repainting, or adjustments to surrounding fixtures, are also excluded. By clearly outlining these limitations, the warranty focuses solely on product integrity under proper installation and care, aligning with the terms of use provided by the manufacturer.

8. Maintenance

Maintenance must adhere to the manufacturer's care instructions. For residential installations, we recommend using only gentle cleaning agents and tools specifically designed for timber flooring,

Regular cleaning with approved products helps protect the floor's surface coating and prevents buildup of dirt and debris that can lead to scratching. Avoid using steam mops, abrasive tools, or harsh chemicals, as these can damage the finish and void the warranty. It's also essential to maintain a stable indoor environment, ideally with humidity levels between 45-60%, to prevent expansion or contraction of the wood. Placing felt pads under furniture and using area rugs in high-traffic areas further safeguards the flooring from wear. By following these maintenance guidelines, you can ensure your flooring remains beautiful and structurally sound for years to come.

For more details about maintenance, please refer to our maintenance guide for this specific product.