

WARRANTY GUIDE

ENGINEERED TIMBER



Signature

ENGINEERED TIMBER

WARRANTY GUIDE

All Signature Floors *Engineered Timber* come with warranties that the product will be free from any manufacturing defects and that it will provide a minimum serviceable life under normal wear and tear circumstances in residential and light commercial* applications.

The original purchaser is offered the below warranties. Please be aware that this product warranty is applicable exclusively for indoor use and is not suitable for installation in garages and areas of high humidity such as saunas, laundries, bathrooms, and wet areas. Due to the nature of timber, all finishes require care and maintenance to retain their appearance and durability. Always ensure you have read and understood the care and maintenance instructions related to your flooring. The warranty provided is non-transferable in the case of a property sale.

Limited Surface Wear Warranty

Signature Floors offers a warranty to the original purchaser of *Engineered Timber* flooring, guaranteeing that the top surface layer will not wear through or separate under normal wear and tear circumstances for residential and light commercial* conditions for a period of 3 years from the purchase date, provided that proper care and maintenance instructions are strictly adhered to. It is important to note that scratches and gloss reduction resulting from regular usage are not defined as wear-through and do not fall under the scope of this warranty. The “wear through” warranty is subject to a standard trade allowance of up to 10% of the total flooring area with the exception of stairs. The warranty takes effect on the date of purchase.

Structural Warranty

The manufacturer guarantees that its *Engineered Timber*, will be free of defects on material and workmanship in its original manufactured state. This warranty encompasses elements like dimensions, lamination, and assembly. When correctly installed, the product might undergo slight expansion, contraction, and gaps between boards, which is a standard occurrence. This warranty does not cover minor separations if they occur. Ensure that expansion gaps are installed as necessary. It is important to note that this warranty may not be applicable to special or non-standard grade specifications, as indicated at the point of sale. Please refer to Table 1.1 for warranty period [based on installation application.](#)

General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. *Engineered Timber* flooring warranties are

extended to the original purchaser, at original installation site, of *Engineered Timber* flooring and are non-transferable. The warranty is solely for residential and light commercial* indoor product use. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, shorts lengths or used. Products must be properly installed in accordance with the Installation Guidelines and FCIA best practice handbook. Products also require routine maintenance and should be properly maintained in accordance with the recommendations outlined in the Care and Maintenance guide. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage. It is the purchaser's responsibility to ensure the product delivered is the product that has been chosen; installation implies acceptance of appearance. All timber flooring will eventually darken, fade, or lighten over time depending on the species and how exposed they are to the sun. Timber Flooring is not suitable for installation in areas of high humidity such as saunas, laundries, bathrooms, and wet areas. Flooring is intended for indoor use only.

IMPORTANT INFORMATION

This warranty does not guarantee the product to be fit for a particular purpose or use. It is the responsibility of the user, or user's agent, to ensure that it is suitable for intended use, and such determination shall be the sole responsibility of the buyer and/or others. Suggestions or recommendations made by the Signature Floors in its product literature concerning uses or applications of the goods are believed to be reliable. This guarantee is dependent upon strict adherence to the following conditions:

Conditions – The warranty is conditional on the following having been met:

- The product used has been correctly specified for use in the area of installation and is fit for purpose.
- The product has been installed in accordance with the Installation Guidelines and FCIA best practice handbook (Installation practice, current at the time of installation).
- The sub-floor meets the requirements as outlined in Signature Floors product installation guidelines.
- Concrete sub-floor must be dry to less than 75% RH (relative humidity) when tested to ASTM F2170 or 5.5% moisture on floating installations when tested using electrical resistance.
- *Engineered Timber* flooring has been maintained with regular care and cleaning as prescribed in the product Care and Maintenance guide.

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Signature Floors excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense, or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling, and labour as a consequence of modifications to the original product.

The Warranty does NOT Cover:

- Damage caused by improper subfloor preparation, including moisture in the subfloor that exceeds more than 75% RH (relative humidity) when tested to ASTM F2170 or 5.5% moisture on floating installations when tested using electrical resistance, or that of any proprietary products used for the installation.
- Product installed outdoors or in garages.
- Product installed in areas of high humidity, such as saunas, laundries, bathrooms, and wet areas.
- Installation over electric radiant heated subfloor systems.
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps, or inadequate care.
- Any reduction in appearance, gloss reduction and scratches due to normal wear and tear.
- Damage to the product caused by burns, stains as result of poor maintenance, or furniture depressions.
- Damage caused by stiletto heels or gouging from heavy sharp objects.
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.
- Damage to the surface finish due to the use of adhesives or tape on flooring surface.
- Damage caused by spills (for example pet urine) which are not removed promptly.
- Changes in product colour or fading or other discolouration resulting from external causes, such as spills of dyes or chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.
- Damage resulting from exposure to excessive heat, sunlight, or improper humidity in the environment.
- Damage as a result of exposure to ultraviolet light, potentially leading to either fading or darkening of the material. The extent and speed of this change are primarily influenced by the level of direct sunlight exposure. This phenomenon is inherent to timber and cannot be averted.
- Damage caused by exposure to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).

- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in that installation application) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances.
- Any product which has been treated after installation with any protective material or defects, or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning, anti-slip agents etc.) which has adversely affected the attributes of the product.
- Normal or minor differences between colour and texture of samples and the installed product.
- Expansion or contraction as a result of poor installation practices which may lead to peaking or gapping of the floor.
- Natural wood occurrences, due to species, age, and grade, among others are not considered defects. This includes but is not limited to; colour, grain pattern and/or texture variations, mineral deposits, open or closed knots, pits, worm holes, splits/checks, sap, shake, unfilled grain, visual or natural imperfections, or other characteristics resulting from true craftsmanship such as hand scraping, wire brushing or distressing.
- Signature Floors takes no responsibility for warranty claims against faulty workmanship. Installation warranties are the obligation of the persons responsible for the installation.
- Failure as a result of structural alterations in the subfloor, the settling of the building, or an uneven subfloor that hasn't been appropriately levelled within the range of +/- 3mm over a span of 2 metres.
- Damage, expansion, or increased moisture due to the effects of evaporative cooling.
- Failure due to inadequate ventilation. This most often arises when sections of the floor are enclosed for prolonged durations, and can result in heightened temperatures, excessive moisture loss, and subsequent floor damage.

WARRANTY OBLIGATIONS

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Never leave standing water, or other fluids on the floor.
- Make sure the humidity in the room is between 40% and 60%, use a humidifier, if necessary.
- Never change the temperature of hydro radiant heat subfloors by more than 2% each day.
- Keep proof of purchase in the form of a receipt, bill, invoice, or statement from the retailer/contractor,

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- showing the price you paid for the flooring, together with proof of installation date.
- Have your *Engineered Timber* floor installed in accordance with the Installation Guidelines and FCIA handbook of best practice.
 - Maintain your *Engineered Timber* flooring with regular care and cleaning.

MAKING A CLAIM

If you consider that your *Engineered Timber* Flooring is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer/contractor to arrange an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer/contractor will take appropriate action, including notifying the manufacturer if necessary.

Claims

- All warranty claims must be submitted through the retailer/contractor where the product was purchased.
- If the place of purchase is no longer in business, you should then make your claim directly to Signature Floors.
- Signature Floors will require specific information in relation to the claim including but not limited to invoice details, installation and sub-floor information including sub-floor moisture test results prior to installation and any proprietary products used.
- If the product is found to be defective, Signature Floors reserve the right to repair or replace any defective product at their discretion with the same or similar product.
- Any costs associated with rectification/replacement must be agreed to in writing and agreed by all parties concerned before any rectification works are to commence. No responsibility will be accepted by Signature Floors for any works undertaken without prior written consent.
- If the installed product is no longer available, Signature Floors reserve the right to replace with a product of equal specification.
- At its option, Signature Floors may refund the purchase price thereof with due allowance made for the service rendered by the goods returned.
- The remedies provided above are the buyer's sole remedies for any failure of Signature Floors to comply with its obligations. Correction of any nonconformity by replacement or by refund of the purchase price of the nonconforming goods (less allowance for use) shall constitute complete fulfilment of all the liabilities of Signature Floors with respect thereto whether

the claims of the buyer are based in contract, or tort (including negligence), or otherwise.

- Signature Floors warranties are of diminishing value (refer Table 1.2) in the sense that it takes account of loss of value resulting from use. It is not transferable and will apply to the first buyer only, applicable from the first date of purchase of the product.
- The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, shorts lengths or used. This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/ NZ Consumer Guarantees Act 1993. The law states, pursuant to Schedule 2 of the Competition and Consumer Act (CCA) that "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law/NZ Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure." If any part of your floor fails to perform in accordance with a warranty applicable to the product installed, Signature Floors may offer to repair, replace, refund, or offer an allowance or arrange a credit equal to the cost of the material only in the affected area. The credit will apply only to a new *Engineered Timber* floor of the same or comparable quality depreciated as set out right.

Limitation of Liability

Signature Floors shall not be liable in contract, in tort (including negligence), or otherwise for damage or loss of other property, loss of profits or revenue, loss of use of property or equipment, claims of customers of the buyer, or for any special, indirect, incidental, or consequential damages whatsoever. Under no circumstances will Signature Floors liability exceed the purchase price of the goods in respect of which damages are claimed. The obligation of Signature Floors and the buyers sole remedy under its Limited Wear Warranty and in accordance with Signature Floors Depreciation Table (Table 1.2) is the supply of replacement flooring boards for the failed material from regular product inventory lines. After confirmation that the product has failed in accordance with our warranties, Signature Floors will replace or repair (at Signature Floors option) each defective board. The cost of said replacement would be the responsibility of Signature Floors in line with industry standard rates. The costs must be agreed to in writing and agreed by all parties concerned before any rectification works are to commence, Signature Floors will not be liable for

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labour or for any other costs incurred in the repair or replacement of *Engineered Timber*, nor shall Signature Floors be liable for any special, indirect, incidental, or consequential damages.

Limited Warranty

Goods furnished by Signature Floors will conform to the product description for such goods. All first quality goods are warranted to be free from visual defects in material and workmanship at the time of shipment and for a period of one year from date of purchase. Written notice of any claimed visual defect must be received by Signature Floors within one year after the date of installation. Signature Floors will convey good title to the buyer. Signature Floors further warrants its *Engineered Timber* flooring products against excessive wear for the period of time specified in its Limited Surface Wear Warranty Statement for the respective goods. Colour shade may vary from printed illustrations or samples.

The warranties set forth in this provision are exclusive and in lieu of all warranties expressed or implied, including warranties arising from the course of dealing, usage, or trade. Signature Floors makes no warranty express or implied, of merchantability or fitness for any particular purpose.

*Light Commercial areas are defined as public or commercial spaces with light to moderate traffic and infrequent liquid spills, and do not include food preparation, food service or public dining areas, areas where people form lines such as in front of cash registers, areas where furniture is frequently moved such as auditoriums, areas where rolling equipment or furniture are used, or high traffic areas such as entrance areas, and near elevator doors.

For further information, please refer to the following tables, or speak to your Signature Floors representative.

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TABLE 1.1
WARRANTY TABLE

	25 YRS	5 YRS	3 YRS	1 YR
Education				
Entrance Foyer/Reception			X	
Classrooms		X		
Hallways/Corridors/Common Areas		X		
Gymnasium				X
Auditorium			X	
Offices		X		
Staff Room		X		
Kitchen (Not Commercial)			X	
Lift Lobbies			X	
Workplace				
Entrance Foyer/Reception			X	
Hallways/Corridors/Common Areas		X		
Offices/Meeting Spaces		X		
Break Out Spaces		X		
Kitchen (Not Commercial)			X	
Lift Lobbies			X	
Hospitality				
Entrance Foyer/Reception			X	
Hallways/Corridors		X		
Offices/Meeting Spaces		X		
Bar				X
Restaurant/Dining Areas			X	
Gaming			X	
Guest Rooms		X		
Café			X	
Lift Lobbies			X	
Health and Aged Care				
Entrance Foyer/Reception			X	
Offices/Meeting Spaces		X		
Consulting Rooms		X		
Hallways/Corridors/Common Areas		X		
Kitchen (Not Commercial)			X	
Guest/Patient Rooms			X	
Assisted Living Residences		X		
Lift Lobbies			X	

	25 YRS	5 YRS	3 YRS	1 YR
Retail				
Shopping Centre – common areas			X	
Retail Shop			X	
Offices		X		
Parents Rooms (excl. wet areas)		X		
Lift Lobbies			X	
Multi-Res				
Entrance Foyer/Reception			X	
Hallways/Corridors/Common Areas		X		
Gymnasiums (excl. Saunas)				X
Lift Lobbies			X	
Residences	X			
Residential				
All areas (excl. bathrooms, laundries & garages)	X			

TABLE 1.2
DEPRECIATION TABLE

Years of Warranty	1	3	5	7	10	15	20	25
1	100%	100%	100%	100%	100%	100%	100%	100%
2		66%	80%	90%	90%	93%	95%	96%
3		33%	60%	75%	80%	86%	90%	92%
4			40%	60%	70%	79%	85%	88%
5			20%	45%	60%	72%	80%	84%
6				30%	50%	65%	75%	80%
7				15%	40%	58%	70%	76%
8					30%	51%	65%	72%
9					20%	44%	60%	68%
10					10%	37%	55%	64%
11						30%	50%	60%
12						23%	45%	56%
13						16%	40%	52%
14						10%	35%	48%
15						5%	30%	44%
16							25%	40%
17							20%	36%
18							15%	32%
19							10%	28%
20							5%	24%
21								20%
22								16%
23								12%
24								8%
25								4%
Depreciating warranty per year								

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Document ID: 900,000

Revision No: 01

Date modified: 11/07/2024

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