



FLOOREX
TIMBER FLOORING EXPERTS

FLOOREX LIMITED – ENGINEERED OAK FLOORING WARRANTY (Residential)

Product: Floorex Engineered Oak Flooring Collections

1. Scope of Warranty

This warranty applies to Floorex Engineered Oak Flooring supplied and installed by FLOOREX Limited.

FLOOREX Limited provides warranties covering installation workmanship, structural integrity of the engineered timber product, and bond integrity of the factory-applied coating system.

This warranty applies under normal residential use and in accordance with the conditions outlined below.

2. Workmanship Warranty (2 Years)

FLOOREX Limited warrants that installation workmanship will be free from defects for a period of 2 years from the Effective Date.

This warranty applies where installation is carried out in accordance with FLOOREX Limited installation instructions and specifications, using methods and practices consistent with those instructions.

This warranty is valid only where FLOOREX Limited supplies and installs the complete flooring system.

This warranty does not apply where installation is carried out by others, or where FLOOREX is instructed to install outside of its written installation instructions, specifications, or recommended system.

THE WARMTH
OF NATURAL
WOODEN
FLOORS
FOR LIVING

floorex.co.nz

Floorex Auckland Showroom
525A Great South Road,
Penrose, Auckland 1061
(by appointment only)

Wellsford Office & Warehouse
83B Port Albert Road
Wellsford 0900

FREE CALL 0800 435 6677



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3. Engineered Oak Product Warranty (25 Years – Structural)

FLOOREX Limited warrants that the engineered oak flooring boards will remain free from structural defects for the duration of the 25-year structural warranty period, provided the product is installed and maintained in accordance with FLOOREX Limited installation instructions and floor care requirements, and is used under normal residential conditions.

This structural warranty includes protection against:

- Delamination within the engineered board construction
- Separation of layers due to adhesive bond failure within the plank
- Warping or buckling directly attributable to a manufacturing defect

Timber is a natural material and will respond to environmental conditions. Minor expansion, contraction, or movement may occur and is not considered a defect.

4. Coating / Surface Finish Warranty (Delamination Only)

Floorex products are coated with high quality UV lacquers for durability and easy maintenance.

The factory-applied coating system is warranted for bond integrity (delamination) only.

This includes separation or failure of the coating system from the timber substrate under normal use. This warranty does not cover surface wear, scratching, scuffing, or indentation.

Coating delamination is covered only where it is not caused by external damage.

Changes in sheen over time are not considered a defect.

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Condition and Exclusions.

5. Environmental Conditions

Relative Humidity must be maintained between 30% – 70% RH.

Temperature must be maintained between 10°C – 30°C.

Failure to maintain these conditions may result in movement which is not considered a defect.

6. Subfloor and Site Conditions

This warranty is subject to suitable subfloor conditions including moisture, level, and structural integrity.

FLOOREX Limited is not responsible for subfloor or building movement or moisture ingress.

7. Warranty Exclusions

This warranty does not cover normal wear and tear, surface damage, water damage, improper maintenance, environmental exposure, including that caused during the construction process.

8. Floor Care Requirements

Maintain flooring using recommended cleaning methods, in accordance with FLOOREX Ltd care instructions.

9. General Conditions

This warranty applies to the original purchaser only and is non-transferable.

10. Claims Process

To initiate a claim, contact FLOOREX Limited at accounts@floorex.co.nz with proof of purchase and details of the issue. FLOOREX Limited will assess the claim and, if deemed valid, will repair or replace the affected area at our discretion, in accordance with the terms of this warranty.

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