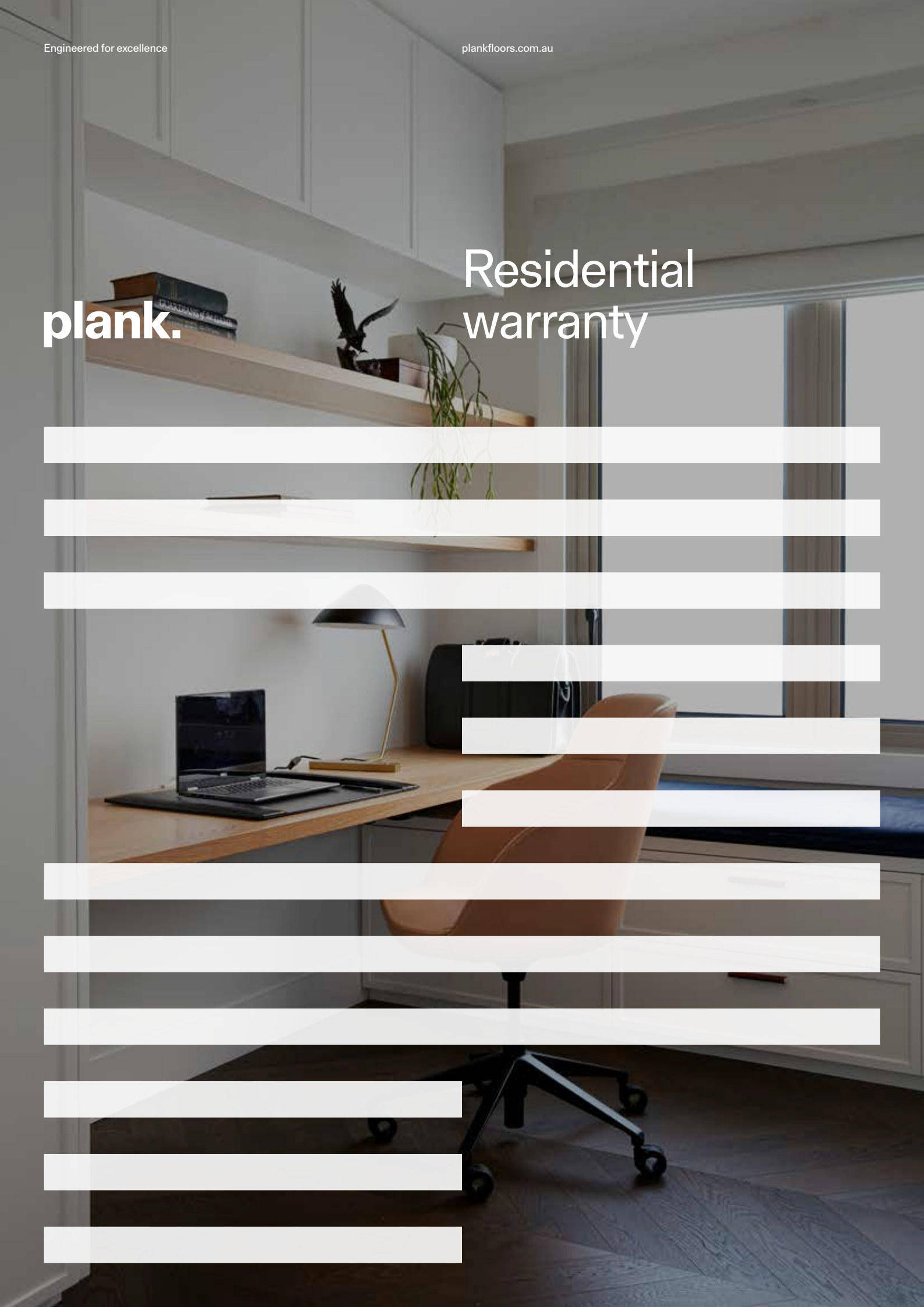
plank.

Residential warranty



Residential structural warranty

Congratulations on the selection of a Plank timber floor. Our aim is to supply the Australian market with unique and truly beautiful pre-finished, engineered floors. All floor coverings will show signs of wear over a period of time. The speed with which these signs will appear depend on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor.

Plank is sold with a 25-year structural warranty that covers warping or twisting of any board for the life of the floor, in accordance with the conditions listed below and as a result of product manufacturing faults or defects.

Warping and twisting

Warping and twisting refers to a board independently distorting when compared to adjacent boards. These terms do not refer to cupping or doming.

Cupping and doming

Cupping and doming refers to the reasonably uniform convexing or concaving shape across the width of the surface of boards installed. Cupping and doming, whilst extremely uncommon, are caused by factors relating to installation or the installation environment. As they are outside the control of the manufacturer, they are specifically excluded from this warranty.

Delamination

Delamination refers to the separation of the bonded layers within an engineered board, typically where the top wear layer separates from the core or backing layers. This separation can occur when the bond between layers is compromised, resulting in visible lifting or separation within the board structure.

Installation

It is also important to note that Plank flooring should be installed and maintained in accordance with our Installation Instructions and Care and Maintenance Guidelines.

Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

Warranty period

All warranty periods commence from the date of purchase. This warranty is offered to the original purchaser and is not transferrable unless, in the case that a builder or developer purchases the flooring. In this case, the owner of the property 12 months after purchase of the flooring will be entitled to full cover under this warranty.

What is not covered

- Wear that may be associated with water or liquid damage from any source (moisture ingress from any source into the board).
- Scratches, stains or indentations of any type are also not covered by this warranty.
- Wear or structural deformation that may be associated with improper installation or improper maintenance procedures.
- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc. are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.

What is not covered (cont.d)

- Gapping, cracking or cupping caused by extreme or sudden temperature and humidity changes.
- Delamination, unless assessed and approved by a Plank representative.
- Labour charges associated with any rectification work.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary.

Re-painting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.

External use

Plank Flooring is fit for use in internal environments and installations and should not be used externally.

Plank Flooring should be installed in a timber flooring friendly environment in which the area is occupied, protected from direct heat and sunlight, and where heating and cooling systems are in place to control the internal temperatures and humidity.

Plank Flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas.

Plank should be installed as per the installation instructions and maintained in accordance with the Care and Maintenance Guidelines.

Acceptable quality

As Plank Flooring is a natural product, small splits in the surface of the floor can occur. This is known as surface checking and should be considered normal.

In addition, small surface blemishes in the coating or gaps that appear between boards as a result of seasonal or environmental changes can also be expected.

The coating used to pre-finish Plank Flooring is not scratch or chip proof and reasonable care should be taken to avoid scratching and chips from occurring. In addition, some gloss variation between boards installed may occur.

Note that gloss variation, surface checking, scratches, chips, gaps or small blemishes are NOT considered as major failure. They are considered part of purchasing a natural timber floor. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As the warranties for Plank Flooring deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

Contact us for any further questions regarding the residential warranty of your boards.

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