

Vienna Woods Warranty – Engineered Timber Flooring

Version 002 – November 2025

1. Scope

This warranty applies to all Vienna Woods engineered timber flooring products supplied in New Zealand, including the Petit Château, Icons Collection, Chateau Collection, Distilled Collection, and Foundation ranges.

It covers manufacturing and structural integrity when the flooring is installed and maintained strictly in accordance with the Vienna Woods Installation Guide, Care & Maintenance Instructions, and environmental conditions recommended by Vienna Woods.

2. Warranty Summary

Coverage Type	Residential	Commercial	Key Conditions
Structural Integrity	20 Years	5 Years	Installed per Vienna Woods Installation Guide using approved adhesives (e.g. Parabond 440) and compliant subfloor conditions.

3. Conditions of Warranty

This warranty is valid only when:

1. Installation is performed by trained flooring professionals in accordance with the Vienna Woods Installation Guide and NZ Building Code (NZBC).
2. The subfloor is dry, level and structurally sound, with moisture levels within tolerances defined in AS/NZS standards and Vienna Woods guidelines.
3. Indoor relative humidity is maintained between 40–65 % and floor-surface temperature remains below 27 °C.
4. Cleaning and maintenance use only approved First Floor Timber Floor Cleaner, Grain Guard (for lacquered floors) or Maintenance Oil (for oiled floors).
5. The product is protected from standing water, flooding or excessive wet mopping.

4. Structural Warranty

Vienna Woods warrants that the structural layers of the flooring boards will remain free from delamination or bond failure when installed and maintained as specified. Minor cupping, shrinkage or seasonal movement are natural characteristics of timber and not defects.

5. Surface Appearance and Finish

Vienna Woods engineered timber flooring is finished with high-performance coatings designed for long-term durability and easy maintenance.

However, the coating is not scratch, dent, chip or stain proof. Reasonable care must always be taken to prevent surface damage.

The following are not considered manufacturing defects and are not covered by this warranty:

- Normal surface wear, gloss reduction or colour change from light exposure or ageing.
- Scratches, dents, chips or surface marking caused by furniture, footwear, pets, grit, or misuse.
- Surface checking (fine splits), minor gaps, filler variation, or movement due to seasonal humidity changes.
- Damage caused by moisture ingress, steam mops, chemical or abrasive cleaners, or exposure to extreme temperatures or direct sunlight.
- Any alteration of the original factory finish, including sanding, recoating or chemical treatments.

To maintain appearance, floors must be regularly cleaned with Vienna Woods-approved products and protective felt pads used under furniture.

6. Exclusion

This warranty does not cover defects or damage resulting from:

- Improper installation or failure to comply with manufacturer instructions.
- Site conditions outside recommended humidity or temperature ranges.
- Neglect, abuse, accident, or improper maintenance.
- Moisture intrusion, flooding or plumbing failures.
- Use of unapproved adhesives or cleaning products.
- Variation in colour, grain, knots or texture (these are inherent to real timber).
- Labour costs for removal or re-installation unless required by law.

7. Claims Process

To make a claim:

1. Notify Vienna Woods Ltd in writing within 30 days of discovering a potential defect.
2. Provide proof of purchase, installation details, product batch code, and photos of the issue.
3. Vienna Woods may inspect the floor or request additional information.
4. If the claim is accepted, Vienna Woods will, at its discretion, repair, replace, or credit the value of the defective material.
5. Replacement or repair does not extend the original warranty period.
6. Liability is limited to the value of the flooring supplied; consequential or indirect losses are excluded except as required by law.

8. Legal Rights – CGA & NZBC

Nothing in this warranty limits or replaces rights under the Consumer Guarantees Act 1993 (CGA) or the Building Act 2004. You are entitled to remedies if goods are not of acceptable quality or fit for purpose. This warranty operates in addition to your statutory rights.

9. Transferability

This warranty applies only to the original purchaser and the original installation address. It is not transferable to subsequent owners or locations.

10. Limitation of Liability

Except as required by the CGA or applicable law, Vienna Woods' liability is limited to repair, replacement or refund of the product value. Vienna Woods is not liable for any incidental, consequential or special loss or damage.

11. Contact

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