



WARRANTY

Product Warranty — Engineered Timber Flooring

The voluntary manufacturer's warranty for Vienna Woods engineered timber flooring supplied in New Zealand — given in addition to your rights under the Consumer Guarantees Act 1993.

This warranty covers manufacturing and structural integrity when the flooring is installed and maintained per the Vienna Woods guides. Nothing in it limits your statutory rights under the CGA or the Building Act.

SCOPE OF USE

Petit Château · Icons ·
Château · Distilled ·
Foundation · Patina
Collection · VW Unfinished ·
Blackbutt, installed in NZ.

AUDIENCE

Purchasers · trade
customers · installers.

STANDARDS REFERENCED

Consumer Guarantees Act
1993 · Fair Trading Act
1986 · Building Act 2004.

RELATED DOCUMENTS

Installation Guide (VW-INS-
001) · Care Guides · BPIR
(VW-BPIR-001).

DOCUMENT CONTROL

DOCUMENT NO. VW-WTY-001	VERSION 3.3	DATE ISSUED 9 October 2026	SUPERSEDES v3.2 (2 Oct 2026)
OWNER Vienna Woods Ltd	NEXT REVIEW July 2027	CLASSIFICATION Controlled	
STATUS Issued			

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, Foundation, Patina Collection and VW Unfinished ranges, and Vienna Woods Blackbutt.

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 (for VW Unfinished, the maintenance instructions for the finish applied), 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:
- 3.1 Installation is performed by trained flooring professionals in accordance with the Vienna Woods Installation Guide and NZ Building Code (NZBC).
 - 3.2 The subfloor is dry, level and structurally sound, with moisture levels within tolerances defined in AS/NZS standards and Vienna Woods guidelines.
 - 3.3 Indoor relative humidity is maintained between 40–65 % and floor-surface temperature remains below 27 °C.
 - 3.4 Cleaning and maintenance use only approved FirstFloor Timber Floor Cleaner, GrainGuard (for lacquered floors) or Maintenance Oil (for oiled floors). For VW Unfinished, cleaning and maintenance follow the instructions for the finish applied after supply.
 - 3.5 The product is protected from standing water, flooding or excessive wet mopping.
 - 3.6 VW Unfinished is finished with a suitable floor coating before the floor is put into use.
 - 3.7 Floors installed over underfloor heating are covered, provided the heating system was commissioned before installation and is operated within the parameters in the Vienna Woods Installation Guide, including the floor-surface temperature limit in condition 3.3.

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, other than VW Unfinished, 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.

VW Unfinished is supplied with no stain, oil or lacquer and must be coated before use (condition 3.6). The finish is applied by others after supply, on site or off site. The finish, its performance and its appearance are not covered by this warranty and are the responsibility of the party who specifies or applies it.

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 (for VW Unfinished, products recommended by the maker of the finish applied) 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.
- Damage caused by the finishing process or finishing products applied to VW Unfinished after supply.
- Damage to VW Unfinished from use before a suitable floor coating has been applied.
- 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:

- 7.1 Notify Vienna Woods Ltd in writing within 30 days of discovering a potential defect.
- 7.2 Provide proof of purchase, installation details, product batch code, and photos of the issue.
- 7.3 Vienna Woods may inspect the floor or request additional information.
- 7.4 If the claim is accepted, Vienna Woods will, at its discretion, repair, replace, or credit the value of the defective material.
- 7.5 Replacement or repair does not extend the original warranty period.

- 7.6 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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