SPECIFICATION KIT

Château Specification Kit

Every controlled document Vienna Woods holds for the Château collection, bound in one file in the order a specifier reads them. Each document is reproduced complete and unaltered, and keeps its own version control — this cover states the version of each as it was bound.

COLLECTION	KIT VERSION	DATE COMPILED	STATUS
Château	1.5	25 November 2026	Issued

PAGE	DOCUMENT	EXTENT
2	**Product data sheet** VW-DS-CH-001 · v1.6 · 25 November 2026	4 pp
6	**BPIR — Building Product Information** VW-BPIR-001 · v3.9 · 25 November 2026	5 pp
11	**NZ Building Code compliance guide** VW-NZBC-001 · v1.6 · 25 NOVEMBER 2026	5 pp
16	**E3 Alternative Solution — internal moisture** This statement is scoped to lacquered builds only. Château is also supplied with a UV-oil finish on some sizes, which the report behind it does not cover. For an oil-finished board, contact Vienna Woods. VW-E3-CH-001 · v3.1 · 1 September 2026	8 pp
24	**Slip resistance** VW-SLIP-001 · v1.2 · 25 November 2026	1 pp
25	**Installation guide — glue-down** VW-INS-001 · v2.4 · 27 SEPTEMBER 2026	3 pp
28	**Care & maintenance — lacquered floors** VW-CARE-LAC-001 · v2.3 · 1 SEPTEMBER 2026	3 pp
31	**Care & maintenance — oiled floors** VW-CARE-OIL-001 · v2.3 · 1 SEPTEMBER 2026	5 pp
36	**Product warranty** VW-WTY-001 · v3.2 · 2 OCTOBER 2026	4 pp

9 documents bound (38 pages). A component Vienna Woods does not hold is named here rather than left out: a specifier should be able to tell a figure we have not measured from one we have. Page numbers on the documents themselves are each document's own — nothing in this kit has been stamped, renumbered or otherwise altered to suit the binding.

ISSUED BY VIENNA WOODS LTD, 7 AUGUST 2026. TECHNICAL MAPPING PER VW-FIRE-001 (EDDY, 7 AUGUST 2026); WORDING CLEARED PER VW-FIRE-001-A (ADRIAN, 7 AUGUST 2026).

VIENNA WOODS

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Document **VW-DS-CH-001**
Version **1.6**
Issued **25 November 2026**
Supersedes — v1.5 (11 November 2026)

PRODUCT DATA SHEET

Château

French oak on a 240 mm wide plank — materially wider than a standard board, and the reason this collection is specified. Brushed and pre-finished, 15 mm with a 4 mm wear layer.

01 Construction

Species	French oak
Origin	Engineered overseas to Vienna Woods' specification
Board	15 mm engineered board
Wear layer	4 mm
Core	Multi-ply
Texture	Brushed, pre-finished
Profile	Tongue and groove
Installation	Full-spread adhesive, glue-down

As a natural timber product, some variation in colour and grain between boards is normal.

02 Formats and sizes

FORMAT	SIZE
Plank	Widths 190–240 mm, lengths to 2200 mm, thickness 15 mm
Plank — stocked	240 × 2200 × 15 mm

03 Certification

Forest certification	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 1 May 2028. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor.
Formaldehyde emissions	The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 27 March 2027. The certification is held on the plywood veneer core, not on the finished floor.

Certificates are available to specifiers on request. Certificate numbers and manufacturer identities are not published.

04 New Zealand Building Code

Installed and maintained in accordance with Vienna Woods' requirements, this product will assist with meeting the performance clauses below. Whether a clause is satisfied on a given project depends on the design, the build-up and the

occupancy, and remains the specifier's determination against the Building Code.

> **WHO DETERMINES COMPLIANCE**
>
> Vienna Woods states the properties of its own products and the route by which those properties are established. Whether a particular building complies with the Building Code is a determination for the designer, the fire engineer and the building consent authority on that project. This material is general information current at the date shown. It is not a compliance determination and it is not a substitute for project-specific advice. Verify against the current text of the Building Code, C/AS2 and the Building Product Specifications at building.govt.nz.

CLAUSE	POSITION AND LIMITS
B2.3.1(b) **Durability**	A full-spread adhesive-fixed floor covering is moderately difficult to replace, which is the B2.3.1(b) case. Supplied with a 20-year residential / 5-year commercial structural warranty. Which B2 durability period applies (50 / 15 / 5 years) depends on how the floor sits in the building and remains the specifier's determination.
C3.4(b) **Fire — floor surfaces**	Vienna Woods engineered timber flooring is a wood product within Table 8.1.2.1 of the Building Product Specifications (1st edition Amendment 1, 2 April 2026) and takes the generic critical radiant flux of 2.2 kW/m². Where NZBC C/AS2 (Second edition, 28 July 2025) applies, that value is assessed against Table 4.12.3.1. No ISO 9239-1:2010 test report is required to establish it. The generic value applies where applied coatings are not more than 0.4 mm thick and not more than 100 g/m² (Building Product Specifications, paragraph 8.1.2.1(a)(i)). Vienna Woods' factory-applied coatings are within both of those limits. Where a floor in a multistorey building is itself a fire separation, C/AS2 paragraph 4.12.3.3 sets a separate requirement — see the multistorey note below. Vienna Woods holds no Group Number test. Where 2.2 kW/m² is sufficient, and where it is not. In buildings where care or detention is provided, sleeping areas and exitways require a critical radiant flux of 4.5 kW/m² where the building is unsprinklered (NZBC C3.4(b); C/AS2 Table 4.12.3.1, risk group SI). The generic 2.2 kW/m² value does not meet that requirement. Those spaces require a project-specific ISO 9239-1:2010 test report or a sprinklered design. Everywhere else in Table 4.12.3.1 — exitways, non-sleeping firecells accommodating more than 50 people, and all other occupied spaces — 2.2 kW/m² meets the requirement. Clause C3.4 of the New Zealand Building Code does not apply to detached dwellings, to the inside of household units in multi-unit dwellings, or to outbuildings and ancillary buildings. There is therefore no critical radiant flux requirement for a floor inside a household unit. This describes the scope of the Building Code requirement only. It is not a statement about the fire performance or the fire safety of the floor, and it does not affect any other Building Code requirement, any requirement of a fire design, or any requirement of an insurer. Multistorey buildings where the floor is a fire separation. C/AS2 paragraph 4.12.3.3 sets an additional requirement where floors in multistorey buildings are fire separations and the flooring material is a wood product: the flooring material must be not less than nominally 20 mm thick, or the floor assembly must achieve an FRR of -/30/30 when exposed to fire from the flooring side. Vienna Woods' stocked boards are 14–15 mm. The 20 mm Distilled build is made to order. Whether this paragraph applies to a thin timber overlay bonded to a separating floor — rather than to structural floor decking that forms the separation itself — is a determination for the project's fire engineer and the building consent authority. Vienna Woods does not make that determination. Where a floor is or may be a fire separation, confirm the requirement before specifying.
D1.3.3(d) **Access routes — slip**	Level interior surfaces: NZBC D1/AS1 Table 2 (surfaces exempt from testing). Independent wet slip-resistance testing to AS/NZS 4586 Appendix A: mean wet coefficient of friction 0.62 on Oak Karkula, lacquered. AS/NZS 4586:2004 (incl. Amendment 1) · Safety Step (NZ) Ltd · 20 April 2022 · 5 specimens. The report states a requirement for horizontal surfaces of a mean coefficient of friction of not less than 0.40, with no individual specimen below 0.35.

CLAUSE	POSITION AND LIMITS
	Each result is for the specific colour and finish tested, as named above. Vienna Woods does not extend a tested figure to an untested colour. Testing was wet, on a level surface, to the requirement in each report: a mean coefficient of friction of not less than 0.40, with no individual specimen below 0.35. The certificates name the method as AS/NZS 4586 Appendix A and report a wet coefficient of friction, not a pendulum SRV or P-class.
E3.3.3 Internal moisture	Proposed as an Alternative Solution, supported by New Zealand testing to ISO 4760:2022(E) for topical moisture resistance and by installation to the Vienna Woods wet-area detail. Accepted by the Building Consent Authority on a project basis. New Zealand testing to ISO 4760:2022(E) is held for this collection.
F2.3.1 Hazardous building materials	NZBC F2 sets no numeric emission limit and F2/VM1 adopts no test method for it. See the certification section above for the position on this collection.

> **WHERE THE CLAUSE TABLE LIVES**
>
> The Building Code clause positions summarised here are stated in full, once, in the Vienna Woods Timber Overlay Flooring System Product Technical Statement. Where this sheet and the Product Technical Statement differ, the Product Technical Statement governs.

Floors and wall linings are different systems

Floors and wall linings are rated under different systems and the two cannot be converted into one another. Floor surface materials are assessed under NZBC C3.4(b) by critical radiant flux in kW/m², tested to ISO 9239-1:2010. Wall and ceiling linings are assessed under NZBC C3.4(a) by Material Group Number, tested to ISO 9705. A floor's critical radiant flux cannot be expressed as a Group Number, and a Group Number cannot be expressed as a critical radiant flux.

These boards may be used as an interior wall or ceiling lining. Where they are, the fire requirement is a Material Group Number under NZBC C3.4(a) (ISO 9705) — a different measure from the floor critical radiant flux above, which cannot be converted into it. The Group Number is the specifier's determination.

Wall lining is not the use for which this product is primarily supplied. Fixing, substrate, cavity and fire-stopping details are outside Vienna Woods' scope and are the designer's responsibility.

G6 Airborne and impact sound

G6 applies to floors between occupancies in multi-unit residential buildings and requires airborne (STC) and impact (IIC) ratings for the floor as built. No floorboard or underlay carries a rating on its own. A timber floor is generally taken to G6 compliance as an Alternative Solution, with the build-up designed and verified by an acoustic engineer. Vienna Woods holds no IIC or impact-sound test report for any build-up.

05 Installation, maintenance and limits

Installation

Follow the Vienna Woods installation and levelling guides — acclimatisation, expansion gaps and vapour barriers on concrete. Full-spread adhesive fixing with Parabond Parquet 440; substrate flat within 3 mm over a 3 m straightedge. Use D3-rated PVA at joins and a flexible perimeter sealant within 1.5 m of sanitary fixtures, per the Vienna Woods wet-area detail. Only qualified installers should fit these products.

Suitable over underfloor heating, subject to a maximum surface temperature of 27 °C.

Limitations

Not suitable for permanent wet areas (bathrooms containing a shower or bath, saunas), garages, commercial kitchens, or any exterior application. Colour change from UV exposure is normal in timber; mitigate with blinds or UV-filtering glazing.

Warnings and known risks

Excess moisture may cause cupping, swelling or delamination. Incorrect subfloor preparation may compromise performance.

Maintenance

Use Vienna Woods-approved cleaning and maintenance products for a lacquered floor. Maintain relative humidity between 40–60% where practical. Improper maintenance may affect durability.

Warranty

20 years residential / 5 years commercial, structural integrity, on Vienna Woods' own-brand engineered timber flooring (VW-WTY-001). Issued in addition to, and not in place of, the customer's rights under the Consumer Guarantees Act 1993.

There is deliberately no surface-finish warranty. How a floor's surface is lived on cannot be observed or controlled, and the warranty states plainly that the coating is not scratch, dent, chip or stain proof.

06 Supporting documents

- **Vienna Woods Timber Overlay Flooring System — Product Technical Statement** — the Building Code clause table in full
- **Vienna Woods BPIR (VW-BPIR-001 v3.9)** — per-collection construction, certification and compliance
- **Vienna Woods Slip Resistance Compliance Statement** — AS/NZS 4586 Appendix A results
- **Proposed Alternative Solution for NZBC E3**, with ISO 4760:2022(E) testing
- **Vienna Woods Installation Guide and Levelling Instructions**
- **Parabond Parquet 440 technical data sheet** (DL Chemicals)
- **Vienna Woods Product Warranty — Engineered Timber Flooring (VW-WTY-001 v3.3)**

None of the products covered by this statement is subject to a warning or ban under section 26 of the Building Act 2004.

Vienna Woods Limited, 2 Roxburgh Street, Newmarket, Auckland 1023 · NZBN 9429049033199. Vienna Woods designs and specifies these collections and has them produced to its specification under contract manufacture; Vienna Woods is the manufacturer for the purposes of this statement. · Masterspec work section **6312VW**.
Certificate positions read from the Vienna Woods certificate register on 25 November 2026 and re-read on every reissue of this sheet. Issued in addition to, and not in place of, the customer's rights under the Consumer Guarantees Act 1993.

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VW-BPIR-001
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Building Product Information Requirements (BPIR)

Vienna Woods engineered oak flooring collections. Prefinished engineered oak flooring with a multi-ply or solid-birch core and a 3–6 mm hardwood wear layer depending on collection; tongue-and-groove profile. Supplied for interior flooring. This BPIR applies to all collections listed below.

COLLECTION	CONSTRUCTION & FORMATS	FOREST CERTIFICATION & EMISSIONS
Petit Château Product codes: PC-…	15 mm engineered oak, 4 mm European oak wear layer on a multi-ply (eucalyptus/birch) core. Pre-finished UV lacquer. Plank 190 × 1900 mm · Noble 190 × 2200 mm · Grande 220 × 2200 mm · Chevron and Herringbone 120 × 600 mm · matching stair nosings 110 × 40 × 20 mm, 1.2 m.	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 27 October 2030. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 12 December 2026. The certification is held on the plywood veneer core, not on the finished floor.
Icons Product codes: IC-…	15 mm engineered oak, 4 mm wear layer, brushed finish; multi-ply core. Same construction and factory finish as Petit Château in different plank dimensions. Widths 190–220 mm; fixed lengths 2200 mm; Herringbone 120 × 600 mm. Matching stair nosings available.	Every colour except Conde: Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 27 October 2030. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. Conde only: Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 1 May 2028. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. Every colour except Conde: The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 12 December 2026. The certification is held on the plywood veneer core, not on the finished floor. Conde only: The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 27 March 2027. The certification is held on the plywood veneer core, not on the finished floor.
Château Product codes: CH-…	15 mm engineered French oak, 4 mm wear layer on a multi-ply core. Brushed, pre-finished. Plank widths 190–240 mm; lengths to 2200 mm.	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 1 May 2028. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 27 March 2027. The certification is held on the plywood veneer core, not on the finished floor.
Patina Collection Product codes: PT-…	15 mm engineered oak with a 4 mm European oak wear layer, heavily brushed. Pre-finished UV lacquer, ultra-matt. Plank 240 × 2200 mm. First container October 2026 — confirm availability before specifying.	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 1 May 2028. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 27 March 2027. The certification is held on the plywood veneer core, not on the finished floor.
Foundation Product codes: FN-…	14 mm engineered oak, 3 mm wear layer, three-layer construction on a solid birch core. Made in Europe. Air-dried natural-feel lacquer. Widths 204–210 mm in fixed lengths of 2200 mm — every plank the same length.	No blanket forest-certification claim is made for this collection; certification is held at one mill only. Ask Vienna Woods for the position on a specific line. Classified M1 for emissions (Rakennustieto/RTS), current to 11 October 2027. An emission classification is a product fact, not a health claim.

COLLECTION	CONSTRUCTION & FORMATS	FOREST CERTIFICATION & EMISSIONS
Distilled Product codes: DS-…	Engineered Lithuanian oak on a multi-ply core, made in Europe. Two builds: **15 mm board with a 4 mm wear layer**, and **20 mm board with a 6 mm wear layer**. Matt lacquer or hardwax oil. Plank 180 mm and 220 mm wide (stocked line 190 × 2200 × 15 mm); lengths to 2400 mm; Herringbone 120 × 600 × 15 mm. Widths to 260 mm made to order.	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100% and FSC Mix), current to 17 November 2029. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. The manufacturer holds an Environmental Product Declaration, current to 1 October 2028. An EPD is an environmental-transparency document, not an emissions or health claim. No emission-class claim is made for this collection.
Excess Product codes: EX-…	15 mm engineered European oak, 4 mm wear layer on a multi-ply core, UV lacquer — the Petit Château board specification, from the same mill. **Approximately 25% of the pack is short planks**, which changes the laid appearance and the set-out on a job. Plank 190 × 1900 mm. Clearance stock — each lot is finite and does not reorder, so confirm quantity before specifying.	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 27 October 2030. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 12 December 2026. The certification is held on the plywood veneer core, not on the finished floor.
Blackbutt Product codes: BB-…	Engineered Australian Blackbutt (*Eucalyptus pilularis*) — 14 mm board with a 3 mm Blackbutt hardwood wear layer. Extra-matt light-brushed lacquer. Engineered overseas. Made to order. 138 mm or 190 mm wide; approximately 83% fixed 1900 mm lengths with the balance nested.	No forest-certification claim is made for this collection. No emission-class claim is made for this collection.
VW Unfinished Product codes: EW-UN-…	Engineered European oak supplied **raw and unfinished**, to be finished on site or off site. **VW Unfinished must be finished with a suitable floor coating before the floor is put into use.** Trade supply only. Same board specification and mill as Petit Château. Noble 190 × 1900 mm · Feature 190 × 2200 mm · Herringbone 600 × 120 mm.	Made by a mill that holds a current FSC Chain of Custody certificate (FSC 100%), current to 27 October 2030. Vienna Woods does not hold a Chain of Custody certificate and cannot pass an FSC claim to the finished floor. The plywood core is certified to CARB Phase 2 and US EPA TSCA Title VI, current to 12 December 2026. The certification is held on the plywood veneer core, not on the finished floor.
Raftwood Product codes: F-RW-, F-AMAZONE, F-YELLOW…	15 mm engineered European oak twin-plank on a multi-ply core, 4 mm wear layer. Tongue-and-groove joint. Oil finish, applied at the factory. Full-spread adhesive fixing to the substrate. Plank 180 × 2200 mm and 220 × 2200 mm · Herringbone 700 × 140 mm. Made to order — approximately 5 months.	Made by a mill that holds a current PEFC Chain of Custody certificate, current to 22 October 2028. Vienna Woods does not hold a Chain of Custody certificate and cannot pass a PEFC claim to the finished floor. No emission-class claim is made for this collection.

Certificates are available to specifiers on request. Certificate numbers and manufacturer identities are not published. As a natural timber product, some variation in colour and grain between boards is normal.

New Zealand Building Code

Installed and maintained in accordance with Vienna Woods' requirements, this product will assist with meeting the performance clauses below. Whether a clause is satisfied on a given project depends on the design, the build-up and the occupancy, and remains the specifier's determination against the Building Code.

B2.3.1(b) Durability

A full-spread adhesive-fixed floor covering is moderately difficult to replace, which is the B2.3.1(b) case. Supplied with a 20-year residential / 5-year commercial structural warranty.

Raftwood: A full-spread adhesive-fixed floor covering is moderately difficult to replace, which is the B2.3.1(b) case. Supplied with the manufacturer's own 15-year residential and commercial warranty (see the Raftwood warranty statement; this is not the Vienna Woods 20-year/5-year term that applies to Vienna Woods' own-brand collections).

Excess: not covered by VW-WTY-001.

Which B2 durability period applies (50 / 15 / 5 years) depends on how the floor sits in the building and remains the specifier's determination.

Fire — NZBC C3.4(b), floor surface materials.

Vienna Woods engineered timber flooring is a wood product within Table 8.1.2.1 of the Building Product Specifications (1st edition Amendment 1, 2 April 2026) and takes the generic critical radiant flux of 2.2 kW/m². Where NZBC C/AS2 (Second edition, 28 July 2025) applies, that value is assessed against Table 4.12.3.1. No ISO 9239-1:2010 test report is required to establish it.

Collections supplied pre-finished (Petit Château, Icons, Château, Patina Collection, Foundation, Distilled, Excess, Blackbutt): The generic value applies where applied coatings are not more than 0.4 mm thick and not more than 100 g/m² (Building Product Specifications, paragraph 8.1.2.1(a)(i)). Vienna Woods' factory-applied coatings are within both of those limits.

Oil-finished collections (Raftwood): The generic value applies where applied coatings are not more than 0.4 mm thick and not more than 100 g/m² (Building Product Specifications, paragraph 8.1.2.1(a)(i)). Whether a penetrating oil finish is an applied coating within that paragraph is a reading of the provision; Vienna Woods states the condition rather than asserting it is met.

Collections supplied unfinished (VW Unfinished). This product is supplied unfinished and is finished by others, on site or off site. Vienna Woods' statement is made about the board as supplied. Installation requirement. The generic critical radiant flux in Table 8.1.2.1 is available to a coated board only where the applied coating is not more than 0.4 mm thick and not more than 100 g/m² (Building Product Specifications, paragraph 8.1.2.1(a)(i)). When this floor is finished, on site or off site, the coating system must be within those limits for the generic value to apply to the finished floor. Confirming this is the responsibility of the party specifying or applying the finish, from that coating manufacturer's technical data.

Where a floor in a multistorey building is itself a fire separation, C/AS2 paragraph 4.12.3.3 sets a separate requirement — see the multistorey note below.

Vienna Woods holds no Group Number test.

Fire — where 2.2 kW/m² is sufficient

Where 2.2 kW/m² is sufficient, and where it is not. In buildings where care or detention is provided, sleeping areas and exitways require a critical radiant flux of 4.5 kW/m² where the building is unsprinklered (NZBC C3.4(b); C/AS2 Table 4.12.3.1, risk group SI). The generic 2.2 kW/m² value does not meet that requirement. Those spaces require a project-specific ISO 9239-1:2010 test report or a sprinklered design. Everywhere else in Table 4.12.3.1 — exitways, non-sleeping firecells accommodating more than 50 people, and all other occupied spaces — 2.2 kW/m² meets the requirement.

Fire — household units

Clause C3.4 of the New Zealand Building Code does not apply to detached dwellings, to the inside of household units in multi-unit dwellings, or to outbuildings and ancillary buildings. There is therefore no critical radiant flux requirement for a floor inside a household unit. This describes the scope of the Building Code requirement only. It is not a statement about the fire performance or the fire safety of the floor, and it does not affect any other Building Code requirement, any requirement of a fire design, or any requirement of an insurer.

Fire — floors are not wall linings

Floors and wall linings are rated under different systems and the two cannot be converted into one another. Floor surface materials are assessed under NZBC C3.4(b) by critical radiant flux in kW/m², tested to ISO 9239-1:2010. Wall and ceiling linings are assessed under NZBC C3.4(a) by Material Group Number, tested to ISO 9705. A floor's critical radiant flux cannot be expressed as a Group Number, and a Group Number cannot be expressed as a critical radiant flux.

Fire — multistorey buildings

Multistorey buildings where the floor is a fire separation. C/AS2 paragraph 4.12.3.3 sets an additional requirement where floors in multistorey buildings are fire separations and the flooring material is a wood product: the flooring material must be not less than nominally 20 mm thick, or the floor assembly must achieve an FRR of -/30/30 when exposed to fire from the flooring side. Vienna Woods' stocked boards are 14–15 mm. The 20 mm Distilled build is made to order. Whether this paragraph applies to a thin timber overlay bonded to a separating floor — rather than to structural floor decking that forms the separation itself — is a determination for the project's fire engineer and the building consent authority. Vienna Woods does not make that determination. Where a floor is or may be a fire separation, confirm the requirement before specifying.

D1.3.3(d) Access routes

Level interior surfaces: NZBC D1/AS1 Table 2 (surfaces exempt from testing).

Each result is for the specific colour and finish tested, as named above. Vienna Woods does not extend a tested figure to an untested colour. Testing was wet, on a level surface, to the requirement in each report: a mean coefficient of friction of not less than 0.40, with no individual specimen below 0.35. The certificates name the method as AS/NZS 4586 Appendix A and report a wet coefficient of friction, not a pendulum SRV or P-class.

E3.3.3 Internal moisture

Proposed as an Alternative Solution, supported by New Zealand testing to ISO 4760:2022(E) for topical moisture resistance and by installation to the Vienna Woods wet-area detail. Accepted by the Building Consent Authority on a project basis.

Petit Château, Château, Distilled, Raftwood: New Zealand testing to ISO 4760:2022(E) is held for this collection.

Icons, Patina Collection, Foundation, Excess, Blackbutt, VW Unfinished: No ISO 4760:2022(E) test result is held for this collection. The Alternative Solution route above remains available on a project basis; Vienna Woods will not state a test result it does not hold.

F2.3.1 Hazardous building materials

NZBC F2 sets no numeric emission limit and F2/VM1 adopts no test method for it.

G6 Airborne and impact sound

G6 applies to floors between occupancies in multi-unit residential buildings and requires airborne (STC) and impact (IIC) ratings for the floor as built. No floorboard or underlay carries a rating on its own. A timber floor is generally taken to G6 compliance as an Alternative Solution, with the build-up designed and verified by an acoustic engineer. Vienna Woods holds no IIC or impact-sound test report for any build-up.

Wall and ceiling linings

These boards may be used as an interior wall or ceiling lining. Where they are, the fire requirement is a Material Group Number under NZBC C3.4(a) (ISO 9705) — a different measure from the floor critical radiant flux above, which cannot be converted into it. The Group Number is the specifier's determination.

Wall lining is not the use for which this product is primarily supplied. Fixing, substrate, cavity and fire-stopping details are outside Vienna Woods' scope and are the designer's responsibility.

Vienna Woods states the properties of its own products and the route by which those properties are established. Whether a particular building complies with the Building Code is a determination for the designer, the fire engineer and the building consent authority on that project. This material is general information current at the date shown. It is not a compliance determination and it is not a substitute for project-specific advice. Verify against the current text of the Building Code, C/AS2 and the Building Product Specifications at building.govt.nz.

Installation

Follow the Vienna Woods installation and levelling guides — acclimatisation, expansion gaps and vapour barriers on concrete. Full-spread adhesive fixing with Parabond Parquet 440; substrate flat within 3 mm over a 3 m straightedge. Use D3-rated PVA at joins and a flexible perimeter sealant within 1.5 m of sanitary fixtures, per the Vienna Woods wet-area detail. Only qualified installers should fit these products. Suitable over underfloor heating, subject to a maximum surface temperature of 27 °C. viennawoods.co.nz/resources

Ongoing maintenance

Use Vienna Woods-approved cleaning and maintenance products for the finish supplied (VW Unfinished: products recommended by the maker of the finish applied). Maintain relative humidity between 40–60% where practical. Improper maintenance may affect durability.

Limitations

Not suitable for permanent wet areas (bathrooms containing a shower or bath, saunas), garages, commercial kitchens, or any exterior application. Colour change from UV exposure is normal in timber; mitigate with blinds or UV-filtering glazing. VW Unfinished: VW Unfinished must be finished with a suitable floor coating before the floor is put into use.

Warnings & known risks

Excess moisture may cause cupping, swelling or delamination. Incorrect subfloor preparation may compromise performance.

Warranty

20 years residential / 5 years commercial, structural integrity, on Vienna Woods' own-brand engineered timber flooring (VW-WTY-001). Issued in addition to, and not in place of, the customer's rights under the Consumer Guarantees Act 1993. There is deliberately no surface-finish warranty. How a floor's surface is lived on cannot be observed or controlled, and the warranty states plainly that the coating is not scratch, dent, chip or stain proof. VW Unfinished: There is no surface-finish warranty. This product is supplied unfinished; the finish applied after supply, on site or off site, and its performance are the responsibility of the party who specifies or applies it. Raftwood: Raftwood is supplied under the manufacturer's own warranty, not the Vienna Woods warranty above: 15 years, residential and commercial. Vienna Woods is not the manufacturer of Raftwood — see the manufacturer statement below. Issued in addition to, and not in place of, the customer's rights under the Consumer Guarantees Act 1993. Excess: not covered by VW-WTY-001.

Supporting documents

The Building Code clause positions above are stated in full in the Vienna Woods Timber Overlay Flooring System Product Technical Statement. Technical data sheets, installation and acoustic build-up guides, slip test results, warranty and supporting certificates are available on request or at viennawoods.co.nz/resources.

> None of the products covered by this statement is subject to a warning or ban under section 26 of the Building Act 2004.

Manufacturer: Vienna Woods Limited, 2 Roxburgh Street, Newmarket, Auckland 1023 · NZBN 9429049033199. Vienna Woods designs and specifies these collections and has them produced to its specification under contract manufacture; Vienna Woods is the manufacturer for the purposes of this statement. Raftwood: Raftwood is designed, coloured and finished by Flamingo Parket B.V. (Netherlands) under its own brand; Vienna Woods does not design or specify it. For Raftwood, Vienna Woods Limited is the importer and New Zealand supplier of the product and publishes this statement in that capacity — not as its manufacturer. · 0800 843 662 · support@viennawoods.co.nz
Certificate positions resolved from the Vienna Woods certificate register at the issue date above. Vienna Woods re-verifies annually and on renewal, and maintains this statement while the products are supplied — including where a product is superseded or discontinued. Issued under the Building Product Information Requirements, mandatory from 11 December 2023.

Vienna Woods

CONTROLLED DOCUMENT · V1.6

● ISSUED FOR PUBLICATION · AUTHORISED 25 NOVEMBER 2026 · VIENNA WOODS LTD

PRODUCT COMPLIANCE · NEW ZEALAND BUILDING CODE

Building Code Compliance Guide

Engineered timber flooring, Vienna Woods collections — how each range is positioned against the relevant clauses of the New Zealand Building Code, and the specific test, certificate or deeming provision each position rests on. For architects, specifiers, building consent authorities and installers. **Supersedes v1.5 (2 October 2026).**

DOCUMENT NO.	VERSION	DATE ISSUED	STATUS	OWNER	TECHNICAL MAPPING	WORDING CLEARANCE	NEXT REVIEW
VW–NZBC–001	**1.6**	25 November 2026	**Issued**	Vienna Woods Ltd	VW-FIRE-001 · 7 Aug 2026	VW-FIRE-001-A · 7 Aug 2026	Living document

Compliance coverage by collection

COLLECTION	B2 DURABILITY Service life	C3.4(B) REACTION TO FIRE Critical radiant flux · route	D1 SLIP AS/NZS 4586 App. A · mean wet COF	E3 INTERNAL MOISTURE Route · test held	F2 FORMALDEHYDE Certificate held · scope
Petit Château European oak · engineered overseas	**≥ 15 yr**	**2.2 kW/m²**	**0.65** Cannes, extra matt UV lacquer · AS/NZS 4586:2014	**Alternative Solution** ISO 4760:2022(E) test held	**CARB Phase 2 / US EPA TSCA Title VI** Plywood veneer core · to 12 December 2026
Icons European oak · engineered overseas · two mills	**≥ 15 yr**	**2.2 kW/m²**	**Not tested** No figure stated for an untested range	**Alternative Solution — route only** No ISO 4760:2022(E) result held	**CARB Phase 2 / US EPA TSCA Title VI** Plywood veneer core · to 12 December 2026 (every colour except Conde); to 27 March 2027 (Conde only)
Château French oak · engineered overseas	**≥ 15 yr**	**2.2 kW/m²**	**0.62** Oak Karkula, lacquered · AS/NZS 4586:2004 (incl. Amendment 1)	**Alternative Solution** ISO 4760:2022(E) test held	**CARB Phase 2 / US EPA TSCA Title VI** Plywood veneer core · to 27 March 2027
Patina Collection European oak · engineered overseas · from Oct 2026	**≥ 15 yr**	**2.2 kW/m²**	**Not tested** No figure stated for an untested range	**Alternative Solution — route only** No ISO 4760:2022(E) result held	**CARB Phase 2 / US EPA TSCA Title VI** Plywood veneer core · to 27 March 2027
Distilled Lithuanian oak · made in Europe	**≥ 15 yr**	**2.2 kW/m²** Of the two builds only the 20 mm board meets the nominal-20 mm limb of C/AS2 4.12.3.3 on thickness alone.	**0.52** Sazerac, lacquer · AS/NZS 4586:2014	**Alternative Solution** ISO 4760:2022(E) test held	**No emission-class claim** An Environmental Product Declaration is held to 1 October 2028 — environmental transparency, not an emissions claim

v1.6 — supersedes v1.5 (2 Oct 2026). D1 slip section now states the tested result, the method and the requirement only; tested figures unchanged. Issued 25 November 2026, authorised by Vienna Woods Ltd; replaces the published v1.5.

COLLECTION	B2 DURABILITY Service life	C3.4(B) REACTION TO FIRE Critical radiant flux · route	D1 SLIP AS/NZS 4586 App. A · mean wet COF	E3 INTERNAL MOISTURE Route · test held	F2 FORMALDEHYDE Certificate held · scope
Foundation European oak · made in Europe · solid birch core	**≥ 15 yr**	**2.2 kW/m²**	**Not tested** No figure stated for an untested range	**Alternative Solution — route only** No ISO 4760:2022(E) result held	**Classified M1 (Rakennustieto/RTS)** to 11 October 2027 (Siena, Pureline and London)
Excess European oak · clearance stock, Petit Château board	**≥ 15 yr**	**2.2 kW/m²**	**Not tested** No figure stated for an untested range	**Alternative Solution — route only** No ISO 4760:2022(E) result held	**CARB Phase 2 / US EPA TSCA Title VI** Plywood veneer core · to 12 December 2026
Flamingo European oak · made in Europe · oil finish	**≥ 15 yr**	**2.2 kW/m²** Oil finish — the coating condition is stated, not asserted.	**Not tested** No figure stated for an untested range	**Alternative Solution** ISO 4760:2022(E) test held	**No emission-class claim** No emissions certificate held
Admonter Austrian oak · represented brand — being exited	*≥ 15 yr* As stated at v1.1	*Not stated* No Vienna Woods fire position for this brand	*Not stated* No AS/NZS 4586 result held	*Not stated* No Vienna Woods E3 document covers it	*Not stated* No emissions certificate held

Reading this grid. A cell that states an absence is stating an absence: Vienna Woods does not extend a test, a certificate or a figure to a range it is not held for. **B2** — every collection is stated as an internal floor finish under B2.3.1(b); which durability period applies remains the specifier's determination. **C3.4(b)** — the generic critical radiant flux in Table 8.1.2.1 of the Building Product Specifications applies to wood products, plywood and solid timber, so it reaches every collection on a generic route with no test report and no supplier certificate. It is not universal: see the limits under C3.4(b) overleaf. **D1** — AS/NZS 4586 Appendix A wet coefficient of friction, tested on the actual finish; the figure is for the colour and finish tested and is not extended to an untested colour. **F2** — formaldehyde certification is held by the manufacturing mill on the plywood veneer core, not on the finished floor. Certificate numbers and manufacturer identities are not published; certificates are available to specifiers on request. Origin is stated by country or region only. **Admonter** is a represented brand Vienna Woods is exiting: no Vienna Woods construction record, slip test or E3 document covers it, its European documentation is the manufacturer's own, not a Vienna Woods statement.

v1.6 — supersedes v1.5 (2 Oct 2026). D1 slip section now states the tested result, the method and the requirement only; tested figures unchanged. Issued 25 November 2026, authorised by Vienna Woods Ltd; replaces the published v1.5.

STATUS OF THIS GUIDE

- **C3.4(b) is a deeming provision at v1.2, not an Alternative Solution.** The critical radiant flux is the generic value given to wood products by Table 8.1.2.1 of the Building Product Specifications (1st edition Amendment 1, 2 April 2026). No fire test, no certificate, no specialist assessment.
- **E3 remains an Alternative Solution**, reviewed and accepted by a building-compliance specialist. B2, D1 and F2 rest on deemed-to-satisfy standards and on certificates held at the mill.
- **The clause content reviewed by a building-compliance specialist on 22 July 2026 was v1.0's.** The C3.4(b) and F2 positions in this version are new and rest on VW-FIRE-001 and its clearance addendum, not on that review.
- **Living document.** Vienna Woods reissues it when a standard, a certificate or a specialist review changes. Certificate expiry dates are read from the Vienna Woods certificate register at build time, so a renewal reaches this document on its next issue.
- **The building consent authority makes the final compliance determination** for any specific consent. This guide supports that determination; it does not replace it.
- Read with each collection's product data sheet and the Vienna Woods Timber Overlay Flooring System Product Technical Statement, which carries the clause table in full.

WHO DETERMINES COMPLIANCE

Vienna Woods states the properties of its own products and the route by which those properties are established. Whether a particular building complies with the Building Code is a determination for the designer, the fire engineer and the building consent authority on that project. This material is general information current at the date shown. It is not a compliance determination and it is not a substitute for project-specific advice. Verify against the current text of the Building Code, C/AS2 and the Building Product Specifications at building.govt.nz.

Clause by clause — the requirement, Vienna Woods' basis, and the route

The standard behind each column of the coverage grid, and the compliance route Vienna Woods relies on.

CLAUSE	WHAT THE NEW ZEALAND BUILDING CODE REQUIRES, AND VIENNA WOODS' BASIS	ROUTE & STATUS
B2.3.1(b) Durability	**REQUIRES** a durability period appropriate to the element (B2.3.1). **BASIS** engineered construction with a sandable European oak wear layer, and the Vienna Woods structural warranty (20 years residential / 5 years commercial) with the Care Guide regime. Which B2 durability period applies (50 / 15 / 5 years) depends on how the floor sits in the building and remains the specifier's determination.	**DEEMED TO SATISFY** Meets the **≥ 15-year** durability period for an internal floor finish (B2.3.1 / B2/VM1). Which period applies remains the specifier's determination.
C3.4(b) Reaction to fire — floor surface materials	**REQUIRES** NZBC C/AS2 Paragraph 4.12.3.1: “Flooring shall either: a) be non-combustible; or b) have a critical radiant flux no less than that specified in Table 4.12.3.1 as determined in accordance with Subsection 8.1.2 of the Building Product Specifications.” **BASIS** Vienna Woods engineered timber flooring is a wood product within Table 8.1.2.1 of the Building Product Specifications (1st edition Amendment 1, 2 April 2026) and takes the generic critical radiant flux of 2.2 kW/m². Where NZBC C/AS2 (Second edition, 28 July 2025) applies, that value is assessed against Table 4.12.3.1. No ISO 9239-1:2010 test report is required to establish it. The generic value applies where applied coatings are not more than 0.4 mm thick and not more than 100 g/m² (Building Product Specifications, paragraph 8.1.2.1(a)(i)). Vienna Woods' factory-applied coatings are within both of those limits. Where a floor in a multistorey building is itself a fire separation, C/AS2 paragraph 4.12.3.3 sets a separate requirement — see the multistorey note below. Vienna Woods holds no Group Number test.	**GENERIC VALUE — NO TEST REPORT** **Changed at v1.2.** The position is the generic critical radiant flux deemed by BPS Table 8.1.2.1 to wood products, plywood and solid timber. It needs no fire test and no supplier certificate, so it is available to every collection. The per-collection EU reaction-to-fire classifications and the retired verification-method citation carried at v1.1 are withdrawn: an EU floor classification has no route into the New Zealand system, and the provision it was cited under was superseded on 28 July 2025.

v1.6 — supersedes v1.5 (2 Oct 2026). D1 slip section now states the tested result, the method and the requirement only; tested figures unchanged. Issued 25 November 2026, authorised by Vienna Woods Ltd; replaces the published v1.5.

CLAUSE	WHAT THE NEW ZEALAND BUILDING CODE REQUIRES, AND VIENNA WOODS' BASIS	ROUTE & STATUS
	Where 2.2 kW/m² is sufficient, and where it is not. In buildings where care or detention is provided, sleeping areas and exitways require a critical radiant flux of 4.5 kW/m² where the building is unsprinklered (NZBC C3.4(b); C/AS2 Table 4.12.3.1, risk group SI). The generic 2.2 kW/m² value does not meet that requirement. Those spaces require a project-specific ISO 9239-1:2010 test report or a sprinklered design. Everywhere else in Table 4.12.3.1 — exitways, non-sleeping firecells accommodating more than 50 people, and all other occupied spaces — 2.2 kW/m² meets the requirement.	
D1.3.3(d) Access routes — slip resistance	**REQUIRES** adequate slip resistance; D1/AS1 cites AS/NZS 4586. **BASIS** independent wet coefficient-of-friction testing to AS/NZS 4586 Appendix A on the actual finish — Petit Château 0.65, Château 0.62, Distilled 0.52, each above the 0.40 minimum for a horizontal surface. Each result is for the specific colour and finish tested, as named above. Vienna Woods does not extend a tested figure to an untested colour. Testing was wet, on a level surface, to the requirement in each report: a mean coefficient of friction of not less than 0.40, with no individual specimen below 0.35. The certificates name the method as AS/NZS 4586 Appendix A and report a wet coefficient of friction, not a pendulum SRV or P-class.	**ACCEPTABLE SOLUTION** For the tested lines, for the colour and finish as tested. Testing can be commissioned on an untested range before specifying.
E3.3.3 Internal moisture	**REQUIRES** that near sanitary fixtures the surface be impervious and easily cleaned (E3.3.3 / E3.3.6). **BASIS** Proposed as an Alternative Solution, supported by New Zealand testing to ISO 4760:2022(E) for topical moisture resistance and by installation to the Vienna Woods wet-area detail. Accepted by the Building Consent Authority on a project basis.	**ACCEPTED ALTERNATIVE SOLUTION** Reviewed and accepted by a building-compliance specialist, and accepted by the building consent authority on a project basis. Where no ISO 4760:2022(E) result is held for a collection the route remains available and no test result is stated.
F2.3.1 Hazardous building materials	**REQUIRES** that materials not present a health hazard. NZBC F2 sets no numeric emission limit and F2/VM1 adopts no test method for it. **BASIS** formaldehyde certification held at the mill on the plywood veneer core (CARB Phase 2 / US EPA TSCA Title VI), and an M1 emission classification for Foundation. Certification is held on the core, not on the finished floor, and Vienna Woods does not restate it as a finished-floor class.	**CERTIFICATE HELD — PER COLLECTION** **Corrected at v1.2.** See the coverage grid: Icons, Château and Patina are now stated from certificates received on 6 August 2026; Distilled and Flamingo are corrected downward to no emission-class claim, which is what the register supports; Foundation is stated as the emission classification actually held.

v1.6 — supersedes v1.5 (2 Oct 2026). D1 slip section now states the tested result, the method and the requirement only; tested figures unchanged. Issued 25 November 2026, authorised by Vienna Woods Ltd; replaces the published v1.5.

FLOORS AND WALL LININGS ARE DIFFERENT SYSTEMS

Floors and wall linings are rated under different systems and the two cannot be converted into one another. Floor surface materials are assessed under NZBC C3.4(b) by critical radiant flux in kW/m², tested to ISO 9239-1:2010. Wall and ceiling linings are assessed under NZBC C3.4(a) by Material Group Number, tested to ISO 9705. A floor's critical radiant flux cannot be expressed as a Group Number, and a Group Number cannot be expressed as a critical radiant flux.

Vienna Woods holds no Group Number test.

Wall lining is not the use for which this product is primarily supplied. Fixing, substrate, cavity and fire-stopping details are outside Vienna Woods' scope and are the designer's responsibility.

MULTISTOREY BUILDINGS WHERE THE FLOOR IS A FIRE SEPARATION

Multistorey buildings where the floor is a fire separation. C/AS2 paragraph 4.12.3.3 sets an additional requirement where floors in multistorey buildings are fire separations and the flooring material is a wood product: the flooring material must be not less than nominally 20 mm thick, or the floor assembly must achieve an FRR of -/30/30 when exposed to fire from the flooring side. Vienna Woods' stocked boards are 14–15 mm. The 20 mm Distilled build is made to order. Whether this paragraph applies to a thin timber overlay bonded to a separating floor — rather than to structural floor decking that forms the separation itself — is a determination for the project's fire engineer and the building consent authority. Vienna Woods does not make that determination. Where a floor is or may be a fire separation, confirm the requirement before specifying.

HOUSEHOLD UNITS

Clause C3.4 of the New Zealand Building Code does not apply to detached dwellings, to the inside of household units in multi-unit dwellings, or to outbuildings and ancillary buildings. There is therefore no critical radiant flux requirement for a floor inside a household unit. This describes the scope of the Building Code requirement only. It is not a statement about the fire performance or the fire safety of the floor, and it does not affect any other Building Code requirement, any requirement of a fire design, or any requirement of an insurer.

Sign-off

PREPARED BY	TECHNICAL MAPPING	AUTHORISED BY
Vienna Woods Ltd — compliance 25 November 2026	VW-FIRE-001, signed 7 August 2026 Wording cleared, VW-FIRE-001-A, 7 August 2026	Vienna Woods Ltd 25 November 2026

Issued as Vienna Woods' manufacturer compliance statement for its engineered timber flooring. The E3 (internal moisture) position is an Alternative Solution reviewed and accepted by a building-compliance specialist; the C3.4(b) position is a deeming provision of the Building Product Specifications and requires no assessment. The building consent authority makes the final compliance determination for any specific consent. Vienna Woods Ltd is the named supplier; product origin is stated by country or region and the manufacturer is not named. Verify against the current text of the New Zealand Building Code at building.govt.nz and the cited standards at standards.govt.nz — standards are periodically updated.

v1.6 — supersedes v1.5 (2 Oct 2026). D1 slip section now states the tested result, the method and the requirement only; tested figures unchanged. Issued 25 November 2026, authorised by Vienna Woods Ltd; replaces the published v1.5.

BUILDING CODE · E3 INTERNAL MOISTURE

E3 Alternative Solution Château

Substantiation for specifying Château engineered oak flooring in rooms containing sanitary fixtures and sanitary appliances, as an Alternative Solution to E3/AS1.

DOCUMENT	VW-E3-CH-001 · version 3.1
DATE ISSUED	1 September 2026
SUPERSEDES	all previous Vienna Woods E3 / E3-ASI Amendment letters for this collection, however dated
APPLIES TO	Château — 15 mm engineered board, tongue and groove, full-spread adhesive, glue-down, lacquered builds only
AUDIENCE	Architects · specifiers · building consent authorities · installers

1 WHAT E3 ASKS OF A FLOOR

NZBC clause E3 *Internal Moisture* requires that surfaces in rooms containing sanitary fixtures or appliances be **impervious** and **easily cleaned**, so that splash cannot pass behind linings or into concealed spaces.

Timber and timber-based flooring was removed from the list of acceptable surfaces at **E3/AS1 2nd edition, Amendment 7**. A timber floor in these rooms is therefore no longer covered by the Acceptable Solution, and is specified as an **Alternative Solution** — the route this document supports.

2 THE EVIDENCE

TESTED — SUBMITTED AS THIS COLLECTION

The laboratory recorded the sample by its construction and coating rather than by collection name. Vienna Woods submitted Château boards for this test and holds it as the Château submission. The test was carried out on an assembled joint — the boards cut and profiled together, with adhesive worked into the joints as our installation requires — because that joint, not the board face, is where water reaches a substrate. Château is also supplied with a UV-oil finish on some sizes, which this report does not cover. The laboratory recorded the tested sample as lacquer-coated, and under E3 the coating is the impervious surface, so the result is offered for the lacquered builds only. Where an oiled Château board is specified in a room containing sanitary fixtures, contact Vienna Woods.

Laboratory	New Zealand Wool Testing Authority Ltd (NZWTA), IANZ-accredited
Report number	1435555.6
Standard	Based on ISO 4760:2022(E)
Method	Laminate flooring — topical moisture resistance — assembled joint (modified)
Date tested	5 October 2022
Sample as recorded	“Flooring planks: Coating – Lacquer Connection System – T & G”
Joint tested	Tongue and groove, PVA applied to the joints before assembly

Supersedes all previous Vienna Woods E3 / E3-ASI Amendment letters for this collection, however dated. An Alternative Solution offered on an evidence basis; compliance is determined by the building consent authority on each project.

Assembly tested	Floating T-joint, as the method specifies. The installed floor is additionally bonded to the substrate in full-spread adhesive.
Specimens	3, tested in triplicate
Maximum wet swell	0.45 mm
Maximum recovered swell, 24 hours	0.45 mm — specimen 1 at position 1 measured the same figure wet and recovered, so that position had not recovered within 24 hours. The other five readings recovered to 0.21 mm or less.
Water penetration through the joints	None on any specimen. On specimen 1 the laboratory also recorded that the water was able to channel through the joints and puddle on the surface of the planks, and that water was left inside the ring after 24 hours.
On disassembly	No evidence of water penetrating the joints on any specimen; water remained on the surface of the joints.
Method variation	Conditioned at 20 °C / 65 % RH rather than the method's 23 °C / 50 % RH, which leaves the boards roughly 2.8 % higher in moisture content than the method specifies — the direction that flatters both the swell measurements and the migration result, and it should be read that way. It is also closer to a New Zealand interior in service than 23 °C / 50 % RH.

- The laboratory records that no specific methods have been adopted for verifying compliance with the performance of NZBC E3. The report is a measurement, not a determination of Building Code compliance.

3 THE CONDITIONS THIS IS OFFERED ON

The tested assembly had adhesive worked into the joints. The claim is the tested thing only where the floor is built the same way, so within **1.5 m of sanitary fixtures and appliances**, in addition to our standard glue-down instructions:

1. A flexible waterproof sealant at the **perimeter**, where the floor meets cabinetry or skirting. It can be colour-matched so it reads as a shadow line.
2. **D3 PVA** adhesive worked into the groove of the tongue-and-groove profile, sealing the joint. Enough to close it, not so much that it shows on the surface.
3. The floor laid in **full-spread adhesive** to a substrate prepared and moisture-tested to our installation guide (VW-INS-001).

4 EASILY CLEANED, AND KEPT THAT WAY

The surface is cleaned with a vacuum and a damp mop — the same regime as floor finishes that remain Acceptable Solutions. A coated timber floor is a **maintainable** surface rather than a permanent one: E3 asks that the surface be able to be kept impervious across its durability life, which means re-coating or re-oiling to the care guide rather than leaving it to wear through. Care guides are published at viennawoods.co.nz/resources.

> **What this document does not do.** It does not state that the floor complies with the Building Code. An Alternative Solution is accepted or declined by the **building consent authority** on each project, on the evidence put in front of it. This document and the report behind it are that evidence. It is not a product certification, and it is not an appraisal.

Prepared by Vienna Woods Ltd, 2 Roxburgh Street, Newmarket, Auckland 1023 · 0800 843 662 · info@viennawoods.co.nz. Related: NZBC Compliance Guide (VW-NZBC-001) · Product Technical Statement (VW-PTS-001) · Installation Guide (VW-INS-001) · BPIR (VW-BPIR-001).

Supersedes all previous Vienna Woods E3 / E3-ASI Amendment letters for this collection, however dated. An Alternative Solution offered on an evidence basis; compliance is determined by the building consent authority on each project.

APPENDIX — THE TEST BEHIND THIS STATEMENT

New Zealand Wool Testing Authority Ltd
Report 1435555.6

Based on ISO 4760:2022(E) · tested 5 October 2022. Reproduced in full and unaltered on the pages that follow (report pages 1–5 of 5).

Supersedes all previous Vienna Woods E3 / E3-ASI Amendment letters for this collection, however dated. An Alternative Solution offered on an evidence basis; compliance is determined by the building consent authority on each project.

NZWTA WOOL TESTING

NZWTA TEXTILES AND MATERIALS TESTING

No. 1435555.6

(Please quote this number in all correspondence)

CLIENT:
Vienna Woods
2 Roxburgh Street
Newmarket
Auckland 1023

Attn.: Damon Jackson

SAMPLE RECEIVED FROM:
Vienna Woods

SAMPLE DESCRIPTION:
Flooring planks:
Coating – Lacquer
Connection System – T & G

Date Received: 3.10.22

Client Order No.:

Client Reference:

ISO 4760:2022(E) - LAMINATE FLOORING – TOPICAL MOISTURE RESISTANCE – ASSEMBLED JOINT (MODIFIED)

Method

The sample was cut into pieces then connected using the profiled locking edges and fastened into an assembled floating "T joint" configuration as per the test method . The testing was performed in triplicate.
Weights were placed on the outer corners of the test specimens to keep the samples flat throughout the test procedure.
100 mls of dye solution was applied onto the sample surface. It was poured into a cylinder 100mm diameter placed in the centre of the sample at the "T joint." Sealant was used at the plank/cylinder interface to avoid leakage.
The 305 mm width sample was placed on white paper towels prior to testing to enable detection of any dye penetration through the joints.
The sample was left at 20^{o}C, 65% Relative Humidity room conditions for 24 hours after the dye was added and then examined for dye penetration through the backing (not 23^{0}C, 50% RH as stated in the method).
If swelling measurements are requested, thickness measurements are taken at specified test positions - before water, within 15 minutes after water removal (qualitative and quantitative) and 24 hours after removal of water (qualitative and quantitative).
Quantitative measurements are used to calculate surface swell in mm (within 15 minutes after water removal) and recovery swell (24 hours after removal of water).

Date Tested: 5/0/2022
Note: Shelley's Aquadhere PVA wood glue applied on the joints before being assembled by the client.

Results:

Quantitative Results:	Wet Swell (mm)			Recovered Swell (mm)		
	Specimen 1	**Specimen 2**	**Specimen 3**	**Specimen 1**	**Specimen 2**	**Specimen 3**
Final Average (Positions 2 to 4)	0.27	0.18	0.13	0.21	0.10	0.02
Final average (Position 1)	0.45	0.26	0.20	0.45	0.06	0.07

	Wet Swell			Recovered Swell		
	Specimen 1	Specimen 2	Specimen 3	Specimen 1	Specimen 2	Specimen 3
Qualitative Ratings (individual results):	1	1	1	1	1	1

Qualitative Grade:
1 = No change - Little to no noticeable change in edge swell or panel surface lift
2 = Slight swelling - Slight swelling, small ridge along one or more joints, very little if any panel surface lift
3 = Moderate - Noticeable edge swelling and some panel surface lift extending away from joint
4 = Objectional - Severely raise edge and swelling extending noticeably under the panel surface
5 = Failed test - Water leaked out of the ring, leaving no continuous film of water inside the ring
(this grade is given even if there is no swell of the edge joint)

C Judan 10/10/2022
Key Technical Person

"THIS REPORT APPLIES ONLY TO THE SAMPLES TESTED"
Samples and their identifying descriptions have been provided by the client unless otherwise stated. NZWTA Ltd makes no warranty, implied or otherwise as to the source of the tested samples. The above results are designed to provide THE CLIENT WITH GUIDANCE INFORMATION 0NLY. This document shall not be reproduced except in full.

NZWTA WOOL TESTING

NZWTA TEXTILES AND MATERIALS TESTING

No. 1435555.6

(Please quote this number in all correspondence)

CLIENT:
Vienna Woods
2 Roxburgh Street
Newmarket
Auckland 1023

Attn.: Damon Jackson

SAMPLE RECEIVED FROM:
Vienna Woods

SAMPLE DESCRIPTION:
Flooring planks:
Coating – Lacquer
Connection System – T & G

Date Received: 3.10.22

Client Order No.:

Client Reference:

	Wet Swell		
	Specimen 1	Specimen 2	Specimen 3
Observations:	The water was able to channel through the joints and puddle on the surface of the planks. However, No water penetration through the joints. There was water left inside the ring after 24 hrs.	No water penetration through the joints.	No water penetration through the joints.

	Recovered Swell		
	Specimen 1	Specimen 2	Specimen 3
Disassembly Observations:	No evidence of water penetrating the joints. Water remained on the surface of the joints.	No evidence of water penetrating the joints. Water remained on the surface of the joints.	No evidence of water penetrating the joints. Water remained on the surface of the joints.

Note: The Acceptable Solutions and verification methods, New Zealand Building Code E3 Internal Moisture defines on page 9 definitions - "**Impervious"** - that which does not allow the passage of moisture. While E3.3.3 and E3.3.6 require impervious surfaces about sanitary appliances/fixtures, the impervious performance criteria compliance covered in Page 11 mentions "No specific methods have been adopted for verifying compliance with the performance of NZBC E3." In summary, the Objective (3.1) and Functional requirement (3.2) of E3 is to prevent illness/injury or damage through accumulation of moisture, or damage caused by free water penetration.

This ISO test method is used internationally and has been independently performed in New Zealand. The result of this test verified that this product's assembled joint over a 24 hour period did not allow water penetration through to the substrate, or if tested at the edges where edge sealant has been applied.

C Judan
Key Technical Person

10/10/2022

"THIS REPORT APPLIES ONLY TO THE SAMPLES TESTED"
Samples and their identifying descriptions have been provided by the client unless otherwise stated. NZWTA Ltd makes no warranty, implied or otherwise as to the source of the tested samples. The above results are designed to provide THE CLIENT WITH GUIDANCE INFORMATION 0NLY. This document shall not be reproduced except in full.

NZWTA WOOL TESTING

NZWTA TEXTILES AND MATERIALS TESTING

No. 1435555.6

(Please quote this number in all correspondence)

CLIENT:
Vienna Woods
2 Roxburgh Street
Newmarket
Auckland 1023

Attn.: Damon Jackson

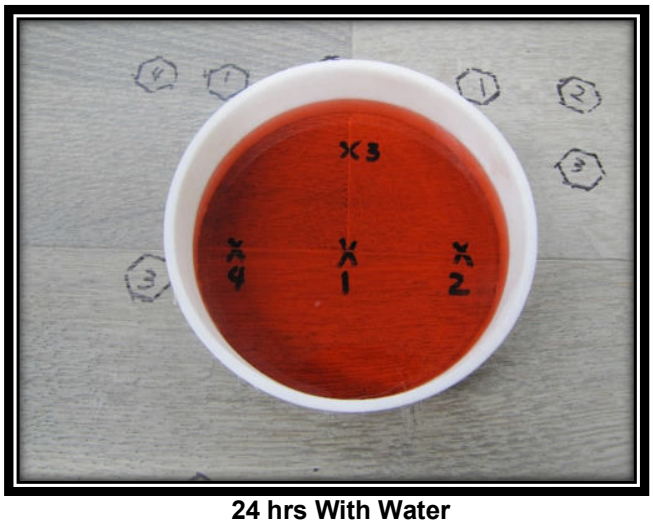
SAMPLE RECEIVED FROM:
Vienna Woods

SAMPLE DESCRIPTION:
Flooring planks:
Coating – Lacquer
Connection System – T & G

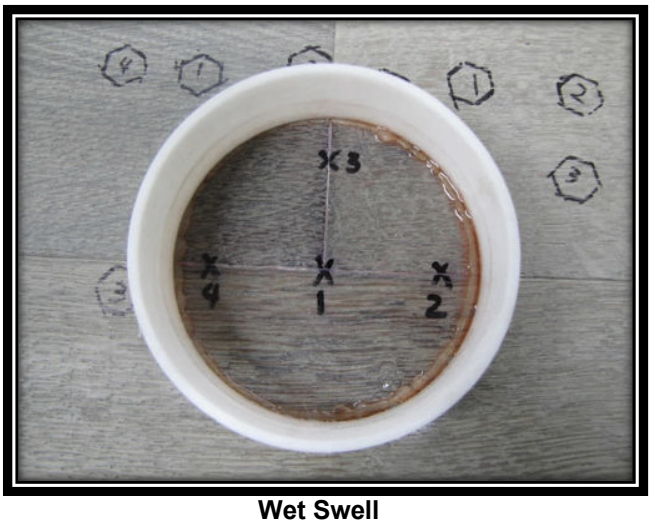
Date Received: 3.10.22

Client Order No.:

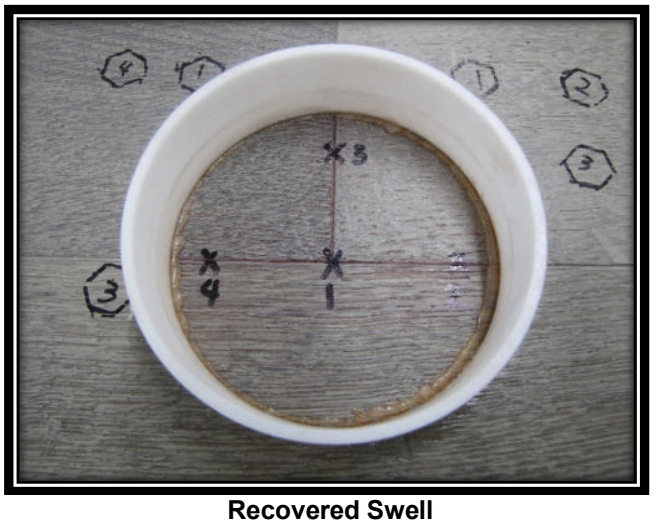
Client Reference:



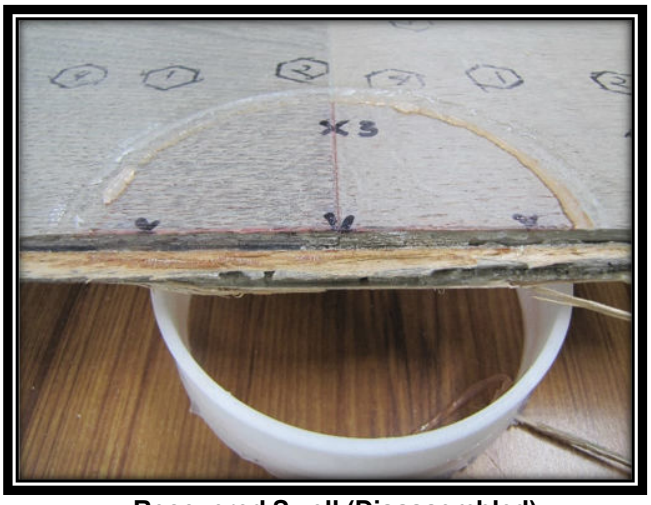
24 hrs With Water



Wet Swell



Recovered Swell



Recovered Swell (Disassembled)

C Judan 10/10/2022
Key Technical Person

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2 Roxburgh Street
Newmarket
Auckland 1023

Attn.: Damon Jackson

SAMPLE RECEIVED FROM:
Vienna Woods

SAMPLE DESCRIPTION:
Flooring planks:
Coating – Lacquer
Connection System – T & G

Date Received: 3.10.22

Client Order No.:

Client Reference:





Sample 1 - Water was able to channel through the joints and puddle on the surface of the planks.

C Judan 10/10/2022
Key Technical Person

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NZWTA WOOL TESTING

NZWTA TEXTILES AND MATERIALS TESTING

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CLIENT:
Vienna Woods
2 Roxburgh Street
Newmarket
Auckland 1023

Attn.: Damon Jackson

SAMPLE RECEIVED FROM:
Vienna Woods

SAMPLE DESCRIPTION:
Flooring planks:
Coating – Lacquer
Connection System – T & G

Date Received: 3.10.22

Client Order No.:

Client Reference:



C Judan
Key Technical Person

10/10/2022

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VIENNA WOODS

2 Roxburgh Street · Newmarket · Auckland · 0800 843 662 · viennawoods.co.nz · info@viennawoods.co.nz

COMPLIANCE STATEMENT · VW-SLIP-001 · V1.2 · 25 NOVEMBER 2026

Slip resistance — Vienna Woods engineered timber flooring

Independent wet slip-resistance testing to **AS/NZS 4586**, Appendix A (*Method for the Measurement of the Coefficient of Friction of Wet Surfaces*), carried out by Safety Step, Auckland.

Tested results

RANGE	MEAN WET COF	METHOD & TEST	VS REQUIREMENT
Petit Château Collection Specimen tested: Cannes · Extra matt UV lacquer	**0.65**	AS/NZS 4586:2014 Safety Step Auckland Ltd · 2025 · 5 specimens	**Meets**
Château Collection Specimen tested: Oak Karkula · Lacquered	**0.62**	AS/NZS 4586:2004 (incl. Amendment 1) Safety Step (NZ) Ltd · 20 April 2022 · 5 specimens	**Meets**
Distilled Collection Specimen tested: Sazerac · Lacquer	**0.52**	AS/NZS 4586:2014 Safety Step Auckland Ltd · 11 April 2025 · 5 specimens	**Meets**

Each report states a requirement for horizontal surfaces of a mean coefficient of friction of not less than **0.40**, with no individual specimen below **0.35**. All three ranges above meet both criteria.

> **Scope of these results — please read before specifying.**
>
> - Each result is for the **specific colour and finish tested**, as named above. Vienna Woods does not extend a tested figure to an untested colour.
> - Testing was **wet, on a level surface**, to the requirement stated on each report: a mean coefficient of friction not less than 0.40, no specimen below 0.35. The certificates name the method as AS/NZS 4586 Appendix A and report a wet coefficient of friction, not a pendulum SRV or P-class.
> - The Château result was tested to the **2004 edition** of AS/NZS 4586; the other two to the 2014 edition. The stated requirement is unchanged between editions.
> - Suitability for a given application remains the designer's assessment against the New Zealand Building Code and the conditions of that project.

Other Vienna Woods ranges

Icons Collection is the same board construction and factory finish as Petit Château in different plank dimensions; it has not been separately slip-tested and is not covered by the figures above. Foundation and Excess have not been slip-tested. Vienna Woods will not state a figure for an untested range.

Test reports

The underlying Safety Step test reports are **published alongside this statement** at viennawoods.co.nz/resources, reproduced with Safety Step's permission. Each remains the property of Safety Step (NZ) Ltd. For anything not covered here, contact **info@viennawoods.co.nz** or 0800 843 662.

Vienna Woods Limited · NZBN 9429049033199 · Issued 25 November 2026 · VW-SLIP-001 · v1.2. Supersedes v1.1 (23 September 2026) and v1.0 (1 September 2026). The tested figures are unchanged.
This statement is issued in addition to, and does not limit, the customer's rights under the Consumer Guarantees Act 1993.

Vienna Woods

CONTROLLED DOCUMENT

INSTALLATION

Installation Guide — Engineered Timber, Glue-Down

Minimum requirements for installing Vienna Woods tongue-and-groove engineered timber flooring, full glue-down, by a qualified professional installer.

Installation must be carried out by a qualified professional in accordance with relevant NZ standards and NZBC requirements. Failure to follow these instructions may void the warranty.

SCOPE OF USE

Internal residential & light-commercial, glue-down over an approved substrate.

AUDIENCE

Qualified installers · specifiers · builders.

STANDARDS REFERENCED

NZBC Clause C (fire separation) · NZBC E3 (impervious surface) · AS/NZS moisture tolerances · D3-rated PVA.

RELATED DOCUMENTS

Care Guides (VW-CARE-LAC/OIL-001) · Warranty (VW-WTY-001) · E3 Alternative Solutions (VW-E3-*).

DOCUMENT CONTROL

DOCUMENT NO.	VERSION	DATE ISSUED	SUPERSEDES
VW-INS-001	2.4	27 September 2026	v2.3 (27 September 2026)
OWNER	**NEXT REVIEW**	**CLASSIFICATION**	
Vienna Woods Ltd	July 2027	Controlled	

STATUS
Issued

Minimum requirements for installing Vienna Woods tongue-and-groove engineered timber flooring. Installation must be carried out by a qualified professional installer in accordance with relevant NZ standards and NZBC requirements where applicable. Failure to follow these instructions may void the warranty.

1 Scope of use

- Internal residential and light-commercial use only.
- Not suitable for garages, exterior applications or commercial kitchens.
- Flooring is a non-structural overlay and must be installed over an approved substrate.
- For continuous runs over 15 m in any direction, seek project-specific advice first.
- Separate flooring from fuel-burning appliances and flues in accordance with NZBC Clause C.

2 Site & environmental conditions

- Building weather-tight; all wet trades (plastering, painting, tiling) completed and dry.
- Ambient temperature during and after installation: 18–25 °C.
- Relative humidity: 40–60%.
- Conditions at installation must reflect expected in-service conditions.
- The installer inspects product and site before installing. Do not install boards with visible defects.

3 Storage & handling

- Store flat, in unopened packaging, in the installation area for at least 48 hours before installation.
- Keep off concrete using battens/dunnage.
- Store in a dry, shaded environment. Do not store outdoors.

4 Substrate requirements

General: substrate clean, dry, structurally sound, free of contaminants. Level tolerance: max 3 mm over a 3 m straight edge. Record all moisture readings before installation.

Concrete: moisture testing required — max 70% RH (in-situ probe) or as per adhesive manufacturer. Apply an approved moisture barrier if required. Grind high spots; fill low spots with approved levelling compound.

Timber: secure all boards; eliminate movement and squeaks. Moisture-content difference between substrate and flooring must not exceed 4%. Sand to remove coatings and contaminants.

Underfloor heating: flooring must be approved for use over underfloor heating. Commission the system before installation. Max surface temperature 27 °C. Maintain 15 °C surface temperature during installation and for 48 hours after.

Wet areas & membranes: membrane systems must be compatible with glue-down timber flooring. Follow NZBC E3 requirements for impervious surfaces. All system components compatible and installed to manufacturer specifications.

5 Installation method — full glue down

- Use a flexible adhesive suitable for engineered timber flooring.
- Apply adhesive with the recommended notched trowel over the entire substrate.
- Do not glue tongue and groove when full-spread adhesive is used unless specified.
- Maintain a 10–15 mm expansion gap around the perimeter and all fixed objects.
- Remove skirting or undercut where required.
- Mix boards from multiple packs during installation.
- Stagger end joints minimum 300 mm.
- Immediately clean adhesive from the surface.
- Weight flooring where necessary to ensure a full bond.
- Do not fix trims or skirting to the floor; fix to the wall only.

6 Wet-area joint & perimeter sealing (kitchens, laundries, WCs)

- Apply D3-rated water-resistant PVA adhesive to all plank joints.
- Apply a continuous bead to groove and tongue; wipe excess immediately.
- Seal perimeter and penetrations with flexible, water-resistant sealant.
- In open-plan areas, extend sealing minimum 1.5 m from sanitary fixtures.
- These measures are required to achieve an impervious surface under NZBC Clause E3.

7 Post-installation

- Remove spacers after adhesive cure.
- Protect the floor with breathable protection if further trades are present.
- Avoid tape directly on the floor surface.
- Minimise foot traffic for 24 hours.
- Provide the client with Care & Maintenance instructions.

8 Natural characteristics & tolerances

Engineered timber is a natural product and will show variation in colour, grain, texture, knots, sapwood and mineral features. These are not defects. Industry standard allows up to 5% manufacturing tolerance and 9–10% total allowance for wastage.

9 Disclaimer

Vienna Woods accepts no liability for installation failure resulting from site conditions, substrate moisture, improper preparation, incompatible products, or failure to follow this guide and relevant standards. The installer is responsible for verifying the suitability of substrate, environment and materials before installation.

Vienna Woods Ltd · support@viennawoods.co.nz · 0800 843 662 · viennawoods.co.nz

Vienna Woods

CONTROLLED DOCUMENT

CARE & MAINTENANCE

Care & Maintenance — Lacquered Floors

How to look after a Vienna Woods lacquered engineered-oak floor — day to day, season to season, and over its life.

Simple, consistent care keeps a lacquered floor at its best. This guide covers cleaning, environment, wear protection and the products to use — and the ongoing refresh that renews the protective layer.

SCOPE OF USE

Internal domestic & light-commercial lacquered floors.

AUDIENCE

Homeowners · specifiers · installers.

STANDARDS REFERENCED

Care & maintenance guidance — no Building-Code claims made.

RELATED DOCUMENTS

Warranty (VW-WTY-001) · Installation Guide (VW-INS-001) · Oiled-floor Care (VW-CARE-OIL-001).

DOCUMENT CONTROL

DOCUMENT NO.	VERSION	DATE ISSUED	SUPERSEDES
VW-CARE-LAC-001	2.3	1 September 2026	v2.2 (31 August 2026)
OWNER	**NEXT REVIEW**	**CLASSIFICATION**	
Vienna Woods Ltd	July 2027	Controlled	
STATUS			
Issued			

Simple, consistent care keeps a lacquered floor at its best. This guide covers cleaning, environment, wear protection and the products to use — and the ongoing refresh that renews the protective layer.

Daily & weekly cleaning

- Remove dust and grit daily with a vacuum (soft-bristle head) or brush. This prevents fine scratches and protects the lacquered surface.
- Damp mop weekly or fortnightly with a well-wrung mop and a small amount of FirstFloor Wood Floor Cleaner Concentrate, our own cleaner for lacquered floors. Avoid excess water — standing moisture may damage the surface.
- Spray-mop as needed.

Environmental care

- Keep conditions stable: humidity ideally 40–60% and temperature 16–24 °C. Large fluctuations can stress the lacquer.
- Protect from sunlight: use curtains, blinds or UV-protective film to reduce uneven fading. Rotate rugs and furniture so the floor ages evenly.

Protect against wear

- Entry mats: breathable mats at entrances to trap grit and moisture.
- Furniture pads: felt protectors under chair and table legs.
- Footwear: avoid sharp heels or heavy footwear that can damage the lacquer.
- Pets: keep nails trimmed to reduce scratching.

Spill & stain management

- Wipe up spills within an hour using a damp cloth. Prolonged moisture may stain or damage edges and knots.

Ongoing maintenance

Every 6–12 months, or when the surface starts to lose its lustre, apply FirstFloor GrainGuard. A refresher renews the protective layer, improves surface resistance and maintains the matte look.

Long-term care

- Recoating: in higher-traffic areas, a professional recoat can restore the finish before the lacquer wears through. Timely recoating avoids the need for full sanding and refinishing.

Approved care products

FirstFloor is Vienna Woods' own floor-care range, made for the coatings we supply. Using it is also a **condition of the Vienna Woods warranty** — under *Conditions of Warranty*, the cover is valid only where cleaning and maintenance use FirstFloor Timber Floor Cleaner and GrainGuard on a lacquered floor. General-purpose or supermarket cleaners can affect the finish and may void that cover. Your rights under the Consumer Guarantees Act 1993 are unaffected either way.

APPROVED CARE PRODUCTS

FirstFloor Wood Floor Cleaner Concentrate
The weekly clean. Gentle on the finish; one litre makes up to 40 litres.

FirstFloor GrainGuard
The 6–12 month refresh. Lays a thin matt protective layer over a clean lacquered floor. Not a cleaner; test a small area first.

SCAN FOR THE FULL RANGE
firstfloorcleaning.co.nz

Quick reference

FREQUENCY	CARE TASK
Daily	Vacuum or sweep with a soft-bristle tool.
Weekly / fortnightly	Damp mop with diluted FirstFloor Wood Floor Cleaner Concentrate.
Every 6–12 months	Apply FirstFloor GrainGuard.
As needed	Use mats, pads and environmental controls.
When required	Professional recoat before lacquer wear-through.

With the right care routine and Vienna Woods-approved products, a lacquered timber floor will keep its beauty and performance for years.

Vienna Woods Ltd · support@viennawoods.co.nz · 0800 843 662 · viennawoods.co.nz

Vienna Woods

CONTROLLED DOCUMENT

CARE & MAINTENANCE

Care & Maintenance — Oiled Floors

How to look after a Vienna Woods oiled engineered-oak floor — cleaning, re-oiling and the finish-specific routine that keeps it strong.

Oil penetrates the grain and patinas with age. Looked after simply — damp-mopped, re-oiled on schedule for its finish — an oiled floor develops rich character while staying strong and long-lasting.

SCOPE OF USE

Internal domestic & light-commercial oiled floors (hardwax · oxidative · UV-cured).

AUDIENCE

Homeowners · specifiers · installers.

STANDARDS REFERENCED

Care & maintenance guidance — no Building-Code claims made.

RELATED DOCUMENTS

Warranty (VW-WTY-001) · Installation Guide (VW-INS-001) · Lacquered-floor Care (VW-CARE-LAC-001).

DOCUMENT CONTROL

DOCUMENT NO.	VERSION	DATE ISSUED	SUPERSEDES
VW-CARE-OIL-001	2.3	1 September 2026	v2.2 (31 August 2026)
OWNER	**NEXT REVIEW**	**CLASSIFICATION**	
Vienna Woods Ltd	July 2027	Controlled	

STATUS
Issued

Oil penetrates the grain and patinas with age. Looked after simply — damp-mopped, re-oiled on schedule for its finish — an oiled floor develops rich character while staying strong and long-lasting.

Understanding oiled floors

Oil is a traditional finish, widely regarded as the most attractive. It gives a soft, natural sheen that mellows with age. Unlike lacquer (which sits on top of the wood), oils penetrate the grain to nourish and protect from within, leaving a natural, breathable surface that patinas over time. There are three main oiled finishes:

- Hardwax oil — a blend of oils and waxes; low-sheen, natural feel; needs more frequent re-oiling.
- Oxidative oil — a traditional penetrating oil that dries by oxidising; warm, rich, forms a patina; needs the most frequent maintenance.
- UV-cured oil — cured under UV light in production; extra wear resistance, easier long-term care; no oiling needed immediately after installation.

Your maintenance routine depends on which finish has been applied.

Daily & weekly cleaning

- Vacuum or sweep regularly with a soft-bristle head to remove grit and prevent micro-scratches.
- Damp mop weekly with a well-wrung mop and a floor soap made for oiled floors — FirstFloor Wood Floor Cleaner Concentrate suits both oiled and lacquered floors. Use about one capful per litre of warm water.
- Never flood the floor — damp mop only; standing water may stain or damage the timber.

Environmental care

- Keep indoor humidity 40–60% and temperature 16–24 °C. Fluctuations may cause gaps or surface stress.
- Expect some natural movement as the floor expands and contracts.
- Use UV protection (curtains, blinds, window film) to reduce uneven fading. Some colour change under UV is normal.
- Protect high-traffic areas with breathable mats and use felt pads under furniture legs.

Routine maintenance & re-oiling

Regular oiling maintains the finish and look of an oiled floor. Re-applying FirstFloor Maintenance Oil Matt, or another maintenance oil suitable for the finish, nourishes the timber, deepens colour and improves surface resistance. Frequency depends on the finish and traffic:

- Hardwax & oxidative oil: re-oil at least annually, more often in high-traffic or dry areas. Oxidative finishes need the most frequent attention.
- UV-cured oil: re-oil every 18–24 months, or when the surface begins to dull.
- Top up oil in high-traffic or dry areas as needed; spot-treat scratches with oil.

Frequent staining is often a sign the floor is due for a fresh application of maintenance oil.

Approved care products

FirstFloor is Vienna Woods' own floor-care range, made for the finishes we supply. Using it is also a **condition of the Vienna Woods warranty** — under *Conditions of Warranty*, the cover is valid only where cleaning and maintenance use FirstFloor Timber Floor Cleaner and Maintenance Oil on an oiled floor. General-purpose or supermarket cleaners can affect the finish and may void that cover. Your rights under the Consumer Guarantees Act 1993 are unaffected either way.

APPROVED CARE PRODUCTS

FirstFloor Wood Floor Cleaner Concentrate
The weekly clean. Gentle on the finish; one litre makes up to 40 litres. Suits oiled and lacquered floors.

FirstFloor Maintenance Oil Matt
The scheduled re-oil. Nourishes the timber and deepens colour; about 1 litre covers ~100 m².

SCAN FOR THE FULL RANGE
firstfloorcleaning.co.nz

How to re-oil

1. Vacuum or sweep thoroughly. Do not introduce moisture until the oil is applied.
2. Wash with a damp mop and floor-soap solution; allow to dry completely.
3. Apply maintenance oil in a thin, even layer with a microfibre mop (a buffing machine gives the most even finish over larger areas).
4. Coverage: about 1 litre covers ~100 m².
5. Drying: 6–12 hours to dry fully, walkable in socks immediately. Good airflow speeds drying; high humidity slows it.

IMPORTANT — THE 10-DAY CURE PERIOD

Do not use water or any cleaning solution on the floor for the first 10 days after applying maintenance oil. Keep it free of dirt and moisture; vacuum or sweep only.

DIY & professional options

- DIY re-oiling: homeowners can maintain their own floor — clean and dry it, apply a thin even layer of maintenance oil with a microfibre mop or a rented floor-buffing machine, work it in, and let it dry before walking on it. Contact us to arrange buffing-machine hire.
- Professional maintenance: for heavily worn or dried-out areas, we recommend a professional re-oil for correct application and a longer floor life without sanding.

Spill & stain management

Wipe spills immediately with a water-dampened cloth or mop (both water and oil can stain). Keep a bottle of pre-mixed floor-soap solution handy. To treat a stain, escalate only as far as needed:

1. Vacuum/sweep, then wash with a damp mop and floor-soap solution; allow to dry.
2. If it persists, dilute floor soap 1:1 with water and wipe along the grain; allow to dry.
3. If it still persists, spot-apply straight floor soap with a microfibre cloth along the grain, then wipe off excess.
4. As a last resort, gently rub floor soap into the stain with a green pad along the grain; wipe off.

Scratch treatment

- Buff a small amount of maintenance oil into the scratch with a cloth, wipe off excess, allow to dry.
- For deep scratches or repairs, contact Vienna Woods on 0800 843 662 before doing further work.

Care by oil type

FINISH	KEY TRAITS	MAINTENANCE
Hardwax oil	Natural matte, breathable	Re-oil at least annually (more in high-traffic areas); buffing recommended.
Oxidative oil	Traditional, rich colour, patinas	Needs the most frequent oiling — at least annually, more in high-use areas.
UV-cured oil	Factory-cured, extra wear resistance; no oiling at install	Lower maintenance; re-oil every 18–24 months, or when dulling.

Do's & don'ts

Do: expect some movement and slight colour change under UV; move rugs occasionally to even out colour; vacuum and sweep regularly; clean spills immediately; keep pre-mixed floor soap handy; mop with a suitable floor soap and replenish the oil regularly; use a door mat; use natural-backed mats (synthetics/rubber may discolour oil finishes); use felt pads under furniture legs and replace them.

Don't: steam clean or steam mop (damages wood and finish); use solvents, chemicals, dusting sprays or general household cleaners; over-wet the floor (no wet mopping — damp only); scrub hard or use abrasive pads aggressively; place pot plants directly on the floor; sand off the finish without contacting us first; wear stiletto heels; drag heavy furniture.

Quick reference

FREQUENCY	CARE TASK
Daily	Vacuum or sweep with a soft-bristle tool.
Weekly	Damp mop with diluted floor soap (~1 capful per litre of warm water).
Annually	Re-apply maintenance oil to hardwax and oxidative finishes (more often in high-traffic areas).
Every 18–24 months	Re-apply maintenance oil to UV-cured finishes, or when dulling.

FREQUENCY	CARE TASK
After re-oiling	No water or cleaning for 10 days — vacuum/sweep only.
As required	Spot-treat scratches and stains; top up oil in high-traffic or dry areas.

With consistent care, an oiled timber floor develops rich character while staying strong and long-lasting. Thank you for choosing Vienna Woods.

Vienna Woods Ltd · support@viennawoods.co.nz · 0800 843 662 · viennawoods.co.nz

Vienna Woods

CONTROLLED DOCUMENT

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, 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.	VERSION	DATE ISSUED	SUPERSEDES
VW-WTY-001	3.2	2 October 2026	v3.1 (2 Oct 2026)
OWNER	**NEXT REVIEW**	**CLASSIFICATION**	
Vienna Woods Ltd	July 2027	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.

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.

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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