Your flooring warranty

PREFINISHED ENGINEERED HARDWOOD

COVERAGE AT A GLANCE Your flooring warranty

Understand residential coverage, how to care for your floor, and what to expect if a covered issue arises. The original warranty governs coverage.

01 Your residential coverage

Vidar Design Flooring is the warrantor. For normal residential use, the 35-year warranty from the purchase date covers defects in structure, machining and final dimensions. It also covers wear-through or separation of the original UV-cured aluminium oxide finish during that period when

you follow recommended maintenance.

Coverage is available to the original purchaser only. The flooring must be bought through an authorised dealer and paid for in full.

02 Give your floor a good start

Maintain 68–72°F and 40–50% relative humidity year-round. Conditions outside these limits void the warranty. The source warranty recommends acclimating the flooring for 5–7 days before installation. Failure to acclimate or verify job-site conditions may invalidate coverage.

Follow National Wood Flooring Association installation instructions. The installer must inspect the planks before installation and set aside unacceptable boards. Installation counts as acceptance, and coverage excludes visibly defective boards that were installed.

The warranty allows up to 5% of the purchased square footage for grading, natural character and manufacturing defects. Defects within that allowance are excluded. Examples include minor splits,

checks, cracks, scratches or finish defects.

03 What to expect from real wood

Colour, tone, grain, mineral streaks and small knots vary from board to board. Samples and photos

are examples. Differences in colour, shade, texture or gloss, minor seasonal gaps, and changes in colour or gloss from sunlight or heat fall outside coverage. Replacement boards can differ from existing flooring for the same reasons.

04 What falls outside coverage

Improper storage, handling, installation or subfloor preparation. Examples include unevenness, voids, excess deflection and failure of another manufacturer’s materials, adhesives, fasteners, patching compounds or other flooring products.

Moisture-related damage such as cupping, warping, shrinkage, twisting, buckling, splits and checks.

This includes standing water, wet mopping, spills, flooding, leaks from plumbing, appliances or sliding doors, and moisture entering through the subfloor or walls.

Damage from exterior use, fire, earthquakes, insects, irrigation, abuse, neglect, pets, sharp objects,

dropped objects, spiked heels, vacuum beater bars or unsuitable casters. Normal traffic wear and dents or scratches from furniture, appliances or foot traffic are excluded.

Damage from unapproved care products, including oil soaps, waxes and cleaners containing lemon,

orange or tung oils. Protect furniture feet and use suitable dollies and protective plywood when moving heavy items. Resanding or applying another finish voids finish-wear coverage.

05 How a covered issue is resolved

The warrantor replaces only the boards it determines are defective. If replacement is unavailable, it

refunds only the purchase price of those boards, prorated for the remaining warranty period. Lost

time, inconvenience, removal and reinstallation labour or costs, and other incidental or

consequential losses are excluded.