

TIMBER FLOORING PRODUCT WARRANTY

Applies to engineered timber and subsequent coating supplied by Jacobsen

Conditions of Warranty

- Valid to the original purchaser only
- Valid from date of purchase
- Not transferrable

Limited Structural Warranty

- 25-year limited structural warranty for residential installations
- 5-year limited structural warranty for commercial installations

Jacobsen warrant that your engineered timber floor will be free from structural defects for 25 years (residential) or 5 years (commercial), providing installation instructions are followed and when used under normal residential or commercial conditions, and with proper maintenance, our engineered wood flooring will be free from structural defects such as delamination, twisting and deformation.

This warranty is subject to the installation being completed correctly and in accordance with the installation and care and maintenance guidelines.

Wood is a natural product and will vary in grain pattern and colour across the board's, timber floors will also experience some colour change, due to light and UV exposure. This is expected and not covered under warranty.

Timber floors can expand and shrink due to changes in climate conditions, especially with extreme heat, cold or humidity. The engineered construction minimizes this movement, however, cannot always eliminate it. This is not a product fault but caused by environmental conditions.

Limited Coating Warranty

5-year limited coating warranty for commercial and residential installations.

Jacobsen warrant that the coating on your engineered timber is applied as per manufacturers recommendations. The coating will not de-bond between coats and is well adhered to the timber surface.

Jacobsen will not cover coating issues where the correct care and maintenance has not been adhered to. Gloss reduction and scratches are considered normal wear and are therefore not covered by this warranty

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Warranty Conditions

Installation

The Jacobsen Engineered Wood Flooring ranges are suitable for indoor use only, residential and commercial settings with light to medium traffic conditions. Our flooring must be installed in strict accordance with the provided written installation instructions. Improper installation shall void all warranties. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any installed material which had visible defects or damage prior to installation. We will not be responsible for damages due to poor installation, transportation, or storage. All products must be stored indoors at room temperature and be protected from the elements.

Wet Areas

Jacobsen Engineered Wood Flooring ranges are not to be installed in bathrooms, saunas, laundries, or any other area in which high levels of steam and/or moisture is present.

Underfloor Heating

When installing Jacobsen Engineered Wood Flooring over underfloor heating all the conditions stipulated below must be observed and implemented. Failure to follow these requirements will void any warranty claims.

Both electrical and hydronic underfloor heating systems can be used. However, certain parameters must be established prior to installation and when running the underfloor heating system.

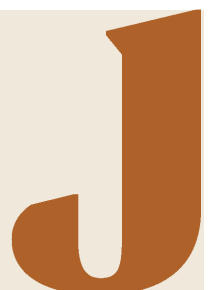
Specific requirements:

- The underfloor heating system must have its pre-establishing set-up done 14 days prior to installing the floor. This allows for any excess moisture to evaporate before engineered floor installation. Please read and strictly follow the instructions of the heating manufacturer in conjunction with our engineered flooring installation instructions.
- The underfloor heating system must be switched off 48 hours prior to floor installation and switched on one week after completion, with a gradual increase in temperature.
- The underfloor heating system MUST have the heat distributed evenly throughout the whole floor. Spot heating, or specific area heating within a larger floor is not permitted. Excessive heat concentration in one area may cause deformation or movement in the engineered floor.
- The underfloor heating temperature must be lower than 27°C. Additionally, the surface temperature of the engineered floor must not exceed 27°C. The heating system must be able to accurately control the surface temperature.
- No heavy textile floor covering should be placed over the heated floor. If light carpets or rugs are used, the temperature under the textile floor covering must not exceed 27°C.
- When using underfloor heating a vapour barrier must be installed between the engineered floor and the underlying floor containing the heating. To prevent easy exchange of moisture there should not be any space between the vapour barrier and the engineered floor.

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- The engineered flooring must be installed as tightly as possible to the substrate. Any gaps or separation from the substrate resulting in air spaces, may lead to drying out of the timber.
- To assist in maintaining even heating throughout the room draught proofing around windows and entrances is recommended.

Maintenance

Jacobsen engineered wood flooring ranges should be maintained in strict accordance with our written maintenance instructions. Use of cleaning agents such as oils, ammonia-based cleaning liquids, steam mops, etc, will void your warranty.

Limited Warranty

The structural and coating warranties above are limited to the original purchaser and the original installation location. This warranty cannot be assigned or transferred to a new owner or new location.

Colour Variation

Timber is a natural product hence colour variation will occur. Samples, images, and written descriptions are indicative only and may not match the installed floor. Other variations will also occur such as knots, filler, grain variations, gum/sap marks, and mineral marks. All variations are normal and not considered defects, and therefore, do not form part of these warranties.

Abuse or Misuse

This warranty does not cover indentations, scratches, or damage caused by negligence.

Water Damage

Damage caused by moisture or water is not covered by this warranty. This includes but is not limited to – moisture penetration through the subfloor, floods, leaks, hydrostatic pressure, mould, and damage due to evaporative cooling.

Alterations or Repairs

Alterations to the flooring will void this warranty. No warranty is provided to cover repairs. Resurfacing, repairs, or replacements shall not extend the warranty period.

Claims

Any claims under this warranty must be made in writing within the guaranteed period and must be accompanied by proof of purchase and evidence of the effect. Such claims will be paid on a pro rata basis considering the number of years of satisfactory product performance.

If your floor is subject to a claim and this claim is approved, Jacobsen will supply free of charge the following percentages (in quantity) below of the same or comparable product to replace the affected area. You will be responsible for paying for the balance of the flooring and installation costs. Jacobsen is not obligated to provide for, or to incur the cost of, repairing, resurfacing, refinishing, reinstalling the defective flooring, the replacement/repair of any surrounding flooring. An obligation to replace or repair does not extend to any sub flooring material, adhesives, or other items consumed during removal, installation, or refinishing.

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25 Year Structural Warranty - Residential

Year which claim is made, calculated from the date of purchase	Percentage
Year 1 - 4	100%
Year 5 - 8	70%
Year 9 - 12	40%
Year 13 - 16	30%
Year 17 - 20	20%
Over 20 years	10%

5 Year Structural Warranty - Commercial

Year which claim is made, calculated from the date of purchase	Percentage
Year 1	100%
Year 2	80%
Year 3	40%
Year 4	20%
Year 5	10%

5 Year Coating Warranty

Year which claim is made, calculated from the date of purchase	Percentage
Year 1	100%
Year 2	70%
Year 3	50%
Year 4	30%
Year 5	10%

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