

VidaSpace Timber Flooring Warranty

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Products Cover: All VidaSpace Timber Flooring Products for Residential & Commercial

VidaSpace Ltd. offers a 15-year Flooring System Warranty for installation products when used together as part of the WoodClinic system. To find more details on the VidaSpace Flooring System Warranty, please visit our website or contact us directly.

Lifetime Structural Warranty

VidaSpace Ltd. guarantees that the engineered flooring boards purchased will remain free from structural defects, provided they are installed and maintained according to the manufacturer's instructions and are kept under normal conditions.

The structural warranty guarantees that the flooring will not separate, warp, or buckle as a result of adhesive bond failure within the plank. While wood is a natural material, minor expansion or contraction may occur. These changes, as well as any visual shifts in the flooring, will typically self-correct with seasonal climate changes and by maintaining the recommended environmental conditions.

This warranty does NOT cover minor separations between boards resulting from the normal expansion and contraction of wood floors due to environmental fluctuations or external factors such as extreme heat, dryness, or moisture.

Finish Warranty

The finish warranty applies to prefinished products only, and excludes any surface checks/splits caused by improper environmental conditions, indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, accidents, pets, spiked heeled shoes (or shoes not under proper repair), water, wet mopping, erosion, pebbles, sand or other abrasives, and/or insufficient protection.

Gloss reduction is not considered a defect. As timber is a natural material, variations in colour and grain are to be expected. Timber will also naturally change colour when exposed to direct or indirect UV light. These changes are not covered under the finish warranty.

This warranty does not cover defects unless the defective flooring exceeds five percent of the total square meters of the purchased flooring. Additionally, this warranty does not cover any damage caused by the use of adhesive tape of any kind on oil or lacquer-finished floors, regardless of the duration. Failure to comply with this condition may result in the removal of the finish.

Misuse of the floor care products or using the wrong maintenance and care products may damage your floor and void the warranty.

Residential Finish Warranty of 25 Years

VidaSpace Ltd. guarantees that the finish will not separate from the boards due to adhesion failure for a period of 25 years from the date of purchase. This warranty is valid only if the boards are used in normal residential traffic conditions, and if preventative and regular maintenance is properly followed.

Commercial Finish Warranty of 5 Years

VidaSpace Ltd. guarantees that the finish will not separate from the boards due to adhesion failure for a period of 5 years from the date of purchase. This warranty is valid only if the boards are used in normal commercial traffic conditions, and if preventative and regular maintenance is properly followed.

Warranty Terms & Conditions

1. Subject to the terms and conditions outlined in this document, VidaSpace Ltd. warrants that its flooring products shall be reasonably fit for purpose for which they are supplied, free from manufacturing defects, and will perform under normal usage for the warranty period, when the products have been applied according to:
 - 1.1 The Building Product Information Requirements (BPIR) guidelines and other literature issued by VidaSpace Ltd. for the products collectively, applicable at the time the products were purchased and/or installed and;
 - 1.2 VidaSpace installation guides and;
 - 1.3 Governmental regulations, Building Code compliance, and standard industry practices.
2. The warranty applies to the original purchaser of the VidaSpace flooring products and is non transferable.
3. The warranty period begins from the date of purchase.
4. VidaSpace Ltd. is not responsible or liable under any circumstances for determining the suitability or compatibility of VidaSpace flooring products for the users intended purpose.
5. All payments required under VidaSpace Ltd.'s terms of trade for the supply of the products must be paid in full to validate the warranty.
6. If the original purchaser has a warranty claim, please notify VidaSpace Ltd of the defect within 7 days of detection by email sent to hello@vidaspace.co.nz, with evidence of the defect. Claims will be paid on a pro-rata basis, based on the number of years the product has performed satisfactorily.
7. VidaSpace Ltd. will either repair or rectify the affected product, replace the affected product, or pay the cost of replacing, repairing, or rectifying the affected product according to its choice. In case replacement is decided, only products from VidaSpace's current product portfolio, matching as closely as possible to the warranted products, will be available. No other form of compensation for loss or damages will be provided. The period of the original warranty is not extended by any repair or replacement of the product.
8. VidaSpace reserves the right to appoint a suitably skilled tradesman of its own choice to undertake repairs.
9. VidaSpace Ltd.'s liability is limited to the area and product that requires repair only.
10. VidaSpace reserves the right to modify or discontinue this warranty at any time. Any changes will be effective for products purchased after the date of the change.

Warranty Exclusions:

The following are specifically excluded from coverage under this warranty;

1. Variation in colour, grain or texture between planks, samples, product packaging or marketing material.
2. Failure caused by acts of negligence, product misuse or abuse.
3. Failure caused by natural disasters, including, but not limited to flooding, earthquake, or fire.
4. Structural failure of the substrate including movement, shrinkage, excessive vibration, deflection and subsidence.
5. Failure caused by improper subfloor preparation or inadequate subflooring.
6. Damage resulting from failure to comply with VidaSpace product, installation and maintenance literature, applicable Building Code regulations or standard industry practices. Including, but not limited to, the failure to use approved adhesives, moisture barriers and expansion gaps.
7. Manufacturing defects in the product that have been installed which are visible or which reasonably could have been found by you or your installer prior to installation. The purchaser must notify VidaSpace of any such manufacturing defects before installing the products. If not properly notified, VidaSpace will not be held liable for any costs or expenses incurred as a result of the purchase or installation of any such defective or unsatisfactory product.
8. Floating installations are not covered by this warranty. Unless the product Building Product Information Requirements (BPIR) guidelines state otherwise.
9. Failure caused by unusually high (above 16% Moisture Content) or low (below 8% Moisture Content) environmental moisture. Including, but not limited to leaks and hydrostatic pressure.
10. Failure caused by unusually high (above 60% humidity) or unusually low (below 40% humidity) environment conditions.
11. Failure caused by radiant heating if VidaSpace Ltd.'s guidelines are not complied with.
12. Failure caused by the use of solvents or inappropriate cleaning products/materials, improper care/ maintenance , scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to chemical products or normal wear and tear.
13. General fading and/or discolouration from UV exposure.
14. Failure caused by improper transportation, storage or extreme indoor conditions.
15. Anything that has been disclosed as a feature or limitation of the product in writing or any literature published by VidaSpace Ltd.
16. Products that are sold as seconds, or end-of-line products.

Related Documents & Publications:

Installation Instructions
VidaSpace Care Guide
Available online

www.vidaspace.co.nz/downloads-resources#Installation
www.vidaspace.co.nz/downloads-resources#Care-Maintenance
www.vidaspace.co.nz/downloads-resources