

Urban Collection – 25-Year Timber Warranty

Welcome to the Urban Collection – 25-Year Timber Warranty - providing you peace of mind and honesty about what is covered. Flooring is a significant investment, so it's important to understand exactly what this warranty covers. If you have any questions, please contact: info@urbancollection.co.nz

25 Year Residential Warranty

Urban Collection warrants that for a period of 25 years from the date of purchase, the product will be free from structural manufacturing defects when installed indoors at a residential premises and used under normal residential conditions.

Normal residential conditions refer to daily activities typically associated with residential use, along with proper care and maintenance in line with the product's specific instructions. This includes foot traffic, fixed furniture, and light, non-fixed furniture. However, it excludes environments where heavy non-fixed furniture, or heavy or sharp machinery and equipment, are used.

5 Year Commercial Warranty

Urban Collection warrants that for a period of 5 years from the date of purchase, the product will be free from structural manufacturing defects when installed in an indoor commercial space and used under normal commercial conditions.

Normal commercial conditions refer to daily activities typically associated with commercial use, along with proper care and maintenance in line with the product's specific instructions. This includes foot traffic, fixed furniture, and light, non-fixed furniture. However, it excludes environments where heavy non-fixed furniture, or heavy or sharp machinery and equipment, are used.

Structural Manufacturing Defects Defined

Urban Collection warrants that the engineered flooring boards purchased are free from manufacturing defects. Manufacturing defects include issues related to grading, improper milling, and finishing. This structural warranty ensures that the flooring will remain free from construction defects (such as delamination), milling issues, dimensional inconsistencies, and grading flaws, provided the product is installed and maintained according to the manufacturer's recommended installation, and maintenance guidelines.

Warranty Coverage

All warranties, including implied warranties, are non-transferable and apply solely to the original purchaser of the product and the original installation location. In the case of a builder or developer, the warranty extends to the owner of the residential home within 12 months after the product's purchase.

Exclusions from Warranty Coverage

- Damage caused by improper installation or failure to follow the current Urban Collection installation guide at the time of installation. Any installation-related warranties should be obtained directly from the installation company or individual.
- Damage resulting from the use of improper cleaning agents or failure to follow the recommended routine maintenance in the relevant Care & Maintenance guides.
- Damage caused by exposure to extreme temperatures (below 5°C or above 45°C), excessive direct sunlight, or humidity levels outside the 40%-60% range. The product should be installed in a climate-controlled environment.
- Damage resulting from underfloor heating systems where the floor's maximum surface temperature exceeds 27°C, the subfloor effect exceeds 60W/m², or the thermal resistance exceeds 0.15m²K/W.
- Damage caused by installation over an underfloor heating system not recommended by Urban Collection or the heating system supplier for use with timber flooring.
- Damage caused by excessive moisture exposure from any source, including flooding, moisture ingress, excessive wet cleaning, or the use of steam mops.
- Issues typically covered by homeowner insurance policies, such as accidents, chemical spills, burns, flooding, persistent moisture, or smoke.
- Failure due to structural subfloor issues, building settlement, or an uneven subfloor that has not been adequately levelled (within +/- 2mm over 1m).
- Damage caused by athletic equipment (e.g., roller skates, ski boots, golf shoes, rugby boots) or general roller traffic.

Acceptable Quality

- Timber is a natural material, and as such, variations in grain pattern and colour from plank to plank are to be expected and are considered acceptable quality.
- Timber may experience some degree of colour change when exposed to UV light. This is a natural occurrence and is considered acceptable quality.
- Timber can shrink or expand in response to changes in climate conditions, such as extreme temperatures and/or humidity. While the engineered construction is designed to minimize this, it cannot be entirely prevented. Such changes are to be expected and are considered acceptable quality.

Major Failure Definition

Small splits in the surface (surface checking), minor surface blemishes in the coating, or gaps between boards due to seasonal or environmental changes within the first 12-24 months after installation should be considered normal. The lacquer coating on Urban Timber is not scratch or chip proof, and care should be taken to prevent this. Gloss variation between installed boards may occur. These are not considered major failures but are an expected characteristic of purchasing a natural timber floor product.

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Warranty Value

Like any asset, flooring depreciates over time. The pro-rated warranty provides the following coverage:

Residential

- Years 1-3: 100%
- Years 4-7: 60%
- Years 8-11: 25%
- Years 12-15: 10%
- Years 16-20: 7.5%
- Years 21-25: 5%

Commercial

- Years 1-3: 100%
- Years 4-5: 50%

Claim Process

If you are not satisfied with the performance of your Timber from Urban Collection, please reach out to the retailer from who you purchased and had the Timber installed. Depending on the nature of your complaint, the flooring retailer will arrange for an onsite inspection to assess the issue. Should a manufacturing defect be found, Urban Collection will cover the cost of repairing or replacing the Timber in the affected area. The replacement Timber will be of comparable quality and to the nearest available colour from a current range, or Urban Collection will compensate you for the actual replacement cost of the Timber in the affected area. This warranty does not cover costs associated with making the claim itself, cleaning, repainting, expert consultation, moving furniture/equipment, alternative accommodation during works or product disposal fees. Any replacement product is warranted only for the remaining period of the original warranty term. The claimant must provide proof of purchase when submitting a warranty claim. This warranty is only valid for products that have been paid for in full.

Nothing in this document shall exclude or modify any legal rights a customer may have under applicable Consumer Guarantees Act (CGA) New Zealand 1993.