

THE COVER

The ATS Herringbone warranty.

ATS Design warrants ATS Herringbone engineered flooring against manufacturing defects under normal use, when supplied and installed by ATS Design or our approved installers. The blocks are milled from our ATS Timber board line and carry the same cover: twenty years, from the original installation date. This warranty is non-transferable unless otherwise agreed in writing, and applies to the Latte and West block ranges.

The summary

Cover	Term
Structural integrity	20 years
Surface finish	20 years
Supply & install	20 years

Structural warranty

ATS Herringbone is warranted against manufacturing defects including structural failure, delamination and bond failure under normal conditions. The warranty applies where the flooring has been installed correctly on compliant, dry and level subfloors using approved installation systems.

Each block is multi-layer engineered timber: a solid oak wear layer over a cross-ply core, built for long term dimensional stability.

This cover does not extend to damage caused by moisture intrusion, flooding, leaks, excessive humidity, site movement, improper maintenance or incorrect installation methods.

Surface finish warranty

ATS Herringbone is warranted against abnormal wear-through of the factory applied UV lacquer under normal use. Minor scratching, gloss variation, dents, indentations and the general wear of everyday life are not manufacturing defects.

The coating is designed for standard residential and light commercial conditions, maintained correctly.

Supply & install warranty

Where ATS Herringbone has been both supplied and installed by ATS Design or our approved installers, we warrant the installation and the performance of the flooring system for twenty years from the completion date.

Installation must follow accepted industry practice, on subfloors that meet the required flatness, moisture and structural tolerances. Issues arising from structural movement, substrate instability, moisture related movement or conditions outside the installer's control are not covered.

The product this covers

- Multi-layer engineered timber construction, milled from the ATS Timber board line
- 150 × 600 × 15mm blocks with a 4mm solid oak wear layer
- Tongue & groove profile
- Brushed, factory lacquered finish
- Moisture content rated between 8 and 10%
- Dfl-s1 fire classification in accordance with CSN EN 14342
- Formaldehyde emission of 0.011mg/m³ or less, tested to CSN EN 717-1
- Pentachlorophenol compliant to CEN/TR 14823

Conditions

This warranty remains valid provided that:

- The flooring is used in suitable internal environments.
- Indoor temperature and humidity stay within normal residential ranges.
- Standing water and excessive moisture exposure are avoided.
- The recommended care and maintenance routine is followed.
- The flooring has not been altered, modified or repaired by third parties.
- Appropriate floor preparation and installation methods were carried out, on compliant, dry and level subfloors.

Exclusions

This warranty does not cover:

- Flooding, plumbing leaks or water damage
- Damage caused by excessive moisture or humidity
- Scratches, dents, impact damage or pet damage
- Damage from furniture movement or missing floor protection
- UV fading and natural colour change over time
- Wear in high traffic areas beyond normal use
- Damage caused by improper cleaning products or methods
- Site related movement or subfloor failure
- Natural timber movement, including minor expansion, contraction or cupping
- Flooring installed in unsuitable environments

Natural timber characteristics

Timber is a natural product. Variation in colour, grain, texture, knots, tone and natural feature marks are expected characteristics of engineered timber flooring, and seasonal movement with minor dimensional variation is normal. Neither is a manufacturing defect.

Care & maintenance

The ATS Timber care guide covers the full cleaning and maintenance routine for this flooring; the blocks share the line's lacquer and care. Failing to follow the recommended routine may void this cover. A steam mop shall not be used.

Claims

Warranty claims need proof of purchase and the installation documentation, and ATS Design reserves the right to inspect a claimed issue before repair, replacement or resolution. Claims come straight to us; there is no overseas office to write to.

This warranty is provided in addition to your rights under the Consumer Guarantees Act 1993.