

THE COVER

The ATS Laminate warranty.

ATS Design warrants ATS Laminate flooring against manufacturing defects under normal residential use, where the flooring has been both supplied and installed by ATS Design or our approved installers. The warranty runs from the original installation date and is non-transferable unless otherwise agreed in writing. Flooring supplied without installation is not covered by this installation warranty.

The summary

Cover	Term
Structural integrity	15 years residential
Surface wear	15 years residential
Supply & install	15 years

Structural warranty

ATS Laminate is warranted against manufacturing defects including board failure, locking system failure, and defects affecting the structural performance of the flooring under normal residential use.

The board is a high-density black coreboard construction with the Unilin click-lock system, designed for long term performance and stability.

Surface wear warranty

The decorative surface layer is warranted against abnormal wear-through under normal residential use.

ATS Laminate carries an AC4 abrasion rating, built for everyday foot traffic, scratching and general household wear.

Minor scratches, dents, impact damage, gloss variation and the normal signs of use are not manufacturing defects.

Supply & install warranty

Where ATS Laminate has been supplied and installed by ATS Design or our approved installers, we warrant the installation and the overall performance of the flooring system for 15 years from the completion date.

Installation must be completed on compliant, dry and level subfloors using approved underlay systems and accepted industry installation practice.

Water resistance. ATS Laminate is a water-resistant construction, built for everyday household moisture when installed and maintained correctly. It offers up to 48 hours of water resistance under normal conditions: it is not waterproof. Standing water should be removed promptly, and flooding, plumbing leaks and excessive moisture exposure are not covered under this warranty.

Conditions

This warranty remains valid provided that:

- The flooring is used in suitable internal environments.
- The recommended underlay has been installed beneath the flooring.
- The flooring is maintained and cleaned using appropriate laminate floor cleaning methods.
- Standing water and excessive moisture exposure are avoided.
- The flooring has not been altered, modified or repaired by third parties.
- The flooring has been installed on compliant, dry and level subfloors.
- The recommended expansion gaps have been maintained.

A steam mop shall not be used on ATS Laminate flooring.

Exclusions

This warranty does not cover:

- Flooding, plumbing leaks, moisture ingress or excessive water exposure
- Damage caused by incorrect installation or inadequate floor preparation
- Scratches, dents, impact damage, burns, cuts or abuse
- Damage caused by furniture movement or lack of floor protection
- Damage caused by pets or insects
- Damage caused by incorrect cleaning products or methods
- Site related movement or subfloor failure
- Colour changes caused by direct sunlight or UV exposure
- Commercial use, unless otherwise specified

The underlay condition

Every ATS Laminate install floats on an approved high density underlay, included on every quote. The underlay is a named condition of this warranty: it supports the click joints and keeps the tested water performance honest. Its own specification sheet sits beside this document.

Care & maintenance

Sweep or vacuum regularly to keep dirt and grit off the surface, wipe spills promptly, and avoid excessive water when cleaning.

Protective felt pads are recommended under furniture. Steam mops, abrasive cleaners, waxes, oils and harsh chemicals should not be used, and may void this cover.

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. ATS Design may, at its discretion, repair, replace, or provide a prorated refund on approved claims.

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