

WARRANTY

ATS Timber Warranty.

ATS Design warrants ATS Timber engineered flooring products against manufacturing defects under normal use when supplied and installed by ATS Design or approved installers. This warranty applies from the original installation date and is non-transferable unless otherwise agreed in writing. It covers both the 190mm and 260mm wide plank ranges.

Warranty summary

Cover	Period
Structural integrity	20 years
Surface finish	20 years
Supply & install warranty	20 years

Structural warranty

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

ATS Timber is a multi-layer engineered timber flooring product constructed with a high-quality plywood core and 3mm or 4mm oak wear layer designed for long-term dimensional stability.

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

Surface finish warranty

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

Surface coatings are designed to provide durability and protection under standard residential and light commercial conditions when maintained correctly.

Supply & install warranty

Where ATS Timber has been both supplied and installed by ATS Design or approved installers, ATS Design warrants the installation and performance of the flooring system for a period of 20 years from the completion date.

Installation must be completed in accordance with accepted industry practices and on subfloors that meet required flatness, moisture, and structural tolerances.

This warranty does not cover issues arising from structural movement, substrate instability, moisture-related movement, or conditions outside installer control.

WARRANTY · CONTINUED

Conditions & claims.

Product characteristics

ATS Timber engineered flooring specifications include:

- Multi-layer engineered timber construction
- Tongue & groove profile
- 3mm or 4mm oak top layer
- Brushed, invisible lacquered finish
- Moisture content rated between 8 and 10%
- Dfl-s1 fire resistance classification in accordance with CSN EN 14342
- Formaldehyde emission result $\leq 0.011\text{mg/m}^3$ tested to CSN EN 717-1
- Pentachlorophenol emission compliant to CEN/TR 14823 requirements

Warranty conditions

This warranty remains valid provided that:

- Flooring is used in suitable internal environments.
- Indoor temperature and humidity conditions remain within normal residential ranges.
- Standing water and excessive moisture exposure are avoided.
- Recommended care and maintenance procedures are followed.
- Flooring has not been altered, modified, or repaired by third parties.
- Appropriate floor preparation and installation methods have been carried out.
- Flooring has been installed on compliant, dry, and level subfloors.

Natural timber characteristics

Timber is a natural product and variation in colour, grain, texture, knots, tonal appearance, and natural feature marks are expected characteristics of engineered timber flooring.

Seasonal movement and minor dimensional variation may occur due to environmental conditions and are not considered manufacturing defects.

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 caused by furniture movement or lack of floor protection
- UV fading or 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

Care & maintenance

Please refer to the ATS Timber Care & Maintenance Guide for full cleaning and maintenance recommendations. Failure to follow recommended maintenance procedures may void warranty coverage. Steam mops are not recommended on ATS Timber products.

Warranty claims

All warranty claims must be supported by proof of purchase and installation documentation. ATS Design reserves the right to inspect any claimed product issue prior to repair, replacement, or resolution.

Warranty claims can be submitted directly to ATS Design.

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