

THE COVER

The Herringbone & Oak Plank warranty.

ATS Design warrants ATS Herringbone and ATS Oak Plank engineered timber 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	25 years
Supply & install	25 years
Surface finish	Abnormal wear-through

Structural integrity warranty

ATS Herringbone and ATS Oak Plank are warranted against manufacturing defects including structural failure, delamination, bond failure and manufacturing related integrity issues that affect the performance or appearance of the installed floor.

Both ranges are multi-layer engineered timber systems: a genuine oak wear layer over a high quality plywood core, built for long term dimensional stability.

This cover does not extend to damage caused by moisture intrusion, flooding, plumbing leaks, excessive humidity, site movement, improper storage, incorrect installation methods, or conditions outside normal residential environments.

Surface finish warranty

The factory applied UV lacquer is warranted against abnormal wear-through to the raw timber beneath, under normal use and correct maintenance.

Minor scratching, gloss variation, dents, indentations, surface checking, natural ageing, colour variation and the general wear of everyday life are not manufacturing defects. Damage caused by furniture, pets, grit contamination, harsh cleaning products, footwear, excessive traffic, direct sunlight, excessive heat or accidental impact is not covered.

Supply & install warranty

Where the flooring 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 25 years from the completion date.

Installation must be completed on compliant, dry and level subfloors using approved installation systems and accepted industry practice. Issues arising from substrate instability, structural movement, excessive moisture, environmental conditions outside the installer's control, or third party modifications and repairs are not covered.

Conditions

This warranty remains valid provided that:

- The flooring is used in suitable internal residential or commercial environments.
- Indoor humidity is reasonably maintained between 40% and 70%.
- The flooring is maintained and cleaned using the recommended methods.
- Standing water, flooding, excessive moisture exposure and prolonged direct sunlight are avoided.
- The flooring has not been altered, modified, sanded or repaired by third parties.
- Appropriate floor preparation and installation methods were carried out, on compliant, dry and level subfloors.
- The flooring was stored correctly prior to installation.

A steam mop shall not be used on ATS Design engineered timber flooring.

Exclusions

This warranty does not cover:

- Flooding, plumbing leaks, moisture ingress, mould or excessive humidity
- Damage caused by incorrect installation, storage, handling or floor preparation
- Scratches, dents, impact damage, pet damage or furniture damage
- Damage caused by incorrect cleaning products or maintenance methods
- UV fading, natural colour change, tonal variation and natural timber characteristics
- Natural timber movement, including minor expansion, contraction, cupping, crowning or joint separation
- Damage caused by excessive heat, direct sunlight or unsuitable environmental conditions
- Wear in high traffic areas beyond normal residential use
- Site related movement or subfloor failure
- Damage caused by insects or termites

Natural timber characteristics

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

Care & maintenance

These floors are designed for low maintenance when cared for correctly. Sweep or vacuum regularly to keep grit off the surface, clean only with pH-neutral timber floor products, avoid excessive water and wipe spills promptly.

Protective felt pads are recommended under furniture, and heavy furniture or appliances should never be dragged across the floor. Steam mops, oil based cleaners, harsh chemicals, wax products and abrasive methods 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.