

Tongue & Groove

Residential Use
Product Warranty



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Congratulations on selecting a Tongue & Groove timber floor. Our aim is to supply the Australian market with unique and truly beautiful pre-finished, engineered floors. All floor coverings will show signs of wear over a period of time. The speed with which these signs will appear depend on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor.

25-Year Structural Warranty

Your Tongue & Groove floor comes with a 25-year structural warranty. We warrant to the original purchaser that the product will not delaminate or warp subject to the conditions of the warranty and general exclusions set out below:

1. The flooring system must be installed by an accredited flooring installer in accordance with Tongue & Groove installation instructions.
2. With either Glue-down or Floating installations the sub-floor must be level as per AS 1884–1985 section 2.1 & 2.2 or relevant new standards. In these instances the underlay or adhesives must be of reasonable quality.
3. If being installed over bearers and joists, the exposed underside of the floor must be treated prior to application with a suitable moisture sealer of reasonable commercial quality, directly onto the underside of the board.
4. Tongue & Groove Floors are made from timber and may contain variations in colour and grain. Natural characteristics such as knots and surface checking are to be expected. Use of stain, filler or putty for defect correction during or after installation should be accepted as normal. Exposure to sunlight may also cause colour variation, as may partial exposure due to placement of rugs, furniture etc. No warranty is offered against these natural characteristics.
5. The warranty is available to the original purchaser only and for the original installation. It is not transferable or assignable and will expire upon the sale or relocation of the installed product or the installation location. In new developments where a builder or developer makes the purchase, the new owner of the dwelling must contact Tongue & Groove within 60 days of the property transfer of title to obtain their floor warranty.
6. Apart from the warranties implied by the Trade Practices Act 1974 (Cth) as amended from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded.
7. This warranty shall not apply where the product is laid in “wet areas” such as bathrooms and laundries.
8. This warranty shall not apply where the product is used other than for domestic or household application.
9. Under-floor heating: This warranty covers under-floor heating applications provided the sub-floor temperature does not exceed 26°C during the life of the floor and that the relative humidity levels are maintained between 35% and 55%. The sub floor heating system must be used as per instructions listed out in the install guide provided.
10. Air conditioning: This warranty covers air conditioning use provided the relative humidity levels are maintained at between 35% and 55%.
11. Except for costs incurred by the seller in repairing, replacing or refunding the floors (limited to the value of the original order), Tongue & Groove will not be liable or pay for any loss and damages (incidental, consequential or special) suffered by the purchaser under any warranties. This includes but is not limited to alternative accommodation, cost of furniture removal, legal costs or damages for physical inconvenience.
12. It is the responsibility of the installer to inspect the flooring for manufacturing defects and/or visible damage prior to installation. Tongue & Groove accepts no responsibility for liabilities, claims or expenses, including labor costs, where flooring with visible defects has been installed.

General Exclusions

This warranty does not cover damage to the floor caused by such things as:

1. Damage caused by negligence, accident, misuse, abuse, recklessness or intentionally.
2. Damage caused by fire, flooding, storm and other natural disasters and/or Acts of God.
3. Damage to the floors or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, broken/leaking water pipes, wet mopping spills, water or liquids at the installation location or weather conditions.
4. Failure to clean and maintain the floor in accordance with the Care and Maintenance Guide.
5. Use of steam mops or unauthorized cleaning products such as ammonia based cleaning products.
6. Damage caused by vacuum cleaner beater bar or hard heads.
7. Spillage of corrosive, chemical or other substances.
8. Damage caused by insufficient protection from furniture, appliances and castors.
9. Reduction in gloss, scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, stiletto or spiked heeled shoes, construction traffic, or failure to maintain the floor as required.
10. Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
11. Construction or installation-related damages as well as damages due to not being installed as outlined in the current installation instructions.
12. Installation defects including installations made in violation of applicable state building codes, or contrary to the installation current installation instructions.
13. Deficiencies related to subfloor/floor joists assemblies, subfloor preparation materials and fasteners including but not limited to uneven subfloor surfaces, floor deflection, voids in the sub floor, or excessive moisture in the subfloor.
14. Noises (squeaks etc) associated with anything other than the manufacture of the flooring.
15. Damage caused by sun or its UV rays.
16. Gapping/cracking/cupping caused by extreme or sudden temperature and humidity changes.