

Limited Warranty

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Warranty Coverage

|                     | Residential | Commerical                     | Bathroom |
|---------------------|-------------|--------------------------------|----------|
| Strata Premium Hush | 35 years    | 15 years                       | -        |
| Strata Sentry       | 25 years    | 7 years                        | -        |
| Strata Home         | 20 years    | 10 years<br>(light commercial) | -        |
| Strata Inspire      | 25 years    | -                              | 5 years  |
| Strata Align        | 15 years    | 5 years                        | -        |
| Strata Serene       | 20 years    | -                              | 5 years  |

Duration of Warranty for Material and Production Defects:

This warranty applies to the Strata Flooring products listed in the relevant warranty sections above. The duration of each warranty depends on how and where the flooring is used.

**Residential applications are defined as:** Use of the floor covering in a private residence for private, domestic purposes only.

**Commercial applications are defined as:** Use of the floor covering in non-residential environments, including but not limited to hotels, offices, and shops. Commercial warranties apply only to products that specifically include commercial coverage as stated in the warranty table above.

The above-mentioned commercial warranty does not apply to:

- All food areas, such as but not limited to restaurants, cafeterias, pubs, and dance halls
- All institutional applications, such as but not limited to hospitals and government buildings
- Heavy commercial areas, such as but not limited to airports, lobbies, schools, and barber shops
- Any areas with heavy traffic and immediate access to street traffic

**Light commercial applications are defined as:** Use of the floor covering in non-residential environments such as hotels, offices, and retail spaces. The light commercial warranty does not cover areas where rolling loads are used or commercial spaces with prolonged exposure to direct sunlight.

Suitable Rooms:

For the warranty to apply, the Strata Flooring must be placed indoors in rooms suitable for the type of flooring. Spaces suitable for Strata Flooring are specified in the installation guide and can be confirmed by contacting Strata Flooring. The installation of Strata Flooring covered by the warranty in spaces other than those mentioned in the installation guide is possible only after prior explicit permission in writing from Strata Flooring.

Applicable Installation Guide:

This Limited Warranty applies only where the Strata Flooring has been installed and maintained in accordance with the Strata installation guide for the product concerned. Strata Flooring revises its installation guides periodically. Floors must be installed in accordance with the guide current at the date of installation. The current guide for each product is available at [strataflooring.co.nz](http://strataflooring.co.nz).

## Warranty Cover:

- **Visible defects and manufacturing defects:** Guarantee that there will be no visible surface defects or manufacturing defects. Before installing your Strata flooring and accessories, these must be thoroughly checked for visible defects under good lighting conditions. In any case the customer must refrain from installing visibly defective products.
- **Wear resistance:** Guarantee that with normal use the flooring surface will not wear to the decor layer.
- **Delamination:** Guarantee that with normal use the flooring planks will not delaminate.
- **Water resistance:** Guarantee that with standard small spills and normal use the flooring will not be affected by water.
- Production defects as described above.

## Warranty Exclusions:

Any damage to the product resulting from a defect that was not inherently present at the time of purchase falls outside the scope of this warranty. This includes damage caused by:

- Inadequate placement, meaning installation not carried out according to the installation instructions and/or without the use of approved accessories.
- Non-compliance with cleaning and maintenance instructions as described in the installation/maintenance guidelines.
- Accidents, inappropriate use, or inadequate usage.
- Abnormal wear, such as that caused by spiked shoes, insufficient protection under furniture, or grit, sand, and other hard materials. Damage caused by sand, dirt, or any abrasive material must be prevented by placing a suitable floor mat at all entrance doors. To determine whether wear is abnormal, relevant ambient factors, duration, and intensity of use are considered.
- Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc., is also excluded. In the event of water and/or moisture on the floor or around the skirting boards, the water and/or moisture must be removed immediately.
- Incorrect removal or replacement of planks.
- Damage caused by vacuum cleaner frames or by the hard or metal wheels of office chairs or other furniture. Furniture legs should always be fitted with suitable protective material. Chairs, easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.
- Damage caused by corrosive or abrasive substances such as pet urine.
- A change to the gloss level does not apply as wear of the flooring surface.
- Strata Flooring is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading/gloss variation. This is not considered as a product fault.

## Bathroom Warranty:

This water-resistance guarantee applies only to residential installations of Strata floors covered by the bathroom warranty outlined in the table above. In wet areas such as bathrooms, kitchens, and entrances, product failures are covered under this guarantee only when all installation instructions and general guarantee conditions have been strictly followed, including the following:

- The flooring must not be installed in very moist places, extremely dry places, or areas with extremely high temperatures (such as, but not limited to, saunas, swimming pools, and rooms with built-in drainage such as showers).
- Any remaining moisture on the floor or on/around the skirting boards, wall base, or profiles must be removed within 6 hours. Maintenance with excessive water and/or the use of incorrect cleaning agents must always be avoided.
- Because prolonged exposure to moisture can cause irreversible damage to your floor, all installation instructions must be followed. All expansion joints must be filled with compressible PE-foam and sealed with flexible silicone in accordance with the installation instructions. Skirting boards, floor profiles, and rosettes around radiator pipes must be sealed along the wall and floor covering to prevent water from getting underneath the floor.
- The water-resistance guarantee excludes damage caused by natural disasters (e.g. flooding) or naturally occurring circumstances/accidents (e.g. sanitary breakdowns, pet urine, leaking dishwashers, leaking washing machines and/or dryers).

## Invoking the Warranty - Authorisation of Warranty Claims:

In order to invoke the warranty, you must present proof of purchase to your dealer or point of sale where you purchased your Strata flooring from.

- The warranty can only be invoked by the first user or the original purchaser or first user, and cannot be transferred.
- Any defects must be reported to the distributor and/or retailer or, in the ultimate case, to Strata Flooring at the latest 7 calendar days after purchase. The defective products will be replaced. Any complaints made after this period shall not qualify for the warranty.
- In the event of material or production defects in your Strata flooring, the distributor/dealer/installer will check your claim, and if a product or production failure is detected it will be passed to Strata Flooring. Strata Flooring will replace the defective products in accordance with the present warranty conditions.
- For the warranty to be invoked, the damage to the flooring must be obvious and the damaged surface area must be at least 1 cm<sup>2</sup> per product unit (flooring panel, accessory, etc.). Such damage must not result from misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (e.g., from dragging furniture), or notches.
- If the warranty can be invoked with a valid claim, Strata Flooring will replace the floor with flooring from the Strata Flooring collections that are in stock at the time the claim is received. This is limited to the replacement of the defective Strata Flooring floors and excludes compensation for any other incidental damage or costs incurred or to be incurred, such as—but not limited to—installation costs and removal expenses.
- Strata Flooring provides no other warranty whatsoever, whether explicit or implied, beyond the warranty specified in these conditions. Strata Flooring cannot be held liable for direct or indirect damages and costs resulting from defective products. In all cases, Strata Flooring cannot be held liable for the costs associated with the removal or installation of flooring products, and/or travel expenses or transaction costs.

## Notice to the Customer:

Please keep your receipt for proof of purchase.

For questions regarding guarantees, we recommend that you contact the distributor or retailer where your flooring was purchased from. Should your Strata Flooring distributor be unable to provide answers, or should you need additional information, you can contact [hello@strataflooring.co.nz](mailto:hello@strataflooring.co.nz) or visit [strataflooring.co.nz](https://strataflooring.co.nz)