

# South Pacific Timber

TRUE OAK · ENGINEERED OAK FLOORING

## Limited Product Warranty

Limited structural & finish warranty for True Oak pre-finished engineered oak flooring (residential & commercial)

Version 2.0 · 24 June 2026 · South Pacific Timber (1990) Ltd · Applies to all True Oak pre-finished engineered oak collections

South Pacific Timber (1990) Ltd (“South Pacific Timber”, “we”, “us”) provides this Limited Product Warranty to the original purchaser of True Oak™ pre-finished, tongue-and-groove (T&G) engineered oak flooring. It comprises a **Limited Structural Warranty** (25 years residential / 10 years commercial) and a **Limited Finish Warranty** (7 years residential). This is a voluntary, express manufacturer’s warranty, given on the limited cover, conditions, exclusions, thresholds and remedies set out below. It is the purchaser’s **sole and exclusive express warranty** in respect of the product, and must be **activated by registration** (clause 6).

This warranty is in addition to, and does not exclude, restrict or modify, any guarantee, right or remedy you may have under the New Zealand Consumer Guarantees Act 1993 or the Fair Trading Act 1986 that cannot lawfully be excluded. Where the product is acquired for the purposes of a business, those Acts are excluded to the fullest extent permitted by law (clause 13).

### Contents

## 1. Limited Structural Warranty (residential & commercial)

South Pacific Timber warrants to the original purchaser that True Oak engineered oak flooring supplied for the project will remain free from **structural manufacturing defects** for:

Application	Limited Structural Warranty period
Residential	25 years from the date of purchase
Commercial	10 years from the date of purchase

This cover applies only subject to the conditions, exclusions, minimum-area thresholds (clause 8) and remedies in this Warranty, and only where the product is designed, installed and maintained in accordance with the Related Documentation (clause 4) and kept under Normal Environmental Conditions (clauses 3 and 5). The warranty commences on the date of purchase (or, for account customers, when goods leave our control) and applies only while the product remains installed in its original configuration.

### “Structural manufacturing defects” means, and is limited to:

- **Delamination** — separation of the oak top layer (lamella) from the core due to a glue-bond failure;
- **Warping or twisting** of individual planks beyond industry-accepted tolerances when compared with adjacent boards; and
- Defects in **grading, milling or dimension** of the board present at the time of supply.

## 2. Limited Finish Warranty (residential)

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South Pacific Timber warrants that the factory-applied finish on True Oak pre-finished engineered flooring will not **wear through or separate from the board due to coating-adhesion failure** for **seven (7) years** from the date of purchase, in normal residential traffic and where the floor is maintained in accordance with the Care & Maintenance Guide.

- This Finish Warranty applies to **residential applications only** and does not apply to commercial applications.
- Surface wear must be **readily visible wear-through** of the finish and meet the minimum-area threshold in clause 8.
- **Reduction in gloss or sheen is not surface wear** and is not covered, nor are isolated marks, scratches, dents or indentations.

## 3. Definitions

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### Normal Environmental Conditions

The everyday activities typically associated with residential or commercial use, strictly subject to compliance with the temperature, humidity and surface-condition ranges set out in this Warranty and the Related Documentation (clauses 4 and 5).

### Residential

Private homes or apartments used solely for normal household living, subject to light-to-moderate foot traffic and typical domestic conditions, without continuous public access.

### Commercial

Any space accessible to the public or used for business, hospitality, retail, office or institutional purposes, subject to higher, heavier and more frequent foot traffic and conditions beyond typical household use.

Where True Oak engineered flooring is purchased by a commercial customer (developer, builder or specifier) for use in a residential development or dwelling, the Residential Warranty applies to that product, provided the developer, builder or specifier completes the required registration and transfer (clauses 6 and 7).

## 4. Related Documentation

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This Warranty must be read together with the current versions of the following, each of which forms a condition of cover:

- True Oak Engineered Oak Flooring — Installation Guideline;
- True Oak Engineered Oak Flooring — Care & Maintenance Guide;
- any project-specific design guidance issued by South Pacific Timber (including the Internal Moisture (E3) Solution Guidance for water-splash areas); and
- the Warranty Registration Form at the end of this document.

## 5. Conditions of cover and environmental limits

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Cover under this Warranty is conditional on **all** of the following being met:

- The Warranty has been activated by registration and approved by South Pacific Timber (clause 6);
- All amounts owing for the product under our terms of trade have been paid in full;
- The product was installed by a competent tradesperson strictly in accordance with the Installation Guideline, the NZBC, applicable regulations and recognised good trade practice;

- Only approved substrates, moisture barriers, adhesives, underlays and installation materials were used, and the product was not incorporated into any system or used with any ancillary products not approved by South Pacific Timber;
- The floor is cleaned and maintained regularly and in line with the Care & Maintenance Guide; and
- The floor is kept within the environmental ranges below at all times.

Environmental condition	Required range
Ambient temperature (heat / cool)	16-27°C
Ambient relative humidity (dry / moisture)	40-60%
Timber / substrate moisture content	8-16%
Floor surface temperature	≤ 45°C
Underfloor-heating surface temperature	≤ 27°C

## 6. Activation, registration and validation

This Warranty must be **activated by registration**. The installer or purchaser must complete the **Warranty Registration Form** at the end of this document and submit it to South Pacific Timber **within 30 days** of completion of installation, for our approval.

- The Warranty is valid only once registration has been **received and approved** by South Pacific Timber.
- Registration is valid only where all amounts owing for the product have been paid in full, the product was installed strictly in accordance with the Installation Guideline, and the information on the Registration Form is true and can be substantiated.
- We may decline a claim, in whole or in part, where registration is incomplete, late, inaccurate or unverifiable, or where any information on the Registration Form is found to be falsified.

## 7. Transferability

This Warranty applies to the original purchaser and is **not transferable**, except that in the case of a new build or renovation purchased through a developer, builder or specifier it may, at South Pacific Timber's discretion, transfer **once** to the first homeowner, provided that:

- cover begins on the date of purchase (or when goods leave our control for account customers) and **does not reset** on transfer;
- the product remains in its original state of installation (no removal, sanding, re-finishing or alteration);
- the transfer is registered with South Pacific Timber in writing within **6 months** of the property's completion or sale; and
- no further transfer is permitted. The Warranty otherwise terminates on any sale or transfer of the flooring or the property to which it is attached.

## 8. Minimum thresholds and matters not amounting to a defect

Even where the product is within the warranty period and all conditions are met, **no claim arises** in the following circumstances:

- **Minimum area**. Unless the affected, defective flooring exceeds **five percent (5%)** of the total area of True Oak flooring supplied for the project. Our liability is limited to the affected area and product only.

- **Finish / wear.** Unless surface wear is readily visible wear-through of the finish; reduction in gloss or sheen is not surface wear, and isolated marks are not covered.
- **Seasonal movement.** Minor separation or gapping between boards, and minor surface checking or splits, arising from normal seasonal expansion and contraction — these are characteristics of natural timber and typically self-correct with seasonal change or the maintenance of Normal Environmental Conditions.
- **Natural variation.** Variation in colour, grain, knots or texture between planks, batches, samples or marketing material, and natural colour change, fading or darkening from light, UV, heat or oxidation — none of which are defects.

## 9. Exclusions and limitations

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Except to the extent prohibited by law (including the Consumer Guarantees Act 1993), this Warranty does not cover, and South Pacific Timber is not liable for, any loss, damage or defect arising from or relating to the following.

### Installation, subfloor & workmanship

- Incorrect installation or failure to follow the Installation Guideline.
- Use of non-approved substrates, moisture barriers, adhesives, underlays or installation materials, or use of the product in any non-approved system or with non-approved ancillary products.
- Floating installations, except where expressly approved by South Pacific Timber in writing.
- Improper subfloor preparation or inadequate subflooring; structural failure or movement of the substrate or building, including shrinkage, vibration, deflection, subsidence or settlement.
- Installation over underfloor heating not approved by South Pacific Timber, or exceeding the maximum surface temperature of 27°C.
- Failure to comply with the NZBC, applicable regulations or recognised good trade practice.

### Environmental conditions & moisture

- Exposure to surface temperatures, ambient temperatures or humidity outside the ranges specified, or environmental moisture content above 16% or below 8%.
- Lack of appropriate climate control, including exposure to direct or excessive sunlight, or heating/cooling sources causing excessive heat, dryness or humidity.
- Moisture ingress, including flooding, leaks, vapour, condensation, steam, spills, rising damp, hydrostatic pressure or cleaning with excessive water.

### UV, colour & natural timber characteristics

- Colour change, fading, darkening or other appearance change from sunlight, UV, heat or oxidation.
- Natural timber movement, including seasonal expansion, contraction, gapping, surface checking or grain variation.
- Natural variation in colour, grain, knots or texture between planks, batches, samples or marketing material, and loss of gloss or change in sheen over time.

### Normal wear and tear

- Scratches, scuffs, indentations, pet damage, spiked-heel damage or surface abrasions from normal use, grit, sand, pebbles or other abrasives.
- Wear-through of the finish caused by heavy use, misuse or lack of maintenance.
- Damage from the use of adhesive tape of any kind on the finished surface.

### Improper use, cleaning or maintenance

- Use of abrasive cleaners or pads, steam mops, wet-mopping, excessive water, chemicals, solvents or non-approved products.
- Failure to clean, sand or re-coat in accordance with the Care & Maintenance Guide, or use of the wrong care products.

## Accidental damage & external events

- Accidental damage, impact, burns, smoke, chemical exposure or similar external causes.
- Natural disasters, including flood, earthquake or fire.
- Damage typically covered by homeowner, commercial or construction insurance.

## Scope of use, payment & registration

- Products installed outside approved interior applications, including exterior use or wet areas except where expressly permitted; or products removed, relocated or reinstalled.
- Any amount owing for the product remaining unpaid, or registration that is incomplete, late, inaccurate, unverifiable or falsified.

## Visible defects & non-standard products

- Manufacturing defects that were visible or reasonably apparent before installation and not reported to South Pacific Timber before installation. The purchaser and installer must inspect every board before fixing; installing a board is acceptance of it, and we are not liable for the cost of purchasing or installing a board whose defect was apparent before installation.
- Products sold as outlet, clearance, seconds or end-of-line items on an “as is” basis, which are excluded from finish and appearance warranties.

# 10. Warranty subject to maintenance

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To maintain cover, True Oak engineered flooring must be cared for regularly and in line with the current Care & Maintenance Guide. We recommend keeping a record of cleaning, inspection and any re-coating, which may be required to support a claim.

# 11. Making a claim

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The original purchaser (or first property owner under clause 7) must notify South Pacific Timber of any alleged defect:

- that is **visible at the time of delivery** — in writing, **before** installation; or
- that is **concealed** — in writing within **seven (7) days** of discovery.

A claim must be made in writing within the warranty period and be accompanied by **proof of purchase, registration details and photographic (or other) evidence** of the alleged defect. South Pacific Timber or its appointed representative must be permitted to **inspect the site before any remedial work** is undertaken; remedial work, repair or replacement carried out before inspection is not covered. Where possible, valid claims will be assessed within 30 days; some claims may take longer.

# 12. Our obligations and remedies

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Subject to the Consumer Guarantees Act 1993 (where it applies), if a valid claim is made under this Warranty, South Pacific Timber’s liability is limited, **at its sole election**, to one or more of the following remedies in respect of the affected product only — which is the purchaser’s **sole and exclusive remedy**:

- repairing or rectifying the defective product;
- supplying replacement product, from our current portfolio, matching the affected product as closely as possible;
- refunding the purchase price paid for the affected product; or
- paying a pro-rata amount calculated by reference to the period of the applicable warranty remaining (or the years the product performed satisfactorily) when the defect arose.

- Our liability is limited to the area and product that requires repair only. **No other form of compensation for loss or damage will be provided.**
- Replacement product is not guaranteed to match the original in batch, colour, tone, grain, pattern or finish, owing to the natural characteristics of wood.
- Where the product was installed by a contractor recommended by South Pacific Timber, we may contribute towards reasonable labour costs for removal and re-installation of replacement product, up to **NZ\$80 + GST per square metre.**
- South Pacific Timber may appoint a suitably qualified tradesperson of its own choice to carry out authorised repair or replacement work.
- A repair or replacement does not extend the original warranty period.

## 13. General, limitation of liability and governing law

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- To the fullest extent permitted by law, all warranties, conditions and terms implied by statute, common law or otherwise are excluded, and South Pacific Timber is not liable for any indirect, special, punitive, incidental or consequential loss or damage of any kind.
- Where the product is acquired for the purposes of a business (as defined in the Consumer Guarantees Act 1993), the parties agree that that Act does not apply, to the fullest extent permitted by law.
- South Pacific Timber may modify or discontinue this Warranty at any time; any change applies to products purchased after the date of the change.
- This Warranty is governed by the laws of New Zealand. If any provision is held invalid or unenforceable, it will be severed and the remaining provisions continue in full force.

## How to register, transfer or make a claim

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### South Pacific Timber (1990) Ltd

170 Stoddard Road, Mt Roskill, Auckland

Warranty, registration, transfers & claims: 0800 778 462 · [technical@southpacifictimber.co.nz](mailto:technical@southpacifictimber.co.nz) · [southpacifictimber.co.nz](http://southpacifictimber.co.nz)

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# Warranty Registration Form

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Complete and submit to [technical@southpacifictimber.co.nz](mailto:technical@southpacifictimber.co.nz) within 30 days of completion of installation to activate this Limited Product Warranty. The Warranty is valid only once registration is received and approved.

## To be completed by the installer

Sales order number: \_\_\_\_\_

Date of installation: \_\_\_\_\_

Job address: \_\_\_\_\_

Installer's name: \_\_\_\_\_

Installer's company: \_\_\_\_\_

Installer's email: \_\_\_\_\_

Installer's phone number: \_\_\_\_\_

Area of flooring (m<sup>2</sup>): \_\_\_\_\_

Product / collection / batch no.: \_\_\_\_\_

Type of substrate: \_\_\_\_\_

Underfloor heating (Y / N): \_\_\_\_\_

Adhesive used and usage rate: \_\_\_\_\_

Moisture barrier used and usage rate: \_\_\_\_\_

Flooring moisture content (%): \_\_\_\_\_

Substrate moisture content (%): \_\_\_\_\_

Humidity / temp range at install: \_\_\_\_\_

Subfloor flatness (±mm / 3 m): \_\_\_\_\_

## Declaration

I have read and understand the terms of this Limited Product Warranty and agree that any future claim is limited to the installation having been completed in accordance with the conditions set out in this document.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## End-user details

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

## Office use only

Warranty accepted: \_\_\_\_\_

Authorised by: \_\_\_\_\_

Date: \_\_\_\_\_