

General Warranty Conditions

For these warranties to apply, Belgotex New Zealand Limited (Belgotex NZ) BOEN Engineered Timber Flooring must be installed according to the manufacturer's installation instructions published on the Belgotex NZ website. Your BOEN Engineered Timber Flooring must also be maintained, as published on the Belgotex NZ website. These warranties are extended to the original purchaser only and are not transferable. Claims must be submitted to the original place of purchase and proof of purchase must be supplied for any claims, with installation dates.

BOEN Engineered Timber Flooring is only intended for normal internal use in an occupied timber-friendly environment. Window treatments to protect your floor are recommended in positions where intense direct sunlight could adversely affect your floor.

Residential Warranty

These warranties are effective from the date of purchase and are backed by a comprehensive Residential Structural and Wear Warranty. The collections offer a 25-year Residential Structural and Wear Warranty.

Scope of Residential Wear

For the UV cured acrylic lacquers, Live Satin or Live Pure, wear defects are considered as visible wear through the wear layer which covers a surface of at least 5% of the total floor lacquer surface during the wear warranty period.

The oil surface finish Live Natural is not warranted because the oil lacquer is designed to be refreshed as required which may be every 1-2 years or more often, depending on frequency of use.

Proper installation in accordance with BOEN Installation Instructions and consistent adherence to Care & Maintenance instructions are mandatory to maintain warranty validity. These documents are available from your retailer or the Belgotex NZ website - belgotex.co.nz.

Underlay Specifications

Underlay plays a crucial role in the performance and longevity of your BOEN Engineered Timber Flooring. To ensure optimal results, it is essential to use underlays that meet the following specifications. Specifications must be equal to or greater than BOEN's specifications, or, if not specifically indicated by BOEN, must conform to the minimum specifications as laid out by the Multilayer Modular Flooring Association technical bulletin 1, which are necessary to maintain the warranty:

Specific reference to following performance:

- Compression Strength (CS): Underlays should have a compression strength of at least ≥ 40 kPa.
- Water Vapour Diffusion Resistance (SD): The SD value should be a minimum of ≥ 75 m.

These specifications are crucial to uphold the warranty conditions. Proper underlay selection will enhance the durability and performance of your flooring system, contributing to its long-term success. Underlay must be installed in accordance with the installation instructions, failure to correctly install underlay may result in voiding the warranty.

Direct Stick Installations

BOEN Engineered Timber Flooring can be installed using the direct stick method, which involves adhering the flooring indirectly or directly to the subfloor. To ensure optimal performance and maintain your warranty coverage, please adhere to the following guidelines:

Moisture Membrane Installation

Mandatory Moisture Barrier:

Regardless of the subfloor's moisture content, a continuous moisture membrane must be installed. This is crucial to prevent moisture-related issues that can affect the flooring.

Compliance with Standards:

The moisture membrane and adhesive system should comply with relevant New Zealand standards, NZS AS 1884-2013.

Engineered Timber Flooring Residential Warranty



Use of Appropriate Adhesive Systems

Selecting the Right System:

While 2-in-1 moisture barrier and adhesive systems are available, it's essential to ensure they are suitable for your specific subfloor conditions. Some products are only appropriate for concrete subfloors with moisture levels up to 95% relative humidity (RH).

Manufacturer's Guidelines:

The moisture membrane and adhesive system should comply.

Warranty Information

Our warranty covers the Engineered Timber Flooring when installed and maintained according to our guidelines and industry best practices. Please note:

What is not covered by BOEN warranty

1. External Factors and Accidents

Environmental Damage:

Damage caused by flooding, appliance malfunctions, or other water ingress.

Discoloration or fading due to prolonged exposure to sunlight or UV light. (We recommend using window coverings or UV-protective films to minimize this effect.)

Accidental Damage:

Surface scratches, chips, dents, or other mechanical damage resulting from accidents or misuse. This includes impacts from high heels, dragging heavy objects or furniture, sand, stones, castor wheels, and dropped items.

Permanent stains or surface marks caused by substances not intended for use on timber flooring.

2. Natural Characteristics of Timber

Normal Variations:

Minor gloss variations between boards.

Natural wood features such as gum veins, insect trails, small splits or checks, sapwood, knots, and medullary rays. These are inherent characteristics of natural timber and contribute to its unique appearance.

Seasonal Movement:

Small gaps between boards caused by environmental changes like humidity and temperature fluctuations. This is a normal behaviour of timber flooring and may be addressed by professional filling if necessary.

3. Installation and Maintenance

Improper Installation or Maintenance:

Issues arising from incorrect installation practices that are not in accordance with our guidelines.

Wear or damage linked to improper or insufficient maintenance. (Please refer to our care instructions for proper maintenance procedures.)

Panel Height Variations:

Minor height differences between panel edges are to be expected.

4. Pest Infestation

Post-Installation Damage:

Damage resulting from insect or borer activity occurring after the flooring has been installed.

For detailed installation and maintenance guidelines, contact your retailer or the Belgotex NZ website - belgotex.co.nz.

Summary of Warranty Coverage

Category	Range	Residential Structural Warranty	Residential Wear Warranty	Commercial Warranty
Engineered Timber	BOEN Plank 181 Live Pure	25 Years	25 Years	On Request
	BOEN Castle Plank 209 Live Pure			
	BOEN Plank 181 Live Natural	25 Years	NA	On Request

Engineered Timber Flooring Residential Warranty



Product Characteristics and Care

BOEN Engineered Timber Flooring is designed to be resistant to chips, scratches, stains, and wear. However, it is not entirely invulnerable to damage, and reasonable care should be taken to prevent scratches, chips, and other forms of wear. Natural characteristics of timber flooring may include:

Gloss Variation:

Slight differences in gloss levels between boards may occur due to natural variations in the timber.

Seasonal Movement:

Changes in humidity and temperature can cause the timber to expand or contract, leading to small gaps between boards. These characteristics are normal for timber flooring and add to its natural beauty.

Installation Warranties

This warranty covers the manufactured goods only. For warranties related to installation, please consult the installation company or individual who completed the installation.

BOEN Plank 181 Live Pure and Castle Plank 209 Live Pure come with a non-diminishing 25-year residential structural and wear warranty.

BOEN Plank 181 Live Natural comes with a non-diminishing 25-year residential structural warranty.

Claims & Consumer Law

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (CGA). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

As the supplier, Belgotex NZ is committed to meeting its obligations under the CGA. Where applicable, Belgotex NZ will provide a remedy covering the affected area of the product—such as replacement or a credit—and may, at its discretion, contribute to reasonable installation costs associated with the remedy.

Key Information:

Your statutory rights under the CGA remain unaffected by any support provided by Belgotex NZ as the supplier.

Under the CGA, you may seek remedies for consumer guarantees directly from your retailer or, where applicable, from Belgotex NZ as the supplier. Your retailer remains your primary point of contact for addressing CGA consumer guarantee claims.

To make a warranty claim, please contact your retailer, who will coordinate with Belgotex NZ to facilitate the process. Belgotex NZ reserves the right to assess claims and determine eligibility.

For more information on your rights under the New Zealand Consumer Guarantees Act, please visit the Ministry of Business, Innovation & Employment's Consumer Protection website at www.consumerprotection.govt.nz.

General

Any variation to this warranty will only be effective if it is made in writing and signed by an authorised officer of Belgotex NZ. We may amend any provisions in this warranty by publishing a new warranty on our website. The new warranty will apply to BOEN Engineered Timber Flooring purchased on or after the date of publication on our website belgotex.co.nz.