

Solid Block

Traditional, solid oak parquet flooring.



Wood
Flooring

Natural
Solutions



Herringbone



Solid Wood
Flooring



Tongue
and Groove
Installation



Fully Adhered
Installation



Secret Nailed
System

Warranty
Information



Natural Solutions 20 year Warranty



Furlong Wood Flooring provides the following Limited Warranties for residential use which extend to the original end purchaser only (non transferable) from the date of purchase of its engineered hardwood floorings when installed in full compliance to the manufacturers installation instructions, precautions and maintenance procedures and utilised within environmental pre conditions in which they are expected to perform.

20 Year Product Warranty

Furlong Wood Flooring warrants to the original end-purchaser, as long as the original end-purchaser own the house where the product is installed, that its products is of the marked quality, kind and grade, and that the product is free from defects in material or workmanship in accordance with the accepted industry standard which permit variances in grading and tolerances of defect not to exceed 5% of the quantity purchased. Variances concerning product quality or defect below the 5% accepted industry standard shall not be considered as factory defects. It is however, the final responsibility of the end-purchaser and his/her installer for the inspection and acceptance of quality, grade, colour, surface finish and workmanship of the product, even during his/her/their absence. Whenever any floor pieces have been glued down, nailed down, cut or permanently installed.

It has been accepted by the end-purchaser or the installer, if within 1 (one) year after the date of purchase and during the pre-installation inspection any product is found to be unacceptable, that portion may be returned to Furlong Wood Flooring or its representatives for replacement free of charge; or in the unlikely event that Furlong Wood Flooring is unable to provide replacements after a reasonable attempt, Furlong Wood Flooring will refund the purchase price for that portion.

If by any chance, any unacceptable part is installed, Furlong Wood Flooring maximum liability is limited to the replacement of that part, plus maximum 5% extra footage, and limited to the material of their purchase price only. Furlong Wood Flooring is not liable for any other cost(s) related to installation, labour, glue or nails, subfloor, or any other consequential costs or losses. Neither is Furlong Wood Flooring liable for any mistakes in the judgement or any errors in the installation of Furlong Wood Flooring products.

Performance Warranty

Furlong Wood Flooring warrants that its engineered hardwood floorings will not warp, twist or cup, nor will the bonded layer delaminate, even when subjected to varying humidity, provided that the flooring is not subjected to excessive, extended contact with moisture or flooding water, and provided that all the installation instructions and precautions are adhered to. It should be carefully noted however that wood is a living material which reacts to climate changes. In high humidity they absorb moisture and expand, in low humidity they release moisture, shrink and contracts. It is the responsibility of the end user to provide stable humidity between 45-60% by the use of a humidifier/ dehumidifier (depending on the climate condition) to get the expected performance of the product. Any deformation of the flooring caused by the failure to provide the proper measures and the correct ambience is not covered by this warranty.

Stability over Heated sub-floor

Furlong Wood Flooring warrants that its engineered hardwood floorings (with the exception of products made out of hard Maple wood species) will not cup or buckle when properly installed over a heated subfloor with a surface temperature of 27degrees C, provided that all the installation instructions, precautions and maintenance procedures are strictly complied.

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20 year Warranty



Adhesive Warranty

Furlong Wood Flooring warrants that its adhesive used to construct its engineered hardwood flooring meet or exceed all technical specifications for retaining its bond for its intended use, when installed properly and strictly in accordance with all the installation instructions, precautions and maintenance procedures. The limited warranty excludes adhesive failure caused by water influences from flooding, water-pipe leakage and the likes.

Surface Finish Warranty

Furlong Wood Flooring features ultra violet cured lacquering, oil and natural oil for its engineered flooring. Furlong Wood Flooring warrants the surface finishes providing the product is installed for residential uses under normal residential foot traffic, and provided that all the installations, precautions and maintenance procedures are strictly followed.

Warranty Exclusions

Furlong Wood Flooring's warranties does not cover and specifically excludes the following:

- Variations in product quality and defect below the 5% accepted industry standard
- Damages caused by improper transportation, handling, storage, mistakes in judgement or error in installation and usage
- Indentations, scratches or damages caused by negligence, water, erosion, insects, spike-heeled shoes
- Failures to adhere to all the manufacturers instructions, precautions, recommendations and maintenance procedures
- Misuse or improper alterations of the original manufactured product not authorised in manufactures written instructions
- Any normal deterioration due to wear and/or exposure, including colour fading due to sunlight or artificial light exposures or colour variations of original product resulting in the amount of stain absorbed by the wood material during manufacturing. Variations in grain and in density of the wood may affect the amount of stain absorbed and may give colour variance. This is not a product defect.
- Any use of Furlong Wood Flooring engineered hardwood floorings other than its intended purpose for private residential use, e.g. for or in facilities operating commercial purposes or in facilities held for rental or hire.
- Any product regarded and marked as by-products or downgrades that are sold as is and considered to be sold as final and free from any claim.
- Floors installed outdoors.

To Make a claim

If a manufacturing defect is verified, we will reimburse the original purchase value of the material less one twentieth for every full year since the date of installation.