



## Full System Warranty

**At Jacobsen, we stand behind our products. When our products are specified as part of a complete system, with J-System adhesives and floor preparation products, we will extend our product warranty to include the full system.**

**Please read this warranty document carefully to ensure your flooring installation is under a Full J-System Warranty.**

### Skills required

The full J-System warranty is only valid if carried out by a skilled installer who has followed this guide and assessed the on-site requirements properly.

### Important Documents

- Individual Product Warranty
- Individual Product Datasheets
- J-System installation guide

### For More Help

Please refer to all documentation provided. All finished flooring products must be installed in accordance with their technical documentation.

Additional technical assistance is available at 0800 800 460 to talk to one of our experts.

### Warranty Description

The individual J-System products have product warranties, and when used together with a Jacobsen floor covering, an additional Full System Warranty will be provided by Jacobsen.

Products will be free from manufacturing defects and will perform to a reasonable standard for a period of ten (10) years from the date of initial application (or until the initial floor covering is removed, whichever comes first), as long as they are used within the stated shelf life and the requirements and procedures detailed in our product data sheets/ labels, together with industry standards governing subfloor preparation and installation, are followed.

To obtain this Full System Warranty, the following steps must be followed, assessed correctly, and documented by a qualified installer:

### Storage

The shelf life is 12 months when stored in moderately cool conditions in the original packaging. The product is frost-

resistant down to -14 °C. Opened containers should be carefully and tightly resealed, and the contents should be used quickly. Containers should be allowed to come to room temperature before use.

### Substrate Preparation

All substrates being adhered to must be clean, free from dust, dirt, oil, grease, curing compounds, release agents, and other surface contaminants.

The surface being adhered to must also be sound and smooth in accordance with the relevant clauses of NZS/AS 1884:2013.

### Level Assessment

To achieve a true U3-level finish, you may need to use a levelling compound.

The level discrepancy will determine which levelling compound is needed. Assessments should follow guidelines from the "Floor NZ Best Practice Guidelines for Flooring".

### Best Practice Installation Guide

For all flooring installations, "Floor NZ Best Practice Guidelines for Flooring" should be followed.

These guidelines can be found at this link: <https://floornz.org.nz/technical-flooring-guidelines>

### General Guide

Issue	Explanation	Solution
For old, dry and flaky slabs	To seal and create a bonding surface for levelling compounds and adhesives	Concrete Primer
Small holes and patches	Up to 3mm	Fine Finish Compound
Medium holes and patches	2-25mm pits	Self Levelling Compound
Large holes and patches	1-80mm pits	Low Slump Levelling Compound



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### Application

The product should be installed according to the individual product installation guides. These can be found on our website [www.jacobsen.co.nz](http://www.jacobsen.co.nz).

### Completion

Check to ensure all components are installed correctly and in accordance with J-System product installation guides.

Complete the J-System installation record. Ensure the J-System Care and Maintenance information is available to the building owner.

The form can be completed by scanning the QR code at the top of this warranty document.

### What the J-System Warranty Covers

Our warranty covers the cost of repair or replacement of subfloor preparation materials and the floor covering itself (based on the square meterage of the defective portion of the floor due to a breach of this warranty), as well as the fair market value of labour charges related to both, not exceeding the original installation cost.

No other associated special, incidental, or consequential damages or losses are covered, including but not limited to lost profits or business interruption.

Due to the batched nature of flooring, any repair or replacement of a localised area is not guaranteed to match the existing installation; such discrepancies are not covered under this warranty.

### Excluded from Warranty

All J-System warranties will be void if the above instructions are not followed. Jacobsen shall not be liable for damages caused by improper construction, installation, or application methods; lack of adhesion caused by the use of incompatible products; improper maintenance; Acts of God (such as hurricanes, flooding, earthquake, fire, or other natural disasters); or any other circumstances beyond our control.

This warranty assumes that all previous substrates and their materials have been supplied and installed according to industry standards.

Any deficiencies in site conditions, structural substrates, and adverse issues caused by remaining substrate preparation materials, remaining floor coverings, improperly prepared adhesive residues, and/or floor coatings will void this warranty. Substrate moisture and pH testing must be documented at the time of installation to support any potential claims against this warranty.

### Registration

All full system warranty will only be issued if the job has been registered with Jacobsen using our online registration portal.

It is important to register your project with Jacobsen to secure your Full System Warranty. Without proper registration through our online portal within three months of installation, this extensive coverage will not be issued. Registration ensures that we have accurate records of your project and allows us to provide you with the highest level of support and protection.

### Disclaimer

The technical details, recommendations, and other information in this data sheet are given in good faith and represent our best knowledge and experience at the time of printing. It is your responsibility to ensure our products are used and handled correctly and in accordance with applicable standards, instructions, recommendations, and intended uses. We reserve the right to update information without prior notice to reflect ongoing research and development.

Country-specific recommendations, based on local standards, codes of practice, building regulations, or industry guidelines, may affect specific installation recommendations. The supply of our products and services is also subject to certain terms, warranties, and exclusions, which may have been disclosed in prior dealings or are available upon request. You should familiarise yourself with them.

**Jacobsen®**

Talk to one of our experts, or visit our website:

0800 800 460 | [customer.services@jacobsen.co.nz](mailto:customer.services@jacobsen.co.nz) | [jacobsen.co.nz](http://jacobsen.co.nz)

