



**WE'VE GOT  
YOU COVERED.**

# XLAM limited warrants that XLAM XLT Structural Timber products (XLT), manufactured and/or supplied by XLAM, are fit-for-purpose for use in accordance with applicable building codes and standards (including NCC, NZBC or equivalent), and where applicable are supported by CodeMark certification.

Subject to being stored, handled, designed, specified, installed and maintained in accordance with this document and any other applicable instructions or requirements issued by XLAM (or approved distributors) at the date of purchase, XLT products will perform for the design life of the structure.

XLAM XLT products will be free from manufacturing defects in material and workmanship and will be supplied in accordance with the relevant Appearance Quality Description for each product.

## Product Descriptions

<b>Product Name</b>	The XLT product range includes (but is not limited to): XLT FLOOR, XLT SPAN, XLT BEAM, XLT CASSETTE, XLT BRACE, XLT PORTAL
<b>Description</b>	<p>XLAM XLT Structural Timber products (XLT) are a range of engineered laminated timber products designed to provide efficient, standardised structural solutions for residential and light commercial construction.</p> <p>XLT products are manufactured using finger-jointed, machine-graded radiata pine feedstock and are produced using processes aligned with established mass timber manufacturing methodologies.</p> <p>A detailed description of product properties, sizes, tolerances, treatments and applications is provided in individual product guidance literature, publicly available at <a href="http://www.xlam.co">www.xlam.co</a></p>

## Product Design & Application

Structural design of XLT products must be carried out in accordance with applicable building codes and standards, including the NCC, NZBC or equivalent.

Design must consider, where applicable:

- Structural performance
- Exposure and moisture conditions
- Durability requirements
- Fire performance
- Connection detailing
- Construction methodology

## Design Life

Design Life is defined as the period for which a building element is expected to fulfil its intended function.

XLT products are intended to perform for the design life of the structure, subject to:

- appropriate design and specification
- correct installation
- adequate protection during construction
- ongoing maintenance

## Warranty

XLAM warrants that XLT products (Warranted Products) will be free from defects in material and workmanship for a period of 12 months from the date of delivery to the Customer (Warranty Period).

The Customer must inspect all Warranted Products as soon as reasonably practicable following delivery.

Any claim must be:

- made promptly upon discovery of the defect; and
- submitted within the Warranty Period

XLAM must be given a reasonable opportunity to inspect the product prior to any repair or removal.

Where a defect is confirmed, XLAM may, at its sole discretion:

- repair the product;
- replace the product; or
- refund the purchase price

## Inspection & Damaged Products

All XLT products must be inspected prior to installation.

Products that are damaged, defective or otherwise compromised must not be installed.

Failure to inspect products prior to installation may void the Warranty.

## Voiding of Warranty

The Warranty will not apply where defects or damage arise from:

- Improper storage, handling or installation
- Excessive moisture exposure or inadequate protection
- Non-compliance with XLAM instructions or accepted building practice
- Unauthorised modification or misuse
- External factors outside XLAM's control, including abnormal environmental conditions

## Limitations of Liability

To the extent permitted by law:

- XLAM's liability is limited to repair, replacement or refund of the affected product
- XLAM is not liable for any indirect or consequential loss, including loss of profit, delay or project costs
- This Warranty applies only to the original purchaser and is not transferable

Nothing in this document excludes or limits rights available under applicable consumer law.

## Claims Process

To make a claim under this Warranty, the Customer must:

- Notify XLAM upon identification of a defect
- Provide proof of purchase or supply
- Provide project and installation details
- Allow access for inspection prior to any remedial work

Failure to comply with this process may void the Warranty.

## Storage, Handling & Installation Conditions

This Warranty applies only where products are stored, handled and installed appropriately.

In particular:

- Products must not be dropped, mishandled or overloaded prior to installation
- Products must be stored a minimum of 150mm above ground
- Protective wrapping must remain in place until immediately prior to installation
- Products must be protected from prolonged exposure to weather and moisture
- Temporary protection systems must be maintained within their specified limits
- Site modifications must be carried out in accordance with XLAM guidance
- Any exposed treated surfaces must be re-treated and sealed as required

## Durability

XLT Span, Beam, Cassette, Brace & Portal are designed for use as primary structural elements and are intended to achieve a minimum 50-year design life, in accordance with the durability requirements of applicable building codes, including the NCC and NZBC.

Durability is dependent on:

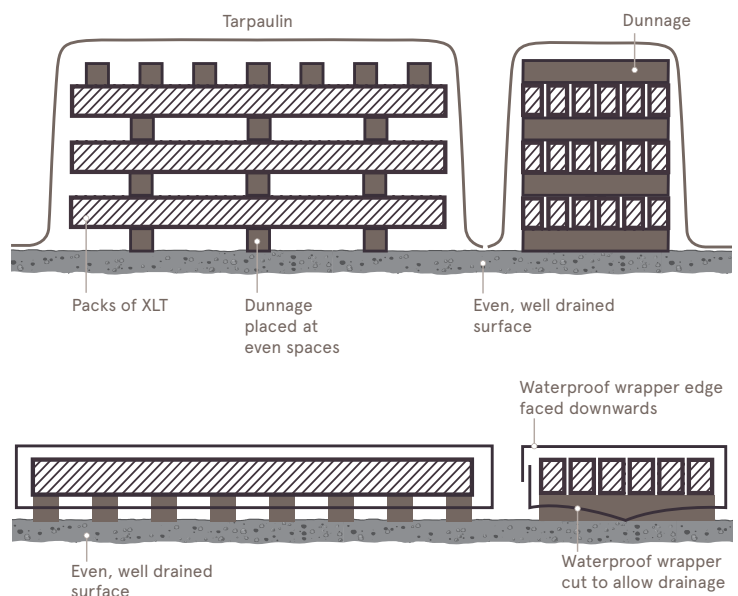
- appropriate design for exposure conditions
- correct detailing and moisture management
- proper installation and protection during construction
- ongoing maintenance

## Quality Assurance

XLAM operates a comprehensive Quality Assurance framework across the manufacture of XLT products, including:

- Raw material selection and verification
- Lamination and bonding processes
- Manufacturing tolerances and finishing
- Quality testing and verification
- Handling, transport and site protection requirements

This ensures consistent product quality and structural performance.



XLAM Limited

ABN 96 605 018 399

For technical support, product information or warranty claims, please contact your local XLAM representative.

[www.xlam.co](http://www.xlam.co)

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