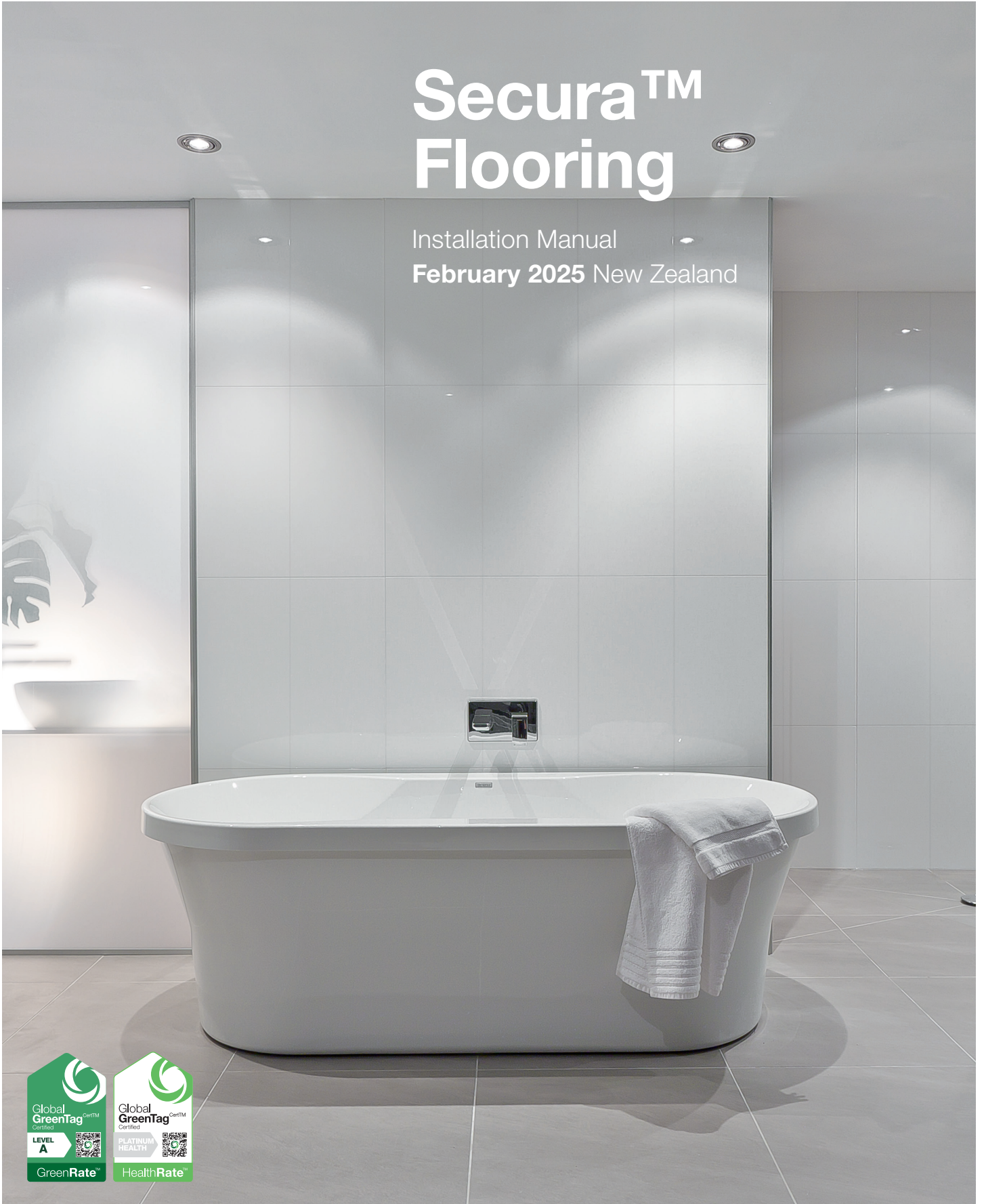
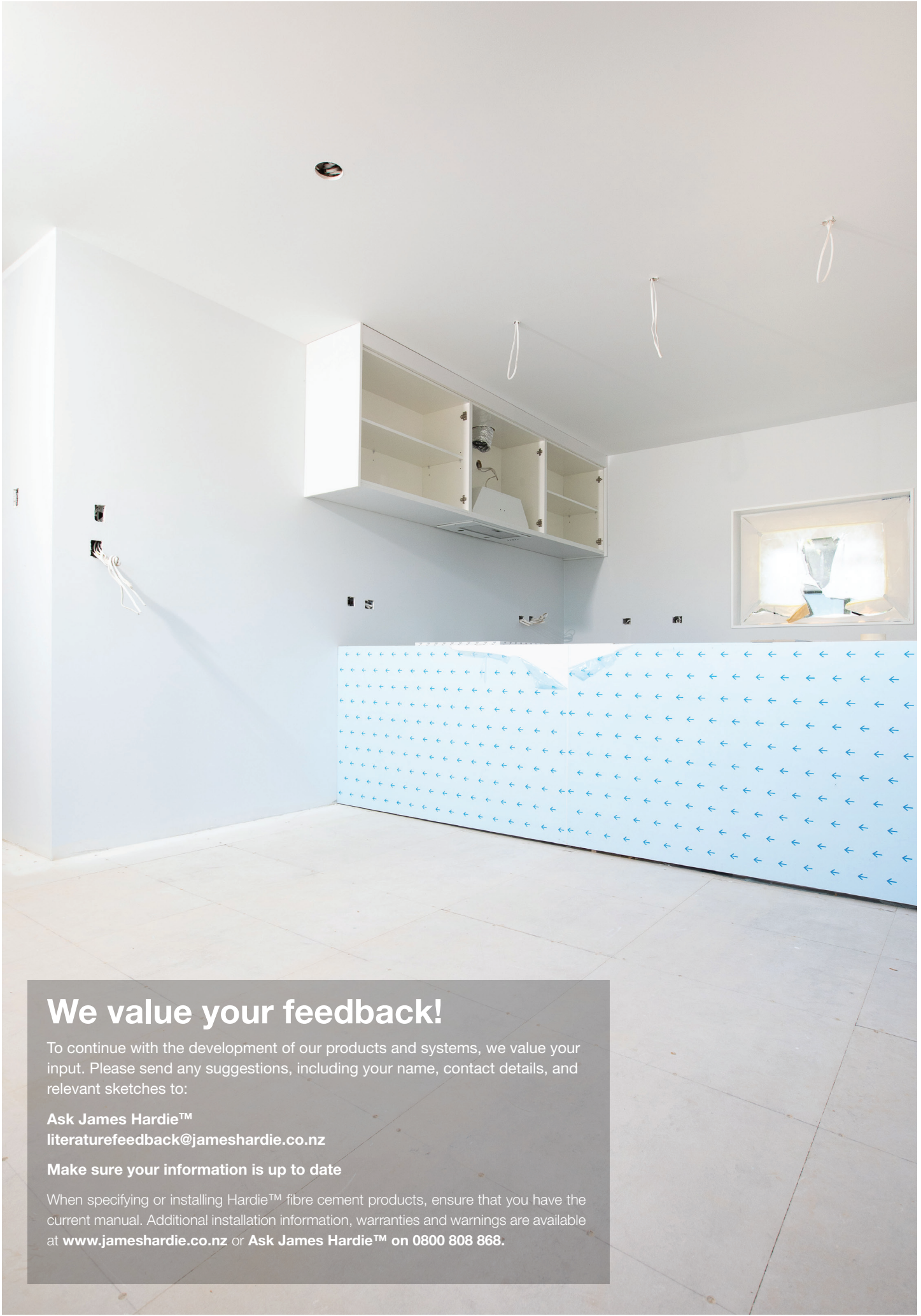


# Secura™ Flooring

Installation Manual  
February 2025 New Zealand







## We value your feedback!

To continue with the development of our products and systems, we value your input. Please send any suggestions, including your name, contact details, and relevant sketches to:

**Ask James Hardie™**  
[literaturefeedback@jameshardie.co.nz](mailto:literaturefeedback@jameshardie.co.nz)

**Make sure your information is up to date**

When specifying or installing Hardie™ fibre cement products, ensure that you have the current manual. Additional installation information, warranties and warnings are available at [www.jameshardie.co.nz](http://www.jameshardie.co.nz) or **Ask James Hardie™ on 0800 808 868.**

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# 1 Introduction

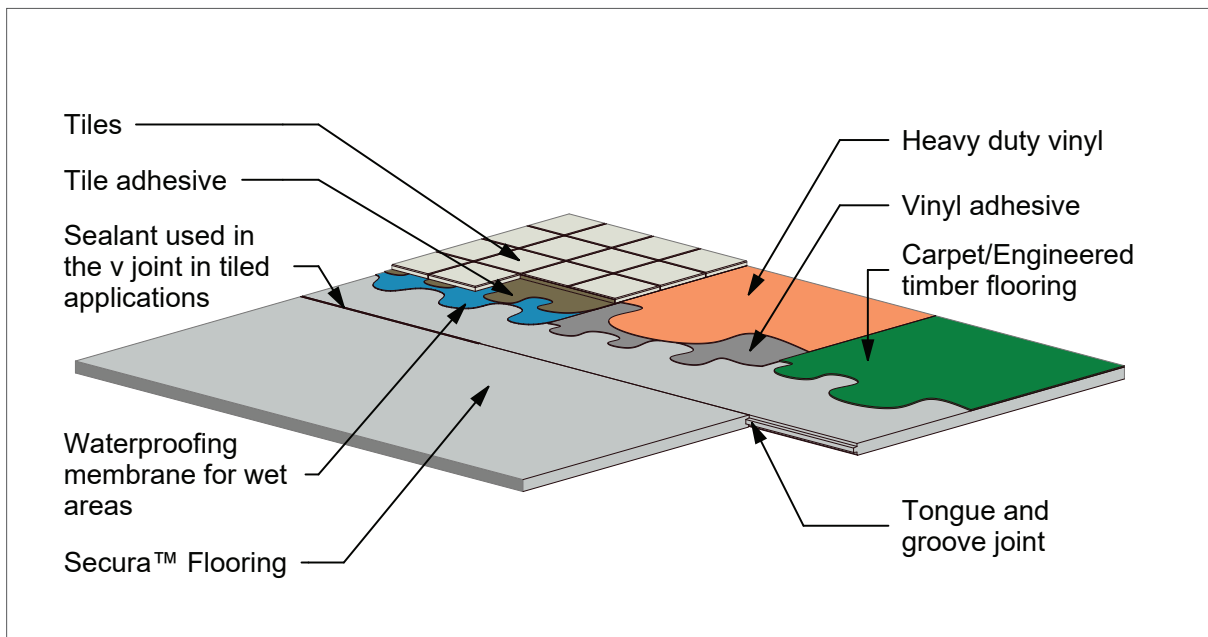
Secura™ Flooring is an ideal substrate for use in internal dry or wet floor applications. Secura™ Flooring provides a durable, stable and moisture resistant substrate that suits the direct application of ceramic floor tiles, vinyl, engineered timber flooring or carpet etc.

Secura™ Flooring is manufactured using James Hardie's unique advanced lightweight fibre cement composite technology, making it easier to cut and gun nail.

Secura™ Flooring is a 19mm thick structural tongue and groove flooring which is an alternative to timber, particle board or plywood flooring. The tongue and groove along the long edges of Secura™ Flooring makes the installation process quicker and easier.

The 19mm thickness of Secura™ Flooring with tongue and groove joining means Secura™ Flooring is suitable for use with other 19mm flooring products on the market. The low density formulation with a sealer application on all six sides makes it suitable for use in wet and dry areas. Tiles and heavy grade vinyl linings can be directly fixed to this substrate without the need for an underlay sheet.

The specifier or other responsible party for the project must ensure the information and details in this manual are appropriate for the intended application and specific design and detailing is undertaken for areas which fall outside the scope of this documentation. This manual must be read in conjunction with the New Zealand Building Code (NZBC) and other relevant standards/regulations relating to wet/dry area construction.

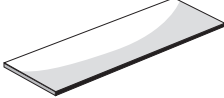
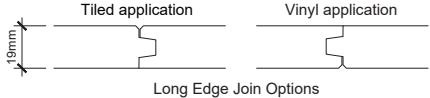


**Note:** Secura™ Flooring is not suitable for exterior flooring applications.

## 1.1 Scope

This installation manual for Secura™ Flooring is suitable for use in buildings within the scope of the NZS 3604 or, for use in buildings covered under SED up to a concentrated load of 2.7kN.

**Table 1**

Product information			
Product	Description	Size (mm)	Code
	<p>Secura™ Flooring - A structural flooring suitable for use in interior dry/wet area application.</p> <p>Long edges have a tongue and groove for easy jointing across the joists.</p> <div style="text-align: center;">  <p>Long Edge Join Options</p> </div> <p><b>Tiled applications:</b> Install sheet with label 'This side UP for Tiles' facing up</p> <p><b>Vinyl or Carpet applications:</b> Install sheet with label 'This side UP for Vinyl' facing UP</p>	2400 x 600	<b>405574</b>



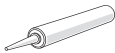
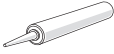





**Note:** All dimensions provided are approximate only and subject to manufacturing tolerances

**Table 2**

Accessories supplied by James Hardie		
Accessories	Description	Code
	<p><b>Hardie™ Blade Saw Blade</b> Hardie™ Blade Saw Blade 184mm diameter Used to cut Secura™ Flooring</p>	<b>300660</b>

## Accessories not supplied by James Hardie

James Hardie recommends the following products for use in conjunction with its flooring products. James Hardie does not supply these products and does not provide a warranty for their use. Please contact the component manufacturer for information on their warranties and further information on their products.

Accessories	Description	Accessories	Description
	<b>Backing rod</b> PEF backing rod to be used with sealant in control joints.		<b>Waterproofing membrane</b> Used over the Secura™ Flooring in wet areas. Use the recommended products and applications. Refer to Table 4.
	<b>Sealant</b> Sealant used in v joint in tiled applications, Ensure the sealant is compatible with the waterproofing membrane system selected.		<b>Adhesive</b> Adhesive used over joists prior to installation of Secura™ Flooring. Bostik® Seal 'n' Flex™ 1 Sika® Sikaflex® 11FC Bostik® No More Nails® Gorilla Grip®
	<b>Level/straight edge</b> For checking straightness of underlying flooring.		<b>Screws for timber</b> 10g x 40mm wood thread self embedding screws.
	<b>Paslode® Impulse FrameMaster</b> or <b>Paslode® Pneumatic Nailer</b>		<b>Screws for steel</b> 8-10g x 40-45mm wing tek min. class 3 coating.
			50 x 2.87mm stainless steel ring RounDrive nail  50 x 2.87mm Dekfast® hot dip galvanised RounDrive nail

# 2 Safe working practices

## **WARNING - DO NOT BREATHE DUST AND CUT ONLY IN WELL VENTILATED AREA**

**James Hardie products contain sand, a source of respirable crystalline silica. May cause cancer if dust from product is inhaled. Causes damage to lungs and respiratory system through prolonged or repeated inhalation of dust from product.**

Intact fibre cement products are not expected to result in any adverse toxic effects. The hazard associated with fibre cement arises from the respirable crystalline silica present in dust generated by activities such as cutting, rebating, drilling, routing, sawing, crushing, or otherwise abrading fibre cement, and when cleaning up, disposing of or moving dust.

When doing any of these activities in a manner that generates dust, follow James Hardie instructions and best practices to reduce or limit the release of dust.

If using a dust mask or respirator, use an AS/NZS 1716 P1 filter and refer to Australian/New Zealand Standard 1715:2009 Selection, Use and Maintenance of Respiratory Protective Equipment for more extensive guidance and more options for selecting respirators for workplaces. For further information, refer to our installation instructions and Safety Data Sheets available at [www.jameshardie.co.nz](http://www.jameshardie.co.nz).

## **FAILURE TO ADHERE TO OUR WARNINGS, SAFETY DATA SHEETS, AND INSTALLATION INSTRUCTIONS MAY LEAD TO SERIOUS PERSONAL INJURY OR DEATH.**

### **Crystalline Silica is**

- Commonly known as sand or quartz
- Found in many building products e.g. concrete, bricks, grout, wallboard, ceramic tiles, and all fibre cement materials

### **Why is Crystalline Silica a health hazard?**

- Silica can be breathed deep into the lungs when present in the air as a very fine (respirable) dust
- Exposure to silica dust without taking the appropriate safety measures to minimise the amount being breathed in, can lead to a potentially fatal lung disease – silicosis – and has also been linked with other diseases including cancer. Some studies suggest that smoking may increase these risks
- The most hazardous dust is the dust you cannot see!

### **When is Crystalline Silica a health hazard?**

- It's dangerous to health if safety protocols to control dust are not followed when cutting, drilling or rebating a product containing crystalline silica and when cleaning up
- Products containing silica are harmless if intact (e.g. an un-cut sheet of wall board)



## **Avoid breathing in crystalline silica dust**

### **Safe working practices**

- ✗ NEVER use a power saw indoors or in a poorly ventilated area
- ✗ NEVER dry sweep
- ✓ ALWAYS use M Class or higher vacuum or damp down dust before sweeping up
- ✗ NEVER use grinders
- ✓ ALWAYS use a dust reducing circular saw equipped with a sawblade specifically designed to minimise dust creation when cutting fibre cement – preferably a sawblade that carries the Hardie™ Blade logo or one with at least equivalent performance – connected to an M Class or higher vacuum
- ✓ Before cutting warn others in the area to avoid dust
- ✓ ALWAYS follow tool manufacturers' safety recommendations
- ✓ ALWAYS expose only the minimum required depth of blade for the thickness of fibre cement to be cut
- ✓ ALWAYS wear a properly-fitted, approved dust mask or respirator P1 or higher in accordance with applicable government regulations and manufacturer instructions
- ✓ Consider rotating personnel across cutting tasks to further limit respirable silica exposures.

### **When cutting Secura™ Flooring**

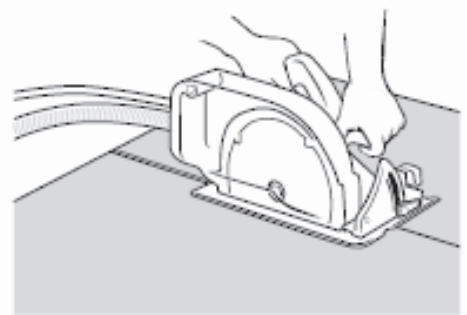
- ✓ Work outdoors only
- ✓ Make sure you work in a well ventilated area
- ✓ Position cutting station so wind will blow dust away from yourself and others in the working area
- ✓ Rotate employees across cutting task over duration of shift
- ✓ Cut products with a Hardie™ Blade Saw Blade (or equivalent) and a dust reducing circular saw connected to a M Class or higher vacuum
- ✓ When sawing, sanding, rebating, drilling or machining fibre cement products, always:
  - Wear your P1 or higher (correctly fitted in accordance with manufacturers' instructions), ask others to do the same.
  - Keep persons on site at least 2 metres and as far as practicable away from the cutting station while the saw is in operation.
  - If you are not clean shaven, then use a powered air respirator with a loose fitting head top
  - Wear safety glasses
  - Wear hearing protection
  - When others are close by, ask them to do the same
- ✓ Make sure you clean up BUT never dry sweep. Always hose down with water/wet wipe or use an M Class or higher vacuum



## Working Instructions

### Hardie™ Blade Saw Blade

The Hardie™ Blade Saw Blade used with a dust-reducing saw is ideal for fast, clean cutting of James Hardie fibre cement products. A dust-reducing saw uses a dust collector connected to a M Class or higher vacuum. When sawing, clamp a straight edge to the sheet as a guide and run the saw base plate along the straight edge when making the cut.



### Hole-Forming

#### For smooth clean cut circular holes:

- Mark the centre of the hole on the sheet
- Pre-drill a 'pilot' hole
- Using the pilot hole as a guide, cut the hole to the appropriate diameter with a hole saw fitted to a heavy duty electric drill



#### For irregular holes:

- Small rectangular or circular holes can be cut by drilling a series of small holes around the perimeter of the hole then tapping out the waste piece from the sheet face
- Tap carefully to avoid damage to sheets, ensuring that the sheet edges are properly supported

## 2.1 Storage and delivery

Keeping products and people safe

### Off loading

- James Hardie products should be off-loaded carefully by hand or by forklift
- James Hardie products should not be rolled or dumped off a truck during the delivery to the jobsite

### Storage

James Hardie products should be stored:

- ✓ In their original packaging
- ✓ Under cover where possible or otherwise protected with a waterproof covering to keep products dry
- ✓ Off the ground – either on a pallet or adequately supported on timber or other spacers
- ✓ Flat so as to minimise bending

James Hardie products must not be stored:

- ✗ Directly on the ground
- ✗ In the open air exposed to the elements

**James Hardie is not responsible for damage due to improper storage and handling.**

## **2.2 Tips for safe and easy handling of Secura™ Flooring**

- ✓ Carry with two people
- ✓ Hold near each end and on edge
- ✓ Exercise care when handling sheet products to avoid damaging the edges/corners

# 3 Compliance

Secura™ Flooring when installed in accordance with this installation manual and the conditions in BRANZ Appraisal No. 850 (2025) complies with the requirements of the NZBC.

Please refer to [www.branz.co.nz](http://www.branz.co.nz) or [www.jameshardie.co.nz](http://www.jameshardie.co.nz) for a copy of the certificate.



Secura™ Flooring also has a CodeMark certificate CMNZ30181 revision A confirming its compliance with the requirements of the NZBC.



# 4 Design

## 4.1 General

The frame construction must be carried out in accordance with the relevant building regulations and standards.

Prior to installation of Secura™ Flooring, ensure the supporting framing is suitable and is in accordance with this manual.

A waterproofing membrane must be applied over the Secura™ Flooring in internal wet areas prior to the installation of tiles.

## 4.2 Loading Consideration

Secura™ Flooring installed in accordance with this installation manual is suitable for wet or dry areas of building within the scope of the NZS 3604 or buildings covered by SED.

It can withstand loadings specified under domestic and residential activities of Table 3.1, (Category A) of the AS/NZS 1170.1 'Structural Design Actions – Permanent, Imposed and Other Actions'.

For higher loading applications Hardie™ Panel Compressed Sheet by James Hardie shall be used. Refer to the Flooring Installation Manual by James Hardie.

- If in doubt, contact your builder, designer or engineer or Ask James Hardie™ 0800 808 868.
- Secura™ Flooring must NOT be used on concrete slabs. To build up height of concrete, purpose-made concrete levelling compounds are more suitable
- For tiling over internal walls use Villaboard™ Lining

## 4.3 Framing

### 4.3.1 Timber frame

Timber floor joists must either be in accordance with the NZS 3604: 'Timber-framed Buildings' or as per SED considering the loading specified in the AS/NZS 1170 'Structural Design Actions' as per Section 4.2 of this manual.

Floor joists must be 45mm minimum wide. The joist and fixing spacing must not exceed those given in Table 3.

**Table 3**

Joist Spacing centres (maximum)	Fastener maximum spacing centres
400mm	200mm. Refer to Figure 2

For further timber treatment and allowable moisture content information refer to the NZS 3602 'Timber and Wood-Based Products for use in Buildings' and the NZS 3640 'Chemical Preservation of Round Sawn Timber' for minimum timber treatment selection and treatment requirements. Also refer to framing manufacturer's literature for further guidance on timber selection. Framing must be protected from moisture on site in accordance with the recommendations of the framing manufacturers.

### 4.3.2 Steel Frame

Steel frame to be in accordance with steel frame building guidance documents published by NASH or SED. Refer to [www.nash.org.nz](http://www.nash.org.nz) for more info.

## 4.4 Sub Floor Ventilation

Check that adequate ventilation exists under all framed floors (especially new floors) and that the sub floor area is free from dampness. Refer to the NZS 3604 for ventilation requirements.

## 4.5 Fastener Durability

Fasteners must meet the minimum durability requirements of the NZBC.

Contact fastener manufacturers/suppliers for more information.

# 5 Installation

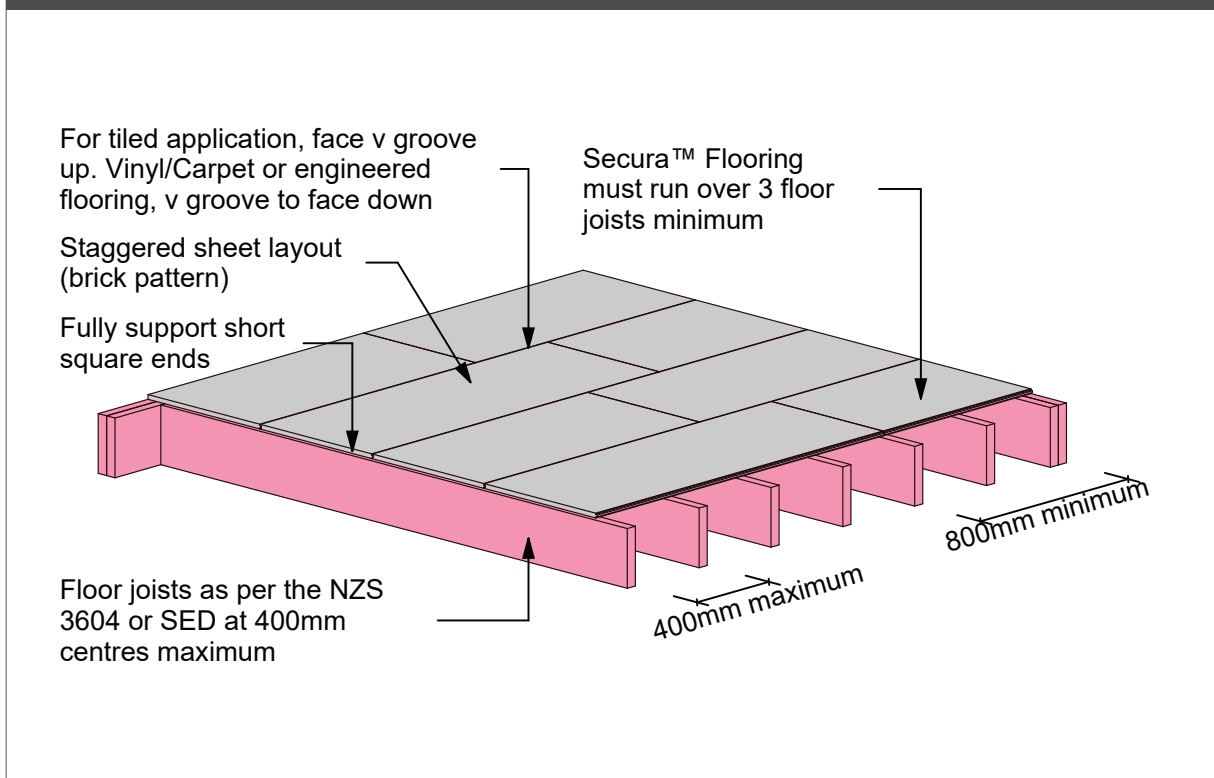
For floor joist spacing and sizes refer to Section 4.

## 5.1 Secura™ Flooring Layout

Secura™ Flooring must always be installed across the floor joists with short sheet edges fully supported over joists. Secura™ Flooring must be laid in staggered pattern. See Figure 1. No blocking is required under the tongue and groove joints.

When using the site cut sheet pieces, the minimum length of the cut sheet to be used must be 800mm or more and minimum width to be 200mm.

**Figure 1: Sheet layout - tile and vinyl**



The sheets are laid in a staggered pattern. Ensure the sheets are facing the correct way down depending on the final finish ie. tiles or vinyl.

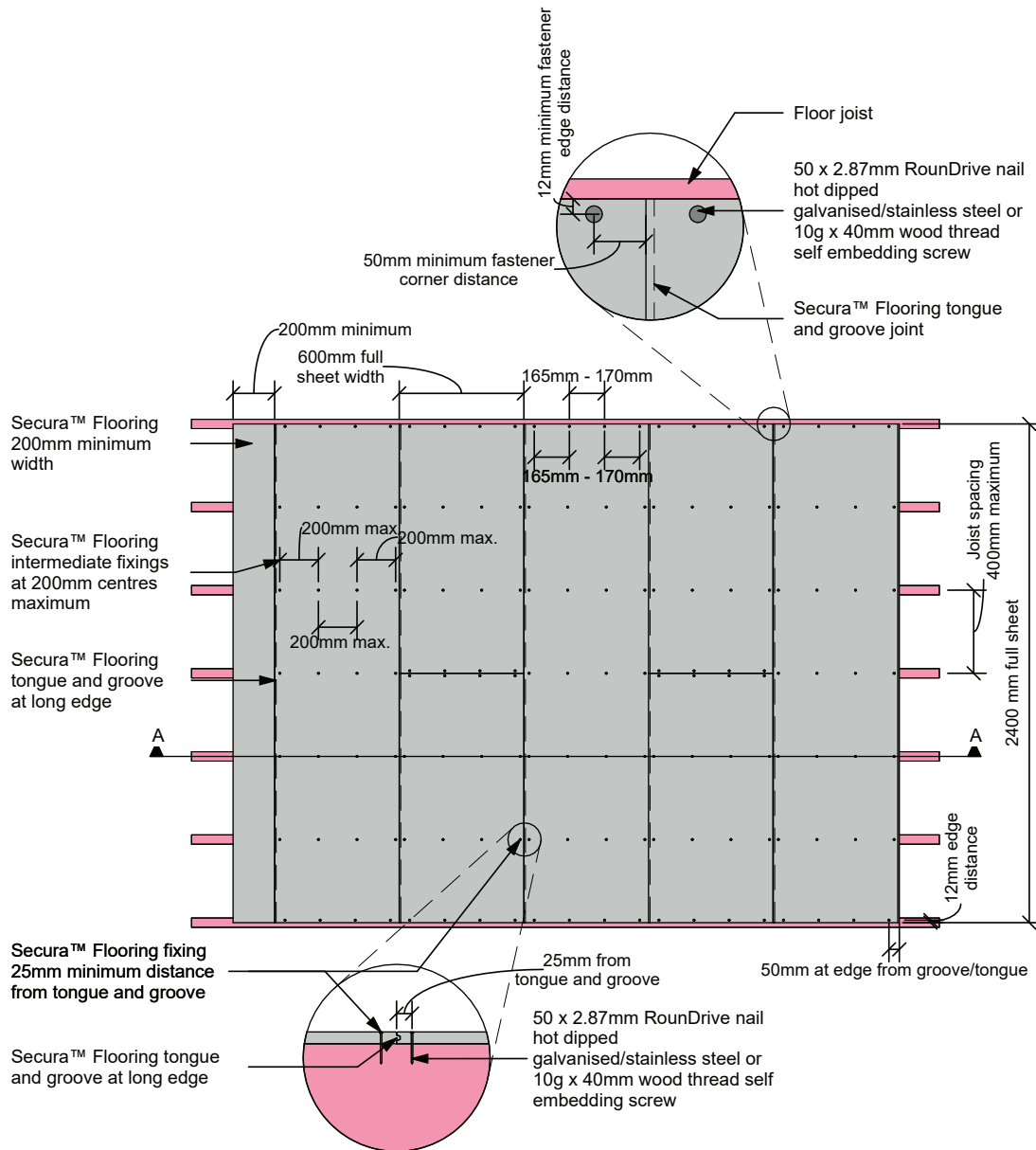
**Note:**

1. Install sheet with label 'This side UP for tiles' facing up.
2. Install sheet with label 'This side UP for vinyl' facing up.

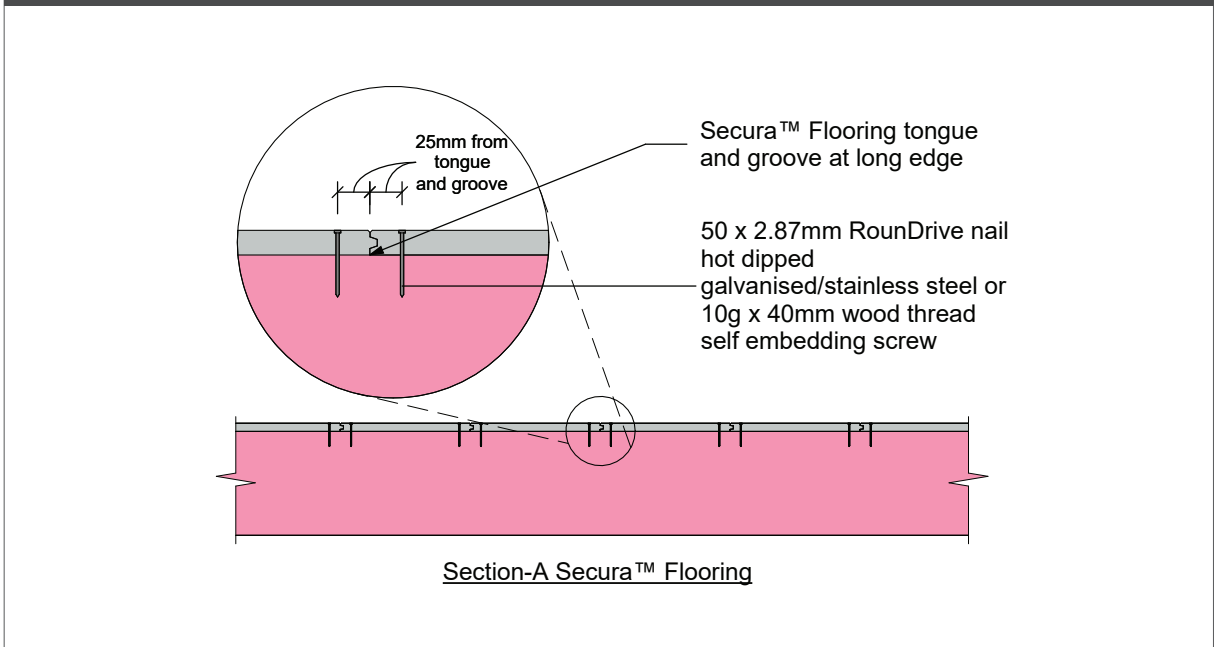
Being 19mm thick, Secura™ Flooring can easily be combined with other traditional particle board or plywood flooring substrates.



**Figure 2: Fastener layout**



**Figure 3: Fastener Section A through floor joist**

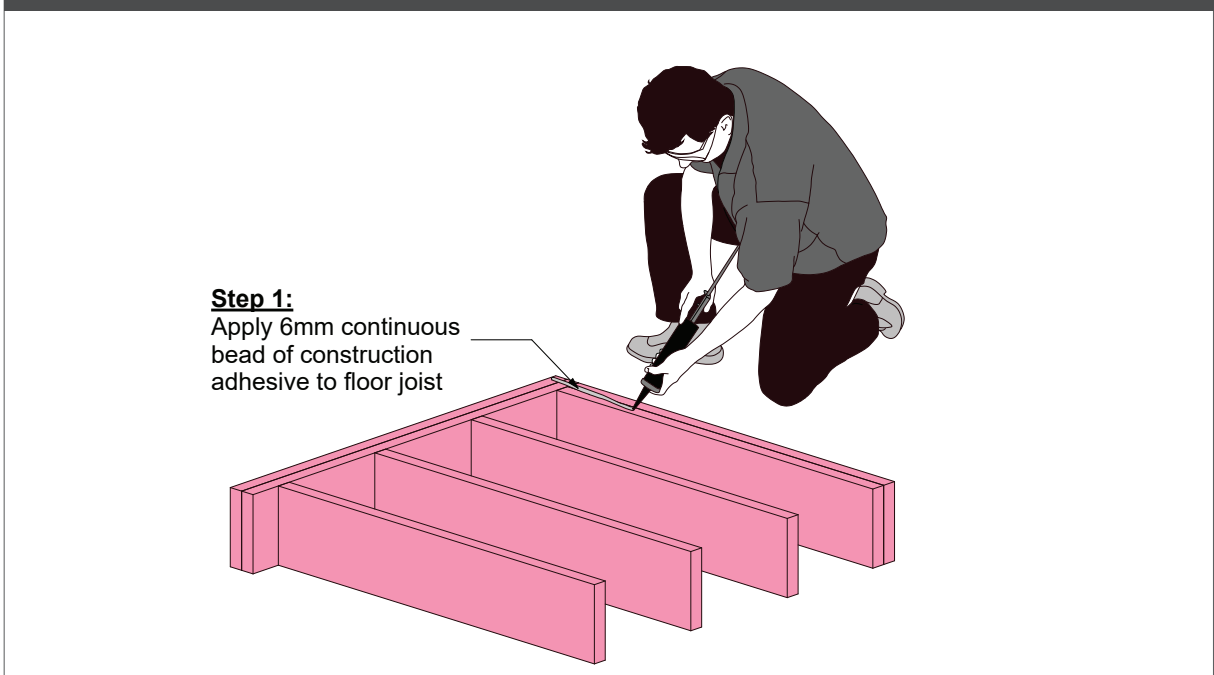


## 5.2 Installation Steps

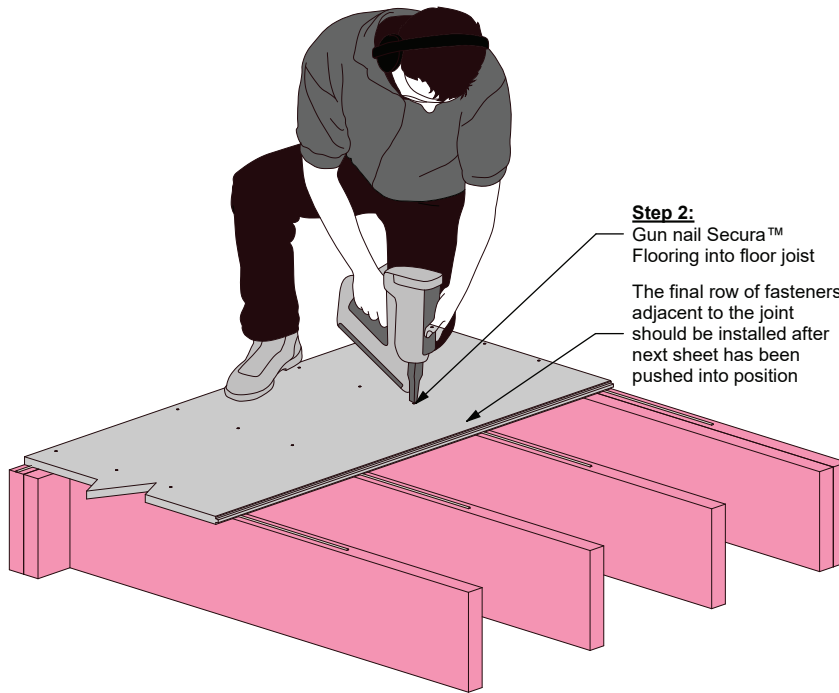
The sheet is multi-purpose and depending on the finish, ensure sheet is laid with correct face upwards for the final desired finish.

The Secura™ Flooring must not be exposed to exterior elements for more than 90 days.

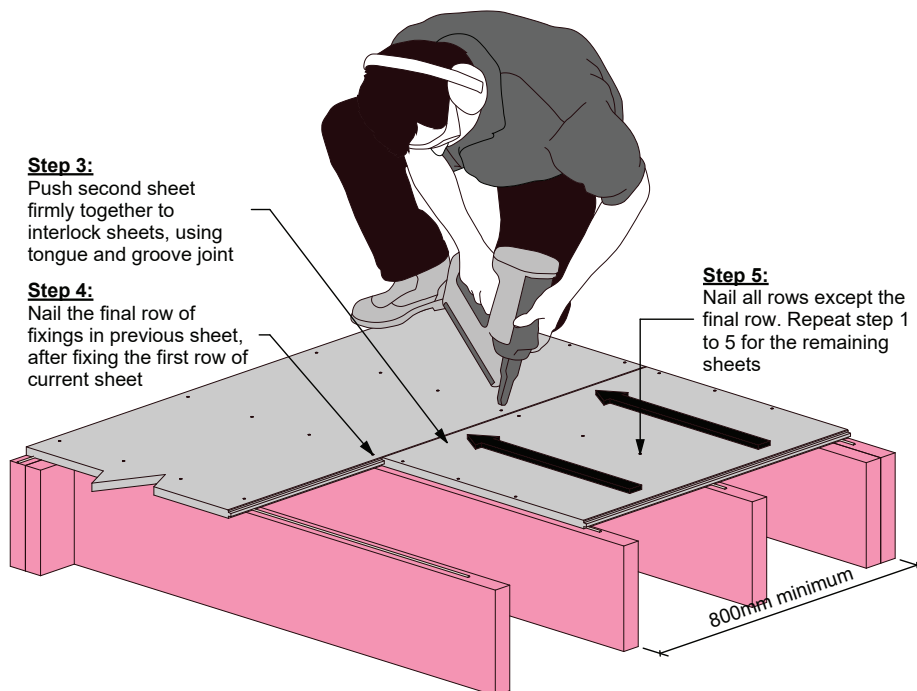
**Figure 4: Construction adhesive**



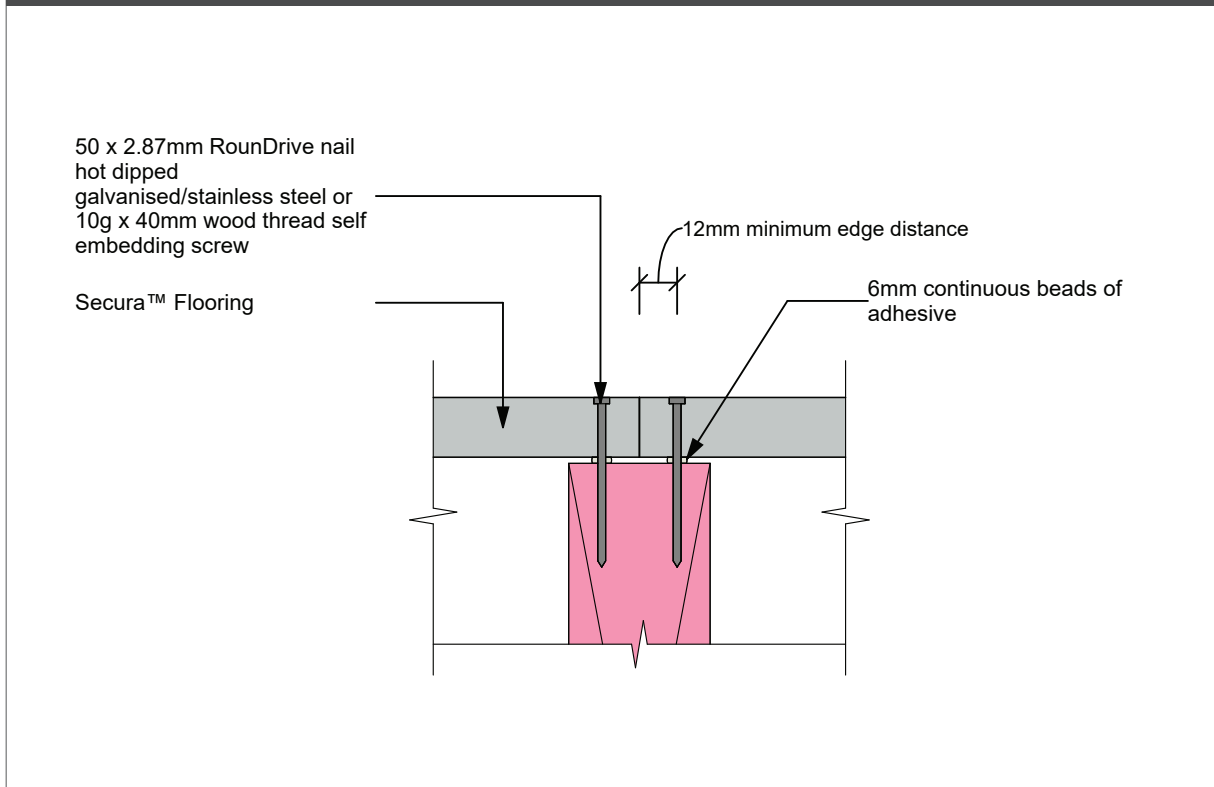
**Figure 5: Fixing first panel**



**Figure 6: Nailing second panel**



**Figure 7: Butt joint internal dry/wet areas vinyl/carpet/tiled floor**



## 5.3 Wet Area Installation

Secura™ Flooring is an ideal substrate for use in wet area or water splash zone applications.

A water proofing membrane must be used over Secura™ Flooring when used in wet area applications e.g. showers.

### 5.3.1 Tiled Floors Control Joint

A control joint through the Secura™ Flooring and the tiles is required where the dimension along the long sheet edge exceed 4800mm or where there is an existing structural joint. Position joints symmetrically about the centre of the floor as shown in Figure 8. Additional control joints in the tiles may be required, refer to the current Good Tiling Practice Guide by BRANZ for more information available at [www.branz.co.nz](http://www.branz.co.nz).

Fixings to be 50 x 2.87mm RounDrive nails or 10g x 40mm wood thread self embedding screw at 200mm maximum centres. Refer Table 3.

Also provide control joints where there are changes of direction, such as an L-shaped room, and at doorways where the tiled surface is carried through to the next room as shown in Figure 9.

Place a 6-8mm diameter polyethylene backing rod in the bottom of the joint between the sheets and fill the joint with a suitable flexible sealant. All square edges must be fully supported as per Figure 10.

It is important that the control joints be carried through to the top of the floor surface i.e. they should NOT BE COVERED OVER by tiles.

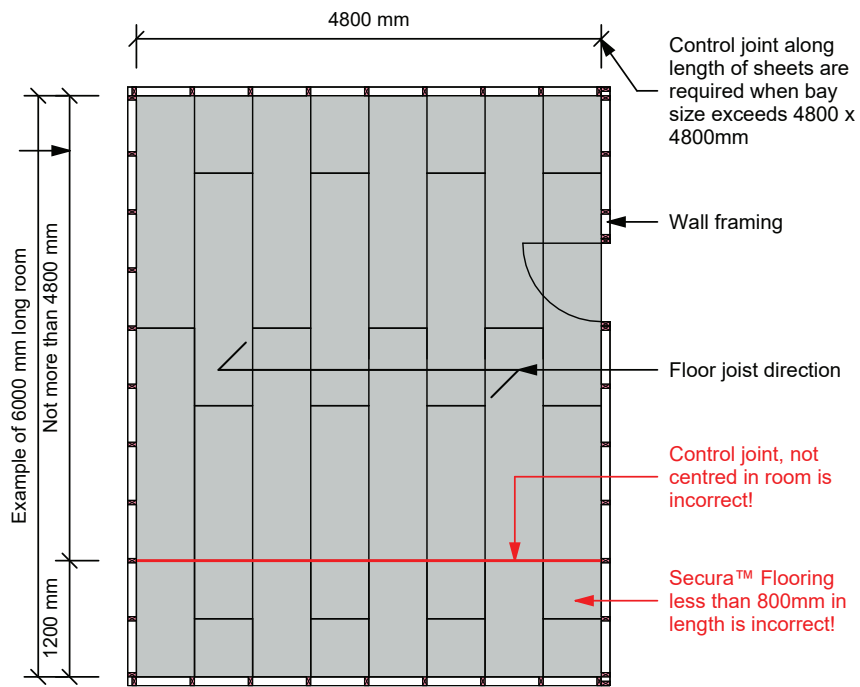
#### Note:

1. No control joints are required in the flooring sheets when finishing with vinyl/carpet unless there is an existing structural joint or otherwise specified by relevant code and regulation.
2. Check with engineered timber floor manufacturer for the control joint requirements for their installation

**Figure 8: Control joint layout**

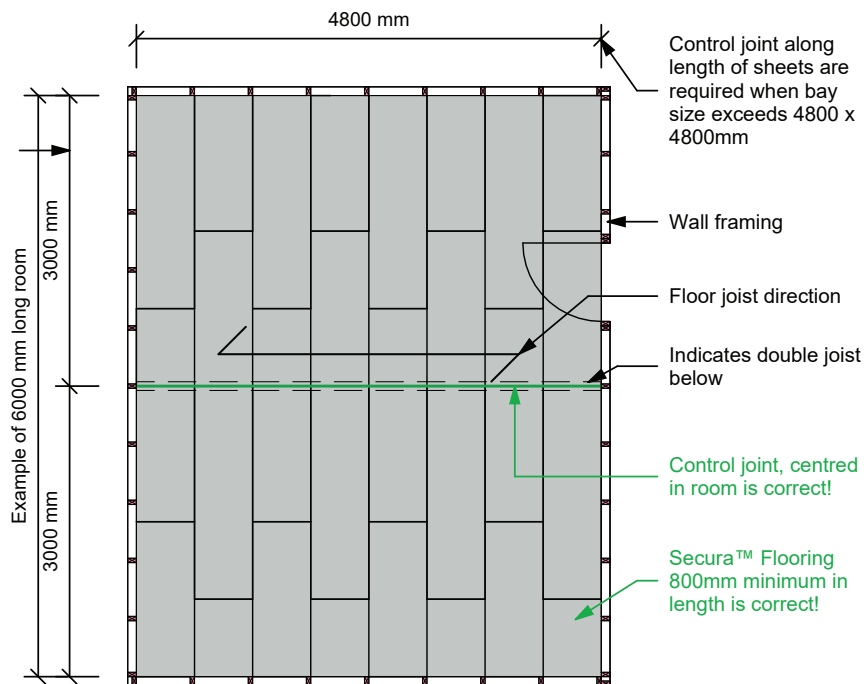
Control joints in tiles and Secura™ Flooring are required where floor dimensions exceed 4800mm in the long sheet direction

**X**  
(INCORRECT)



Control joints in tiles and Secura™ Flooring are required where floor dimensions exceed 4800mm in the long sheet direction

**✓**  
(CORRECT)



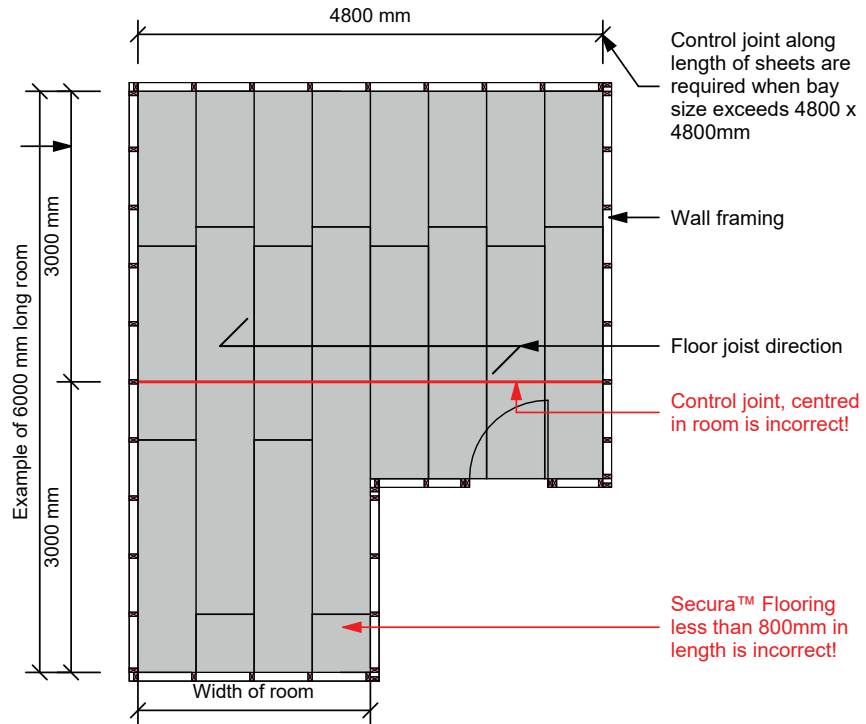


**Figure 9: L shaped room**

Control joints in tiles and Secura™ Flooring are required where floor dimensions exceed 4800mm in the long sheet direction



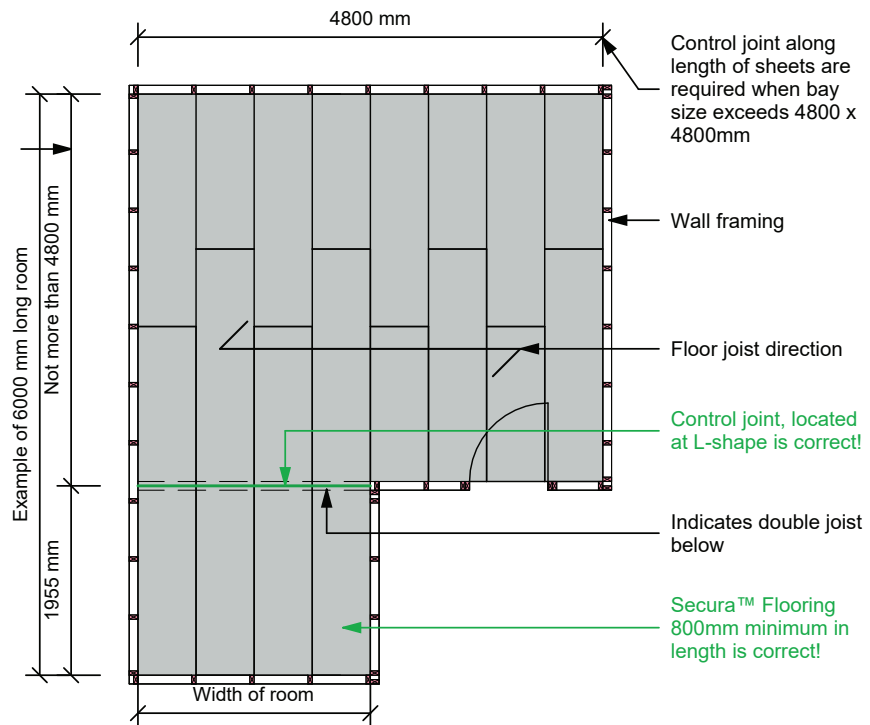
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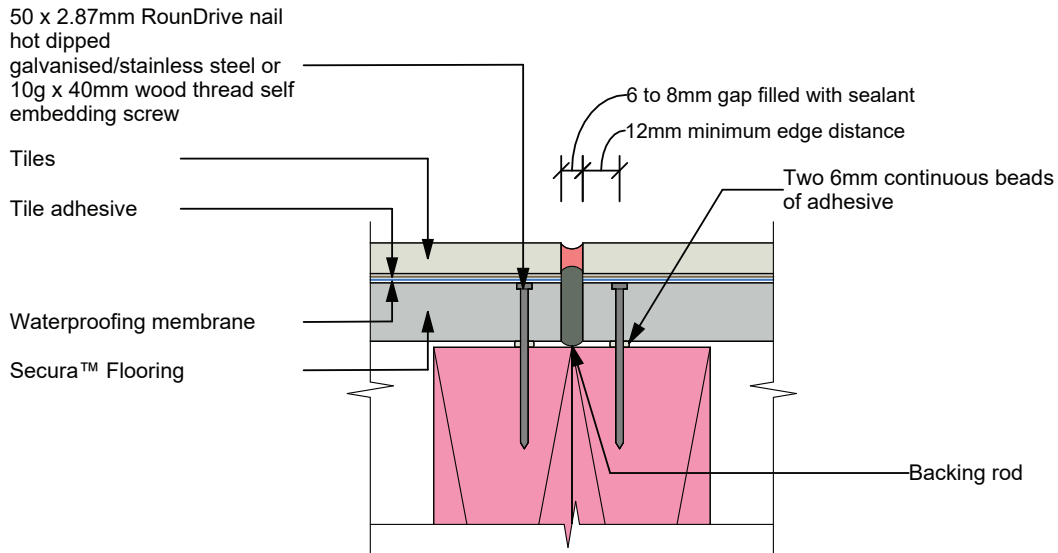
Control joints in tiles and Secura™ Flooring are required where floor dimensions exceed 4800mm in the long sheet direction



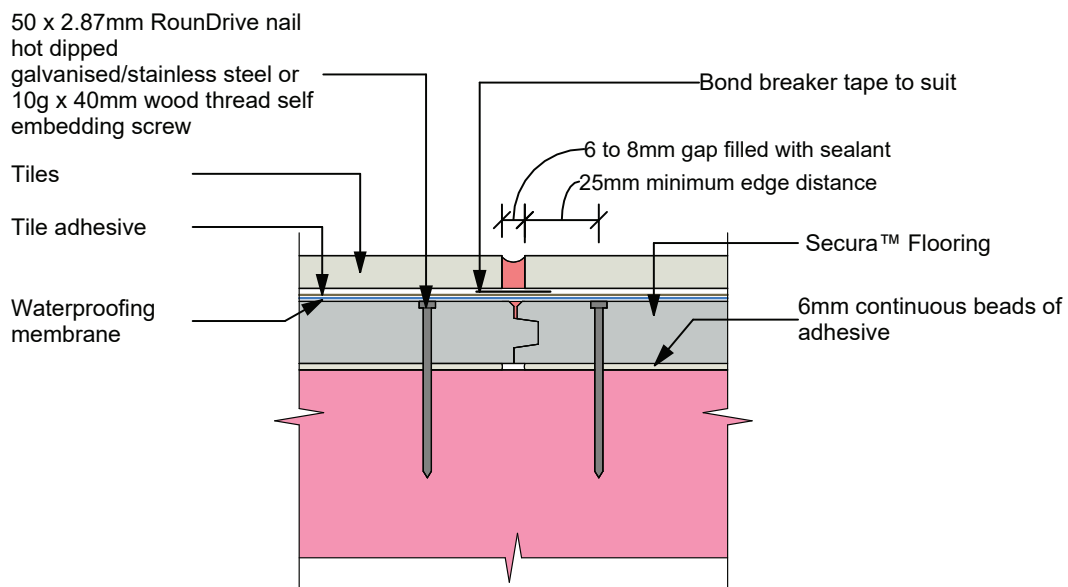
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**Figure 10: Control joint**



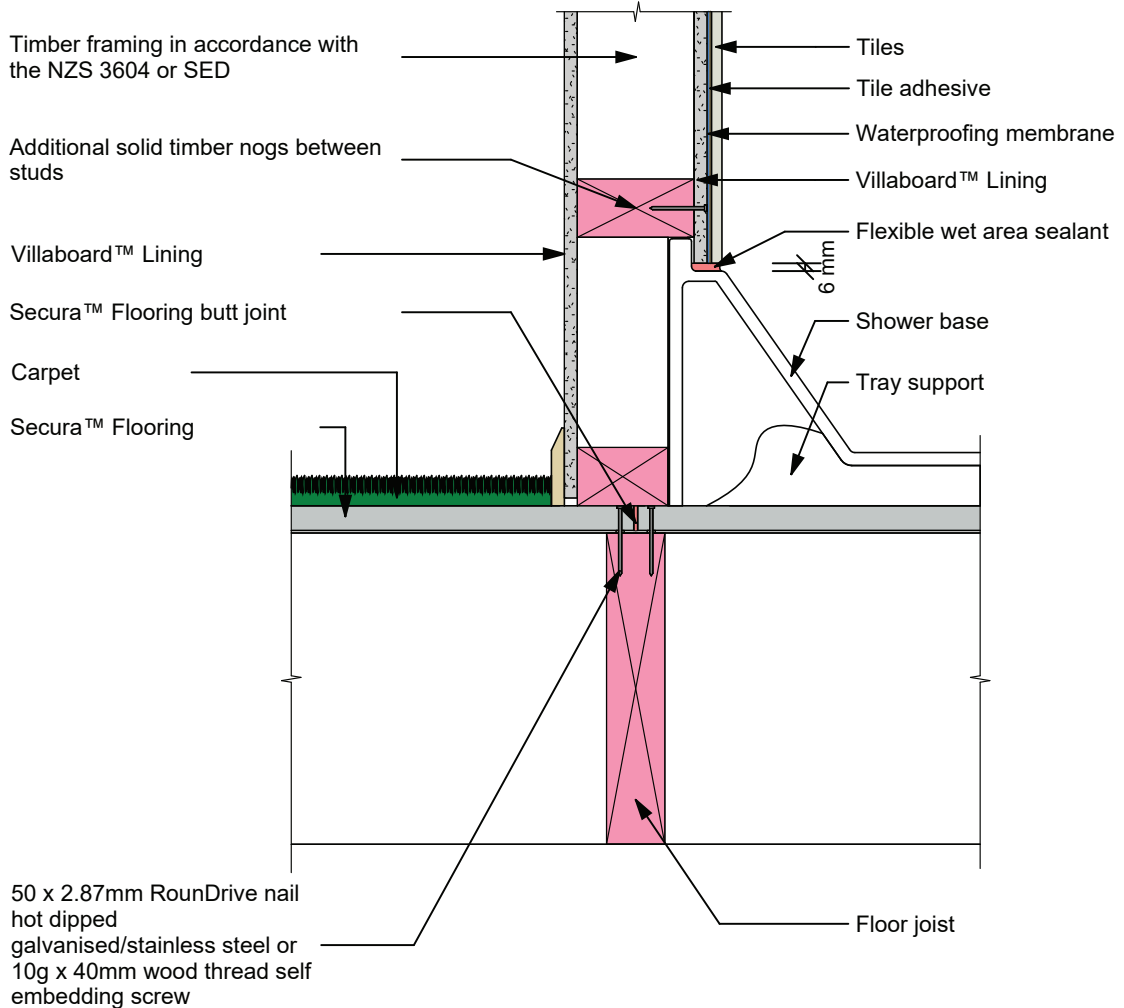
**Figure 11: Tile control joint over tongue and groove joint**



### 5.3.2 Preformed Trays and Bases

Preformed trays and bases must be installed to manufacturer's instructions.

**Figure 12: Preformed tray detail for Villaboard™ Lining to be tiled**



### 5.3.3 Waterproofing Membrane

All Secura™ Flooring under showers (wet areas) must be waterproofed prior to tiling. Refer to clause E3 Internal Moisture of the NZBC and the AS 3740 for further guidance regarding the definition of wet areas.

All sheet fixing must be completed as per this installation manual before the primer and the waterproofing membrane is applied.

Ensure the sheet is dry and free from surface dust and dirt before applying the primer.

The primer and waterproof membrane can be applied directly over the flush nail or screw heads. Ensure compatibility of sealants with waterproofing membranes.

Only BRANZ appraised waterproofing membranes are recommended for use with Secura™ Flooring. Follow the manufacturer's instructions for coverage areas, and specific instructions. For suitable Waterproofing Manufacturers refer to Table 4.

Prime sheet and apply coat of selected waterproof membrane with associated mesh as per waterproof manufacturers' recommendations.

Waterproofing membranes must be applied in accordance with their manufacturer's requirements.

**Table 4**

Recommended Waterproofing Membrane Suppliers
Dampfix® 3 water proofing membrane from Bostik®
Mapegum WPS and Mapelastic Smart from Mapei NZ Ltd
Superflex™ Wet Area Membranes from Ardex® NZ Ltd
Sika® Interior Water Proofing Membranes from Sika® NZ Ltd
Gripset 38® and Gripset2P® from Waterproofing Systems Ltd

For product warranty and coverage information of the selected waterproof membrane refer to manufacturer's recommendations.

**Note:** Refer to the AS 3740 for further guidance on waterproofing requirements.

## 5.4 Screeds

Where the application requires the flooring to have falls created, a mortar bed screed may be used. The surface of the flooring must be thoroughly clean and dry prior to applying the primers/screed as per manufacturer's instructions. To prevent cracking of floor tiles, the mortar bed must be reinforced over all joints in flooring sheets.

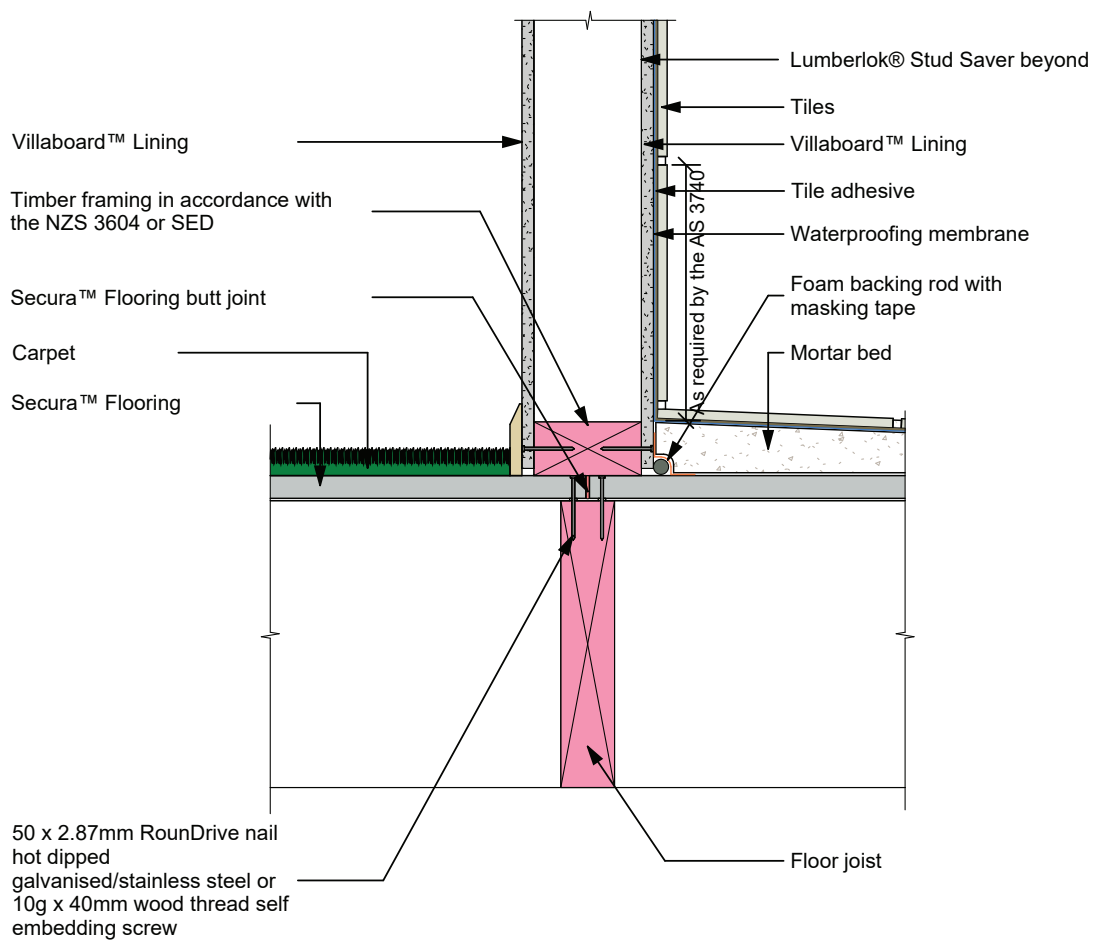
## 5.5 Tile adhesives

Due to the possibility of differential movement between tiles and the Secura™ Flooring, only approved flexible adhesive and grouts must be used.

Refer to the adhesive manufacturers' specifications for sheet preparation before applying the flexible tile adhesive.

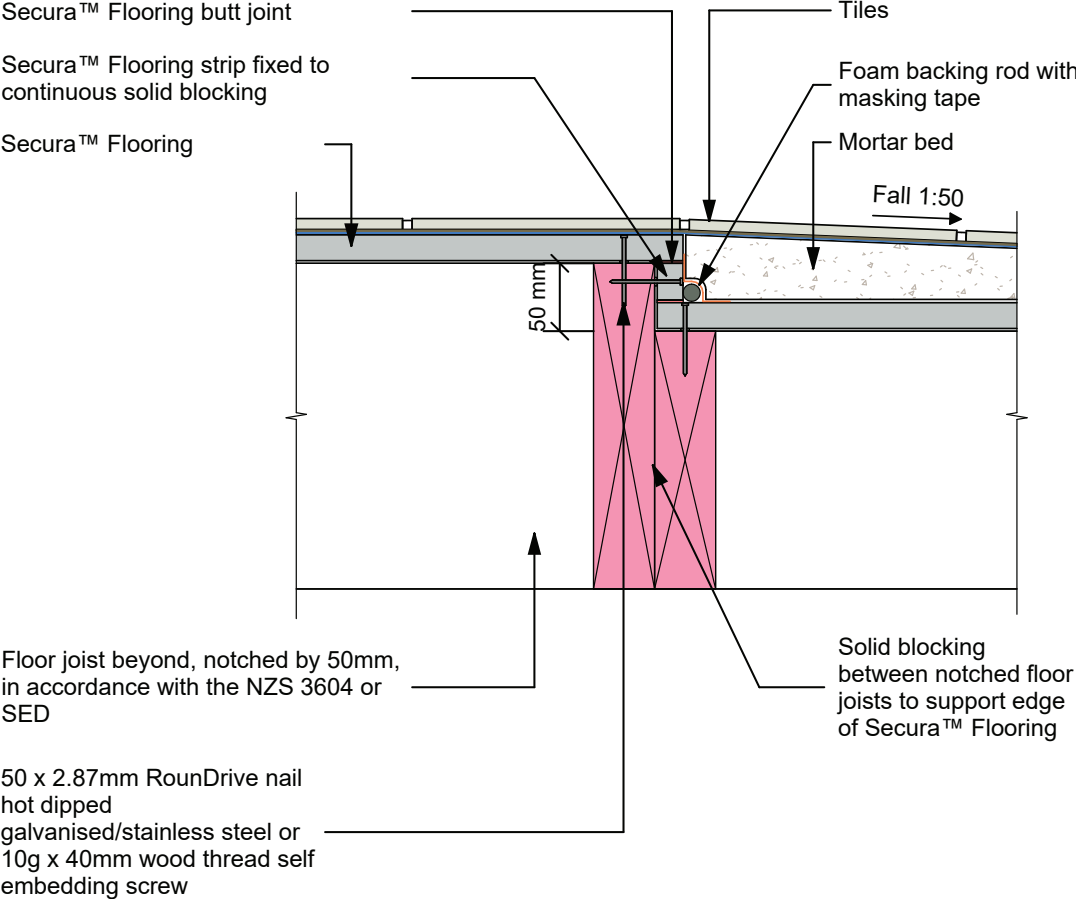
The recommended brands of waterproof membranes and tile adhesives are shown in Table 4. It is essential that all tile systems such as primers, waterproofing membranes, flexible adhesives and grouts etc are all supplied by the same manufacturer to ensure compatibility of products and warranty protection.

**Figure 13: Wet area waterproofing membrane**





**Figure 14: Recessed floor wet area waterproofing**



# 6 Finishes

## 6.1 General

Secura™ Flooring must be finished with a suitable floor covering to suit the intended application. For the suitability and installation requirements of floor coverings, check with the manufacturer.

## 6.2 Preparation

Where minor height variations (3mm or less) occur at butt joints, these may either be leveled off by localised sanding around the raised edge or using the self levelling compounds e.g. Ardex® Feather Finish or equivalent. Ensure final finish is compatible with all components e.g. vinyl adhesive with leveling compound.

## 6.3 Vinyl

Vinyl tiles or sheets can be applied directly over Secura™ Flooring for internal applications. For high risk applications such as wet area floors e.g. shower, a product approved for such application must be used.

Refer to an approved vinyl manufacturer for suitable products and installation instructions.

## 6.4 Tiling

Tiles should be applied with proprietary adhesive that conform to the AS 2358 and installed in accordance to the AS 3958.1 and to tile and adhesive manufacturer recommendations. Use a flexible tile adhesive recommended for internal wet area applications and compatible with all other materials.

It is recommended that tiles are laid from the control joint out.

Ensure the tile adhesive used is suitable and compatible with adjoining surfaces for the intended application.

Refer to the waterproofing and tile manufacture and relevant tiling standards for maximum tile control joint spacing, product suitability and compatibility including grout, tile adhesive, tile and waterproofing warranty and maintenance requirement.

The waterproofing requirements of the AS 3740 and clause E3 of the NZBC must be met. Once Secura™ Flooring has been fixed in place, install flooring material in accordance with manufacturer's specifications within three months of Secura™ Flooring installation.

For further reference, 'Good Tiling Practice' guide published by BRANZ is a good source of information regarding tiling in internal application.

## 6.5 Laminated Flooring/Engineered Floor

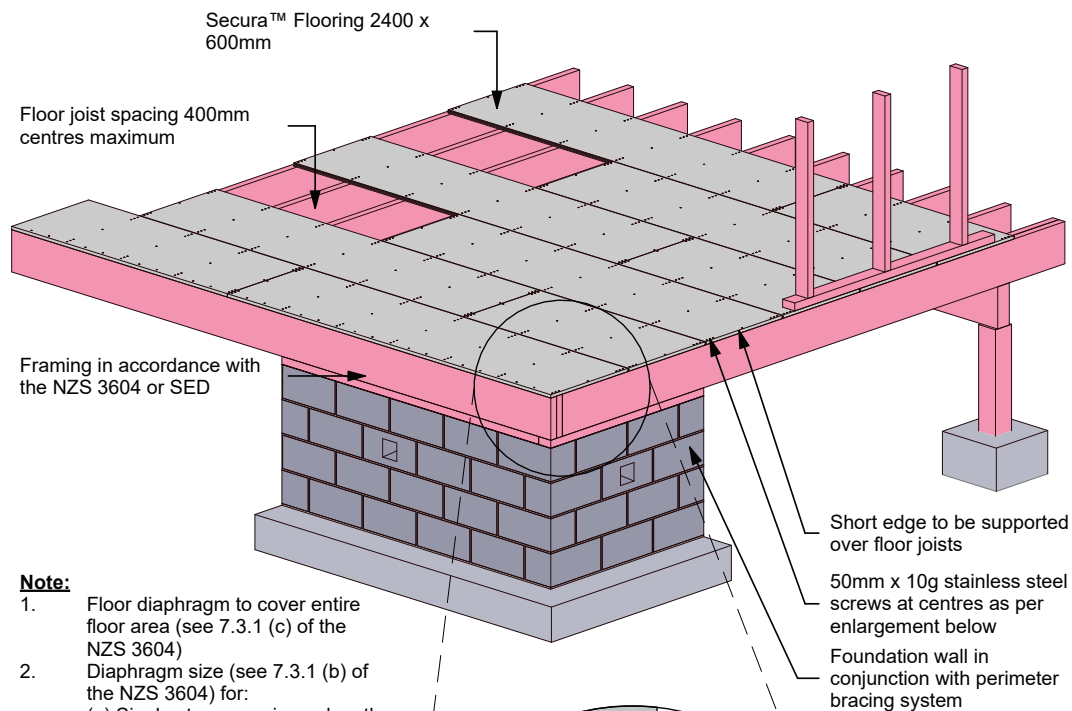
Check the floor substrate preparation required before the installation of laminate flooring or engineered timber floor. If necessary use the self leveling compounds to correct any unacceptable levels.

Follow flooring material manufacturer's specifications for its installation.

# 7 Floor Diaphragm

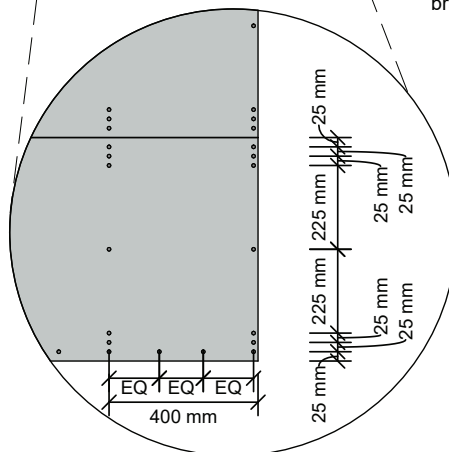
Secura™ Flooring has been tested to ISO 8339-09 (AS/NZS 2908.2) along with a review of its material properties to verify that a serviceable life of 50 years will be achieved when Secura™ Flooring is installed as per its installation manual.

**Figure 15: Secura™ Flooring floor diaphragm**



**Note:**

1. Floor diaphragm to cover entire floor area (see 7.3.1 (c) of the NZS 3604)
2. Diaphragm size (see 7.3.1 (b) of the NZS 3604) for:
  - (a) Single storey maximum length shall not be greater than 2.5 times the width;
  - (b) Double storey maximum length shall not be greater than 2.0 times the width.
3. See section 4 of the NZS 3604 for durability requirements.



# 8 Maintenance

Regular cleaning, checks and maintenance of the finished surface, joints, junctions, penetrations, sealant, grout etc. must be carried out at regular intervals and as per manufacturers' recommendations.

Maintain waterproofing membranes to meet the objectives of Clause B2 of the NZBC and as per the requirements of the relevant component manufacturer.

# 9 Product information

## 9.1 General

Secura™ Flooring is an advanced lightweight cement composite building product. The basic composition is Portland cement, ground sand, cellulose fibre, water and proprietary additives.

Secura™ Flooring is manufactured in Australia to the AS/NZS 2908.2 'Cellulose- Cement Products Part 2: Flat Sheets' (ISO 8336 'Fibre Cement Flat Sheets').

Secura™ Flooring is a classified Type B, Category 3 in accordance with the AS/NZS 2908.2 'Cellulose-Cement Products'.

## 9.2 Product Mass

Based on equilibrium moisture content the approximate mass of:

- Secura™ Flooring is 24.5kg/m<sup>2</sup>.

## 9.3 Durability

### Resistance to moisture/rotting

Secura™ Flooring has demonstrated resistance to permanent moisture induced deterioration (rotting) by having passed the following tests in accordance with the AS/NZS 2908.2:

- Heat rain (Clause 6.5)
- Water permeability (Clause 8.2.2)
- Warm water (Clause 8.2.4)
- Soak dry (Clause 8.2.5)

## 9.4 Fire properties

Secura™ Flooring is classified as a 'non-combustible material'.

Secura™ Flooring has a critical radiant flux  $\geq 11$  kW/m<sup>2</sup>, in accordance with the NZBC Acceptable Solution C/AS2, Appendix C2.1 (a).

## Product Warranty

NEW ZEALAND | Effective March 2025

This warranty is given by James Hardie New Zealand Limited (“James Hardie”, “we”, “its” and “us”).

In this warranty:

- **“Consumer”** has the meaning given to it in the Consumer Guarantees Act; ;
- **“Product”** refers to the item listed below:

Secura™ Flooring

- **“Technical Literature”** means the product specific installation guide published by James Hardie at the time of installation of the product (copies of the current installation instructions are available at jameshardie.co.nz or by calling Ask James Hardie™ on 0800 808 868); and
- **“Warranty Period”** means twenty five (25) years.

### Warranty

1. Subject to the conditions and limitations set out below, we warrant that for the Warranty Period from the date of purchase, the Product will be free from defects due to defective factory workmanship or materials.
2. James Hardie further warrants that for a period of 15 years from the date of purchase of the Product that any associated accessories supplied by us will be free from defects due to defective factory workmanship or materials.
3. James Hardie warrants that at the time of manufacture the Product will comply with AS/NZS 2908.2:2000 Cellulose-cement products - Flat sheet.
4. This warranty is not transferable and is only provided to and may only be relied upon by:
  - (a) the first purchaser of the Product or accessory from James Hardie; and
  - (b) the last purchaser of the Product or accessory prior to installation.
5. If a breach of this warranty occurs, we will (at our option) either: supply replacement Product or accessory; rectify the affected Product or accessory; or pay for the reasonable and substantiated cost of the replacement or rectification of the affected Product or accessory.

### Warranty Conditions

6. You may only claim under this warranty if:
  - (a) the Product was installed and maintained strictly in accordance with the Technical Literature including the components or products specified or recommended in the Technical Literature; and
  - (b) other products applied to or used in conjunction with the Product are applied or installed and maintained strictly in accordance with the relevant manufacturer’s instructions and good trade practice; and
  - (c) the Product is used in an application designed and constructed in strict compliance with all relevant provisions of the New Zealand Building Code (**“NZBC”**), applicable laws, regulations and standards; and
  - (d) we are given reasonable opportunity to inspect the Product **before** any attempt is made to repair or remove the Product once it has been installed; and
  - (e) the requirements for bringing a claim under the warranty as set out in clause 8 are complied with.

7. Subject to clauses 10 and 11:

- (a) to the fullest extent permitted by law, we exclude all:
  - (i) other warranties, conditions, liabilities and obligations which may otherwise apply in respect of the purchase or use of the Product and/or its Technical Literature, other than those specified in this warranty; and
  - (ii) liability for any loss or damage (whether direct or indirect) including property damage or personal injury, consequential loss, economic loss or loss of profits, the purchase or use of the Product and/or its Technical Literature whether arising in contract, tort (including negligence), statute or equity.
- (b) if or to the extent that it is not permitted by law to so limit our liability as set out in clause 7(a), then to the fullest extent permitted by law, we limit our liability at our option to:
  - (i) the replacement of the Product or accessory or the supply of equivalent Product or accessory;
  - (ii) the repair of the Product or accessory;
  - (iii) the payment of the cost of replacing the Product or accessory, or of acquiring equivalent Product or accessory; or
  - (iv) the payment of the reasonable and substantiated cost of having the Product or accessory repaired;
- (c) this warranty does not cover defects which are not due to defective factory workmanship or materials, including but not limited to damage or defects caused by or arising from or attributable to:
  - (i) use of the Product in applications not recommended by us or in accordance with the Technical Literature;
  - (ii) the Product being subjected to abnormal treatment including impact, abrasion or mechanical action;
  - (iii) surface marking, scratches or stains arising during or after the installation of the Product;
  - (iv) poor workmanship or installation, poor design or detailing, settlement or structural movement and/or movement of materials to which the Product is attached;
  - (v) incorrect design of the structure;
  - (vi) acts of God including but not limited to earthquakes, fire, cyclones, floods or other severe weather conditions or unusual climatic conditions;
  - (vii) efflorescence, normal wear and tear, growth of mould, mildew, fungi, bacteria, or any organism on any Product surfaces or Product (whether on the exposed or unexposed surfaces);

- (viii) contact with chemicals such as solvents, detergents and pollutants, or exposure to a harsh chemical environment or an excessively salty environment;
- (ix) use of adhesive tapes, sealants or mastics on the Product, or recoating of the surface of the Product outside of the recommended maintenance guidelines in the Technical Literature; or
- (x) failure of third party coating systems, including but not limited to sealers and paints; and
- (xi) **this warranty does not cover** any variation in the look of the Product including but not limited to: any variation in colour or surface pattern; any variation between different batches of the Product; or any variation against any sample material provided. The architect/builder/installer must ensure **prior to specification** that variation in look between items of Product is acceptable and ensure that each item of Product meets all aesthetic requirements **prior to installation**. Subject to the terms of this warranty, after installation of the Product, **we are not liable** for claims arising from aesthetic variations or defects if such variations or defects were, or would upon reasonable inspection have been, **apparent prior to installation**.

## Making a Claim Under Warranty

If you are the property owner and did not purchase the product yourself, and you believe you have any issue with James Hardie product installed at your home, in the first instance you should contact the builder who purchased and installed the product. If you purchased the product yourself, you can make a claim under this warranty as detailed below.

8. In order to make a claim under this warranty, you must provide the following information in writing to us using the contact details below within 30 days after the alleged defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation:
  - (a) proof of purchase;
  - (b) description of the defect and the issue;
  - (c) photographs of the defect; and
  - (d) your contact details.
9. Subject to New Zealand Consumer Law, you must bear any expenses you incur as a result of claiming under this warranty, except where you are entitled to recover such expenses under the New Zealand Consumer Law, in which case we will bear or otherwise reasonably compensate you for such expenses. All claims for such expenses are to be notified to us in writing within 21 days from the later of: when you make a claim under this warranty; or when we notify you that we, acting reasonably, accept responsibility for these expenses.

## New Zealand Consumer Law

10. If you acquire the Product or accessories manufactured or supplied by us as a Consumer, that Product or accessories may come with guarantees that cannot be excluded under the Consumer Guarantees Act. If so, and we are a supplier, you are entitled to a replacement or refund for a failure of a substantial character or a failure that cannot be remedied, and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality or fail to meet some other guarantee and can be remedied and the failure is not of a substantial character. Where we or a related entity are the manufacturer, then you will have the rights set out in the Consumer Guarantees Act if the goods do not comply with this warranty or the consumer guarantees under the Consumer Guarantees Act.
11. Other than as lawfully excluded or limited by the other terms of this warranty, any rights a Consumer may have under this warranty are in addition to other rights and remedies of a Consumer under a law in relation to the goods to which this warranty relates. Nothing in this warranty shall exclude or modify any legal rights a purchaser and/or Consumer may have under the Consumer Guarantees Act, Fair Trading Act or otherwise which cannot be excluded or modified at law.

## Disclaimer

The recommendations in James Hardie's literature are based on good building practice but are not an exhaustive statement of all relevant information. Further, as the successful performance of the relevant system depends on numerous factors outside the control of James Hardie (e.g. quality of workmanship and design) James Hardie shall not be liable for the recommendations made in that Technical Literature and the performance of the relevant system, including its suitability for any purpose or ability to satisfy the relevant provisions of the NZBC, laws, regulations and standards. It is the responsibility of the building designer to ensure that the details and recommendations provided in the relevant James Hardie Technical Literature are suitable for the intended project and that specific design is conducted where appropriate.

## Our Contact Details

### James Hardie New Zealand Limited

**Address:** 1 O'Rorke Road, Penrose, Auckland, 1061

**Postal address:** PO Box 12070, Penrose, Auckland 1642

**Telephone:** "Ask James Hardie™" on 0800 808 868

**Website:** [www.jameshardie.co.nz](http://www.jameshardie.co.nz)

**Email:** [info@jameshardie.co.nz](mailto:info@jameshardie.co.nz)







