



Kronotex USA

Laminate Flooring Warranty Information

Kronotex Residential 30 Year Limited Warranty

1. The design layer of the floor will not wear through, fade from normal sunlight or artificial lighting or stain under normal use conditions in a dry indoor residential setting.
2. The floor will be free of manufacturing defects.
3. The floor joints will remain secure under normal use conditions.
4. The floor will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used.

Conditions

Kronotex Residential Limited Warranty is made subject to the following conditions:

1. The flooring must be installed in accordance with Kronotex installation instructions. Flooring in bathroom applications must be installed using proper techniques. Warranty does not apply if the laminate flooring has not been cleaned, maintained or cared for according to the cleaning and care instructions provided by Kronotex.
2. Kronotex warrants its products against manufacturing defects that exist in its products prior to product installation. Flooring installed with known defects is not covered under this warranty. All planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed. Warranty claims can only be accepted if the planks were delivered by the dealer in the original packaging.
3. The surface wear or damage must not be the result of abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service of the product by anyone other than the authorized Kronotex representative, improper care or maintenance (see care & maintenance instructions), or accidents, such as but not limited to severe impact, scratching, cutting, negligence or chemical damage. Gloss reduction is not surface wear. The surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of the Kronotex flooring is excluded from the warranty.
4. The water damage guarantee applies to normal household spills. It does not cover water damage caused by natural disasters, standing water (e.g. from appliance failures), excessive moisture emissions from a concrete slab (more than 3 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, pet urine or other corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.) The limited warranty does not apply to flooring installed in wet areas unless they are installed in accordance with recommended installation guidelines for wet areas.
5. The flooring must be installed in a dry, climate controlled, indoor, residential environment.
6. Kronotex approved accessories and underlayment **MUST** be used to validate water warranty.
7. Moldings and accessories are not covered by this warranty.
8. Use of a floor steam cleaner will damage your floor and void your warranty.

To make a warranty claim, contact your retailer. Proof of purchase, including the date of purchase, must be presented to make a claim. This warranty applies only to the original purchaser and is not transferable. If a claim occurs within 30 years following the date of purchase and meets the above conditions, Kronotex, at its option, will repair, replace, or refund the cost of the defective materials. Kronotex will also pay reasonable labor costs to repair or replace the defective materials if a claim occurs during the first five years after installation and if the floor was professionally installed. If the product for which a claim is made is no longer available, the customer shall be able to choose from Kronotex's current product range of equal value. Kronotex warrants repaired or replaced products for the remainder of the original warranty period only. Kronotex reserves the right to inspect the installed planks and to remove samples if needed for analysis. To make a claim under this Warranty, contact your Kronotex dealer within thirty (30) days following the date of discovery or detection of a warranty claim. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. This Warranty, dated February 1, 2009, supersedes all Kronotex warranties previously issued.

DISCLAIMER OF WARRANTY EXCEPT FOR THE FOREGOING WARRANTY, KRONOTEX DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT WILL KRONOTEX BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. (SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU.) THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THE FOREGOING WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF KRONOTEX.

Warning: This product may contain trace amounts of the naturally occurring chemical compound, formaldehyde. This product meets or exceeds industry formaldehyde standards. All properties meet American National Standards Institute (ANSI) requirements - ANSI 208.2-2002. This product complies with the formaldehyde limits established by the California Air Resources Board (CARB). Please refer to our MSDS for further information.

Dust and smoke created from cutting and/or burning this product may cause irritation to eyes, skin, and respiratory system. Avoid breathing dust and smoke. Avoid contact with eyes. Always use recommended personal protective equipment. Please refer to the MSDS for further information.

Kronotex Residential 25 Year Limited Warranty

Kronotex warrants to the original residential purchaser for 25 years from the date of purchase, that:

1. The design layer of the floor will not wear through, fade from normal sunlight or artificial lighting or stain under normal use conditions in a dry indoor residential setting.
2. The floor will be free of manufacturing defects.
3. The floor joints will remain secure under normal use conditions.
4. The floor will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used.

Conditions

Kronotex Residential Limited Warranty is made subject to the following conditions:

1. The flooring must be installed in accordance with Kronotex installation instructions. Flooring in bathroom applications must be installed using proper techniques. Warranty does not apply if the laminate flooring has not been cleaned, maintained or cared for according to the cleaning and care instructions provided by Kronotex.
2. Kronotex warrants its products against manufacturing defects that exist in its products prior to product installation. Flooring installed with known defects is not covered under this warranty. All planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed. Warranty claims can only be accepted if the planks were delivered by the dealer in the original packaging.
3. The surface wear or damage must not be the result of abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service of the product by anyone other than the authorized Kronotex representative, improper care or maintenance (see care & maintenance instructions), or accidents, such as but not limited to severe impact, scratching, cutting, negligence or chemical damage. Gloss reduction is not surface wear. The surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of the Kronotex flooring is excluded from the warranty.
4. The water damage guarantee applies to normal household spills. It does not cover water damage caused by natural disasters, standing water (e.g. from appliance failures), excessive moisture emissions from a concrete slab (more than 3 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, pet urine or other corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.) The limited warranty does not apply to flooring installed in wet areas unless they are installed in accordance with recommended installation guidelines for wet areas.
5. The flooring must be installed in a dry, climate controlled, indoor, residential environment.
6. Kronotex approved accessories and underlayment **MUST** be used to validate water warranty.
7. Moldings and accessories are not covered by this warranty.
8. Use of a floor steam cleaner will damage your floor and void your warranty.

What happens in the unlikely event you have a claim:

To make a warranty claim, contact your retailer. Proof of purchase, including the date of purchase, must be presented to make a claim. This warranty applies only to the original purchaser and is not transferable. If a claim occurs within 25 years following the date of purchase and meets the above conditions, Kronotex, at its option, will repair, replace, or refund the cost of the defective materials. Kronotex will also pay reasonable labor costs to repair or replace the defective materials if a claim occurs during the first five years after installation and if the floor was professionally installed. If the product for which a claim is made is no longer available, the customer shall be able to choose from Kronotex's current product range of equal value. Kronotex warrants repaired or replaced products for the remainder of the original warranty period only. Kronotex reserves the right to inspect the installed planks and to remove samples if needed for analysis. To make a claim under this Warranty, contact your Kronotex dealer within thirty (30) days following the date of discovery or detection of a warranty claim. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. This Warranty, dated February 1, 2009, supersedes all Kronotex warranties previously issued.

DISCLAIMER OF WARRANTY EXCEPT FOR THE FOREGOING WARRANTY

TY, KRONOTEX DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT WILL KRONOTEX BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. (SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU.) THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THE FOREGOING WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF KRONOTEX.

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Kronotex Residential 20 Year Limited Warranty

Kronotex warrants to the original residential purchaser for 20 years from the date of purchase, that:

1. The design layer of the floor will not wear through, fade from normal sunlight or artificial lighting or stain under normal use conditions in a dry indoor residential setting.
2. The floor will be free of manufacturing defects.
3. The floor joints will remain secure under normal use conditions.
4. The floor will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used.

Conditions

Kronotex Residential Limited Warranty is made subject to the following conditions:

1. The flooring must be installed in accordance with Kronotex installation instructions. Flooring in bathroom applications must be installed using proper techniques. Warranty does not apply if the laminate flooring has not been cleaned, maintained or cared for according to the cleaning and care instructions provided by Kronotex.
2. Kronotex warrants its products against manufacturing defects that exist in its products prior to product installation. Flooring installed with known defects is not covered under this warranty. All planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed. Warranty claims can only be accepted if the planks were delivered by the dealer in the original packaging.
3. The surface wear or damage must not be the result of abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service of the product by anyone other than the authorized Kronotex representative, improper care or maintenance (see care & maintenance

instructions), or accidents, such as but not limited to severe impact, scratching, cutting, negligence or chemical damage. Gloss reduction is not surface wear. The surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of the Kronotex flooring is excluded from the warranty.

4. The water damage guarantee applies to normal household spills. It does not cover water damage caused by natural disasters, standing water (e.g. from appliance failures), excessive moisture emissions from a concrete slab (more than 3 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, pet urine or other corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.) The limited warranty does not apply to flooring installed in wet areas unless they are installed in accordance with recommended installation guidelines for wet areas.
5. The flooring must be installed in a dry, climate controlled, indoor, residential environment.
6. Kronotex approved accessories and underlayment MUST be used to validate water warranty.
7. Moldings and accessories are not covered by this warranty.
8. Use of a floor steam cleaner will damage your floor and void your warranty.

What happens in the unlikely event you have a claim:

To make a warranty claim, contact your retailer. Proof of purchase, including the date of purchase, must be presented to make a claim. This warranty applies only to the original purchaser and is not transferable. If a claim occurs within 20 years following the date of purchase and meets the above conditions, Kronotex, at its option, will repair, replace, or refund the cost of the defective materials. Kronotex will also pay reasonable labor costs to repair or replace the defective materials if a claim occurs during the first five years after installation and if the floor was professionally installed. If the product for which a claim is made is no longer available, the customer shall be able to choose from Kronotex's current product range of equal value. Kronotex warrants repaired or replaced products for the remainder of the original warranty period only. Kronotex reserves the right to inspect the installed planks and to remove samples if needed for analysis. To make a claim under this Warranty, contact your Kronotex dealer within thirty (30) days following the date of discovery or detection of a warranty claim. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. This Warranty, dated February 1, 2009, supersedes all Kronotex warranties previously issued.

DISCLAIMER OF WARRANTY EXCEPT FOR THE FOREGOING WARRANTY, KRONOTEX DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT WILL KRONOTEX BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. (SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU.) THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THE FOREGOING WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF KRONOTEX.

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Please refer to our MSDS for further information.

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Kronotex Residential 15 Year Limited Warranty

1. The design layer of the floor will not wear through, fade from normal sunlight or artificial lighting or stain under normal use conditions in a dry indoor residential setting.
2. The floor will be free of manufacturing defects.
3. The floor joints will remain secure under normal use conditions.
4. The floor will resist water damage caused by normal household spills and cleaning when our recommended cleaning practices are used.

Conditions

Kronotex Residential Limited Warranty is made subject to the following conditions:

1. The flooring must be installed in accordance with Kronotex installation instructions. Flooring in bathroom applications must be installed using proper techniques. Warranty does not apply if the laminate flooring has not been cleaned, maintained or cared for according to the cleaning and care instructions provided by Kronotex.
2. Kronotex warrants its products against manufacturing defects that exist in its products prior to product installation. Flooring installed with known defects is not covered under this warranty. All planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed. Warranty claims can only be accepted if the planks were delivered by the dealer in the original packaging.
3. The surface wear or damage must not be the result of abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service of the product by anyone other than the authorized Kronotex representative, improper care or maintenance (see care & maintenance instructions), or accidents, such as but not limited to severe impact, scratching, cutting, negligence or chemical damage. Gloss reduction is not surface wear. The surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch. Wear-through at the edges of the Kronotex flooring is excluded from the warranty.
4. The water damage guarantee applies to normal household spills. It does not cover water damage caused by natural disasters, standing water (e.g. from appliance failures), excessive moisture emissions from a concrete slab (more than 3 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, pet urine or other corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.) The limited warranty does not apply to flooring installed in wet areas unless they are installed in accordance with recommended installation guidelines for wet areas.
5. The flooring must be installed in a dry, climate controlled, indoor, residential environment.
6. Kronotex approved accessories and underlayment **MUST** be used to validate water warranty.
7. Moldings and accessories are not covered by this warranty.
8. Use of a floor steam cleaner will damage your floor and void your warranty.

What happens in the unlikely event you have a claim:

To make a warranty claim, contact your retailer. Proof of purchase, including the date of purchase, must be presented to make a claim. This warranty applies only

to the original purchaser and is not transferable. If a claim occurs within 15 years following the date of purchase and meets the above conditions, Kronotex, at its option, will repair, replace, or refund the cost of the defective materials. Kronotex will also pay reasonable labor costs to repair or replace the defective materials if a claim occurs during the first five years after installation and if the floor was professionally installed. If the product for which a claim is made is no longer available, the customer shall be able to choose from Kronotex's current product range of equal value. Kronotex warrants repaired or replaced products for the remainder of the original warranty

INSTALLATION OF KRONOTEX IN WET AREAS

The moisture warranty excludes damages caused by natural disasters (i.e. floods) or naturally occurring conditions/accidents (i.e., appliance and plumbing failures, or pet accidents).

Wet areas would include bathrooms, powder rooms, kitchens, mudrooms, foyers and laundry rooms. Neither Kronotex flooring, nor Kronotex accessories are recommended for extreme humid applications such as in saunas or swimming pool areas. Warranty is only valid when Kronotex approved accessories are used (underlayment). The moisture warranty excludes all beveled edge products in bathrooms and laundry rooms.

Since prolonged water exposure could damage your laminate flooring, the following installation recommendations should be closely followed to validate your residential moisture warranty:

1. An expansion area of 5/16" – 3/8" must be provided around all vertical obstructions including walls, permanent cabinets, pipes etc.
2. All perimeter expansion areas must be completely filled in with a 100% silicon sealant. When applying sealant, it is helpful to first apply a strip of masking tape parallel to and approximately 1/32" from the edge of the laminate. Next, fill the expansion area with sealant, removing excess with a plastic scraper or putty knife. Remove tape and allow the sealant to dry for 24 hours before exposure to water.
3. Maximum 40ft lengths and 25ft widths can be installed without a transition joint. Under the entrance door of each room, a transition joint must be installed.
4. Kronotex maintenance products should be used and recommended care & maintenance procedures should be followed. Wipe up spills immediately. Do not allow liquids to stand on your floor or stay in contact with any Kronotex flooring.