



Kährs[®]

5 Year Limited Warranty & Commercial Flooring Maintenance Procedures

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5 Year Limited Commercial Warranty for flooring purchased after 1/1/2009

Kährs commercial flooring is covered by a 5 year limited warranty for all approved commercial uses. However, coverage may be lost due to failure to strictly follow all installation and maintenance instructions and recommendations or the use of improper materials or tools. **READ AND FOLLOW ALL INSTALLATION AND MAINTENANCE INSTRUCTIONS CAREFULLY.** The 5 year limited warranty applies only to Kährs 1/2" (13mm), 5/8" (15mm), and name-brand flooring products. Warranty covers only such products purchased on or after the date set forth above. The warranty is not transferable and it extends only to the original purchaser and for the original installation. All warranties expire upon sale, transfer or relocation of the installed product or installation location. (Please note that 7mm Kährs Life Collection has a separate Commercial Guarantee.)

Approved Commercial Uses

Kährs commercial flooring may be used as a floor covering in public or private business, educational or religious buildings and offices. All areas must be environmentally controlled prior to, during, and continually after installation. Excluded are those facilities used as tap dance studios, golf club areas where spikes are worn, and other locations where metal cleats may be used. Note: See Kährs Commercial Installation Guide for recoating requirements.

Installation Warranty

We warranty our floor installations for long-lasting performance. This full 5 year limited warranty applies to all of our Kährs 1/2" (13mm) and 5/8" (15mm) provided that the instructions are followed and our floors are installed according to Kährs guidelines (see Kährs Commercial Installation Guide) using approved application products. See Exclusions and Liability Limitations below for other exclusions and limitations of this warranty.

Visual Appearance Warranty

Each plank of Kährs residential flooring is carefully inspected by our quality control personnel prior to leaving our factory. We urge you and your installer to inspect each plank prior to installation. In the unlikely event that you encounter a visually-defective plank prior to its installation, we will replace it free of charge. Simply return it with your receipt to your retailer for your free replacement. This warranty does not extend to cover flooring after installation. Once installed, any board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.

Structural Warranty

Kährs quality is more than skin deep and we extend our warranty to cover the structural integrity of every board. All of our hardwood flooring is processed using a sophisticated bonding system with each plank constructed under intense heat and pressure to ensure quality. In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs more than one year after installation, we will replace the defective plank, exclusive of the costs of removal, reinstallation or refinishing. See Exclusions and Liability Limitations below.

Moisture Protection Warranty

Our floors are specifically designed to withstand the effects of normal moisture or dryness in a climate-controlled environment. They are built with a cross-layered base, making them extremely stable. In fact, Kährs flooring products are 75% more resistant to expansion and contraction than traditional solid hardwood floors. If installed and maintained in strict accordance with our instructions (see Kährs Commercial Installation Guide & Kährs Commercial Flooring Maintenance Procedures), we warranty our floors against damage caused by normal moisture or arid conditions as defined in. Should our flooring fail under normal moisture conditions, we will, at our option, repair or replace the damaged flooring, exclusive of the costs of refinishing, one time. See Exclusions and Liability Limitations below for other exclusions and limitations of this warranty.

Wear Through Warranty

Developed with the latest industrial technologies in unison with more than 150 years of experience in manufacturing wood products, Kährs Wear Layer, which is formed by the surface treatment and the entire layer of hardwood, is guaranteed not to wear through for 5 years, from the date of original purchase. This warranty extends only for wear areas which cover at least ten percent (10%) of the surface area of the installed Kährs floor. See Exclusions and Liability Limitations. (5 year guarantee for 9/32" LIFE flooring). Natural Oiled floors are excluded from the wear through guarantee.

Radiant Heat Performance Warranty

Kährs is the industry leader in radiant-heated hardwood flooring applications and performance - ideal for cold climate areas. If installed and maintained in strict accordance with our instructions for radiant heat applications (see Kährs Commercial Installation Guide & Kährs Commercial Flooring Maintenance Procedures), Kährs will extend its Structural Warranty and Moisture Warranty to its flooring products in radiant heat applications. This warranty is limited only to float-in applications. See Exclusions and Liability Limitations below for other exclusions and limitations of this warranty.

EXCLUSIONS

Kährs warranties described above will be voided and Kährs will not in any way be liable under said warranties or otherwise in the event of:

A. Improper Installation. Performance of the flooring is highly dependent upon proper installation. Accordingly, installation must be in strict accordance with the instructions and recommendations found in the Kährs Commercial Installation Guide (see www.kahrs.com).

B. Improper Maintenance. Maintenance must be in strict accordance with the instructions and recommendations found in the Kährs Commercial Flooring and Maintenance Procedures (this document or www.kahrs.com).

EXCLUSIONS (con't.)

C. Normal Environmental Conditions. Our products are warranted to perform in what we consider to be normal applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by this warranty regardless of the cause or source. Damage caused by environmental conditions outside of tolerance specified in the Kährs Commercial Installation Guide and Kährs Commercial Flooring and Maintenance Procedures are excluded from any and all warranty coverage.

D. Misuse. As well as we make our flooring, Kährs does not warranty its flooring against normal wear and tear, nor does it warranty its flooring against damage caused directly or indirectly by misuse, abuse, accident or use that is not consistent with the Kährs Commercial Installation Guide and Kährs Commercial Flooring and Maintenance Procedures. Accordingly, no warranty is provided for any damage due to inadequate care or other causes noted in the Kährs Commercial Installation Guide and Kährs Commercial Flooring and Maintenance Procedures including, but not limited to, stains, worn or narrow-heeled shoes, furniture or equipment movement, damage caused by heavy items or by impact, scratches or scarring caused by pets, or abrasive, sharp or pointed items, moisture damage caused by wet mopping, spills or flooding/standing water.

E. Alterations/Repairs. Alterations to any Kährs product will void any and all express or implied warranties, including merchantability or fitness for particular purpose. No warranty is provided to cover repairs or resurfacing (unless and only to the extent performed under warranty by Kährs), and repairs or replacement (even if by Kährs) shall not extend the warranty period.

F. Reinstallation. In the event that Kährs elects to replace or reinstall warranted planks, Kährs shall in no manner be obligated to provide for or incur the costs of moving or removing fixtures or other objects affixed to the flooring, nor shall it be obligated to provide for or incur the costs of removing or re-installing the defective flooring or resurfacing or refinishing the replaced or surrounding flooring, except, and to the extent expressly provided in the Warranty Description, above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items consumed in the course of removal, installation or refinishing.

G. Normal Variations. Wood is a natural and living product and variations in color, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. Installed flooring will change in coloration over time and this is also a natural characteristic of wood products for which no warranty is provided. Exposure to direct sunlight or partial exposure (e.g. area rug or furniture placement) may cause variations in color or affect the uniformity of the natural coloration changes and this is not covered by any warranty.

LIABILITY LIMITATIONS

The above statement of warranty is the only warranty provided by Kährs for its namebrand commercial flooring products. This warranty is exclusive and in lieu of any and all other warranties whether oral or written, or express or implied, Kährs also specifically disclaims any and all implied warranties, including without limitation, warranties of merchantability or fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

In no event shall Kährs be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exculpatory damages (see below) or attorneys fees, even if Kährs or its representatives have been advised of the possibility of such damages before sale. In no event shall Kährs be obligated to cover the costs of old or new materials other than Kährs Brand flooring products (e.g. mastic, etc.) even if recommended by Kährs and any warranty thereto is limited to that, if any, provided by the original manufacturer. In no event shall Kährs' liability, under this warranty or otherwise, exceed the amount Kährs actually received upon distribution for the defective materials at issue. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known.

All claims must be made in writing, initiated by selling retailer and distributor. Please note that in order to make any claim under this warranty, evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no warranty coverage will apply. We strongly suggest that you keep this information together with the Kährs Commercial Installation Guide, the Kährs Commercial Flooring Maintenance Procedure and your receipt in a safe and secure location.

This warranty gives you specific legal rights and you may have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages and in such event, the exclusions and limitations set forth above shall be construed and enforced to the fullest extent possible by the laws of any such state. Accordingly, some of the above limitations may not apply to you.

EXCEPT AS STATED HEREIN, NO OTHER WARRANTIES SHALL APPLY.

Kährs Commercial Flooring Maintenance Procedures

for
7mm, 13mm, 15mm UV cured Acrylic or Polyurethane Factory
Finish Flooring

Important Requirements

Installation:

Read and follow all installation instructions for the installation method selected (Float, Glue or Nail), found in the Kährs Commercial Professional Installation Guide available on our website (www.kahrs.com), effective March 2006.

Maintenance:

Immediately: Blot up spills or spots with a lightly damp (well-wrung) cloth.
Frequently: Vacuum or sweep your floor daily to prevent dirt, dust and grit from scratching or dulling its finish.
Periodically: See Kährs Commercial Flooring Maintenance Procedures for details.

Added Protection:

Because wood is a product of nature, it can be dented or scratched by sharp appliances and heavy loads on furniture legs. Some furniture manufacturers place small-bearing metal or plastic domes, or hard rollers on furniture legs that can cause damage to wood flooring, including Kährs flooring products.

To avoid or eliminate such damage use wide-bearing and non-staining glides and casters and place Kährs Floor Protectors beneath the feet of all furniture legs and use floor guards under all rolling furniture. We offer Peel-and-Stick Floor Protectors (95% wool felt) for legs and bases. They provide maximum protection against scratches and dents commonly caused by furniture and appliances.

Do:

- Support furniture and heavy appliances with wide-bearing, non-staining glides or casters.
- Move appliances and furniture into place by sliding them slowly over the floor on a piece of plywood or masonite with the smooth side down.
- Place a quality door mat at the entrance areas to help protect your floor from abrasive dust and grit and to help save unnecessary clean-up tasks.
- Maintain normal interior humidity levels. Kährs flooring requires a relative humidity range of 30-60%. Relative humidity should never fall below 30% or exceed 60%.
- Place area rugs in high or concentrated traffic areas to make long-term maintenance easier and less expensive.

Preventive Maintenance

1. Place proper walk-off mats in doorways to keep out dirt and grit.
2. Install floor protector on tables and chairs used on hardwood floors.
3. Avoid excess moisture from tracked-in water and leaks. Never wet mop a hardwood floor using a string mop and bucket.
4. Do not slide heavy items across floor (fixtures, display racks, etc.).
5. Use floor guards under all rolling furniture.

Daily Maintenance

1. Vacuum and clean walk-off mats daily to maximize their effectiveness.
2. Dust mop floors daily to remove all dust, grit and other abrasive particles. Replace dust mop as needed. *DO NOT TREAT DUST MOP WITH ANY CHEMICALS.
3. Spot clean heavy traffic areas with a Kährs MicroPlus Mop and Kährs Hardwood Floor Cleaner.
4. Use Kährs Hardwood Floor Cleaner to remove heel marks and spills.

Deep Cleaning

1. Vacuum or dust mop floor to make sure floor is free of all dust, grit and abrasive particles prior to buffing floor. This will prevent any grit or dust that could get into the buffing pad and leave scratches.
Option #1: With a 175 buffer and a white polishing pad lightly mist (8' x 8' area) with Kährs Hardwood Floor Cleaner.
Option #2: With an auto-scrubber use Kährs Hardwood Floor Cleaner and make sure the water setting is on low. **Note:** Option 2 applicable when floors have been re-coated immediately after installation only.
2. Remove any dirty residue immediately with a slightly water-dampened Kährs MicroPlus Mop. Move on to the next section. Periodically replace the buffing pad and MicroPlus Pad as they become soiled.
3. If it was necessary to move fixtures during the deep cleaning, make sure fixtures are not dragged across the floor. Please lift and place them back.

Recoating Procedures for Hardwood Floors

- The perfect time to recoat your floor is at the first sign of finish wear before the finish wears through to the bare wood. Recoating your floor before wear-through will save you from a complete sand and finish.
- The time frame for recoats is as follows:
Street store: 8 to 18 months
Inside a mall store: 1 to 3 years

Kährs recommends the use of Bona Kemi products and procedures for recoating. Bona Prep™ is a specially formulated recoat adhesion system for all types of polyurethane finished hardwood floors, including factory prefinished floors. Bona Prep™ conditions and prepares the existing finish to optimize adhesion of the new coat of finish. This product is designed to be used full-strength as packaged, do not dilute.

Recoating with Bona Prep™ and Bona Traffic™

Prior To Use:

- Do not use this product on any floor that has been waxed or oiled. If unsure, wipe a small section of the floor with a clean, white rag dampened with mineral spirits. If a wax residue appears as a shiny glaze on the rag, DO NOT RECOAT WITH FINISH. Delamination of finish is likely.
- Prepare a sample test area using the Bona Prep™ System to determine general compatibility prior to recoating. Pre-testing includes testing for waxy residues, as well as testing several areas for adhesion. To test for wax, using a high grade mineral spirits and a terry towel clean a spot on the floor. If a yellow residue appears on the towel, then you may have some sort of wax on the floor which

can affect the adhesion of future recoats. To test the floor for adhesion, pick several inconspicuous areas on the floor and go through the Prep system by hand. Apply a coat of finish to the area and let dry for 24 hours, then take a quarter and scratch the area being tested. If the finish flakes or peels, then you have poor adhesion. If the finish scratches, then you have good adhesion. ****Successful tests do NOT guarantee a successful recoat****

- **BEFORE USING, READ ALL DIRECTIONS AND MATERIAL SAFETY DATA SHEET #10007 FOR THIS PRODUCT.**

How To Use:

1. Vacuum or sweep floor thoroughly to remove loose dirt and grit.
2. **For Small Areas:** Pour Bona Prep™ into spray bottle and spray over a large section of the floor (approximately 3'x12') at the rate of 2000 square feet per gallon. Use Bona Prep™ as a spray buff solution with a standard speed (175rpm) buffer using a Bona® Conditioning Pad. This cleans the floor to ensure any foreign material is removed, as well as conditions and prepares the old finish to optimize adhesion of the new coat of finish.
For Large Areas: Using a mop, apply Bona Prep™ over 3' x 24' sections of the floor at the rate of 2,000 square feet per gallon. Be careful not to apply too heavily. Surface should be damp enough to be slightly wet after abrading using a standard speed (175 rpm) buffer with a Bona® Conditioning Pad. This cleans the floor to ensure any foreign material is removed, as well as conditions and prepares the old finish to optimize adhesion of the new coat of finish.
Note: Regardless of the size of area, be sure to overlap sections to ensure that no areas are missed.
When using an autoscubber: set at normal maintenance settings for proper application rate and pad pressure. Use a Bona® Conditioning Pad driven by whatever maintenance pad is typically used.
3. **REMOVE ALL RESIDUES IMMEDIATELY USING A BONA® MOP OR A WRUNG-OUT COTTON TOWEL OR CLOTH DAMPENED WITH BONA PREP™.**
4. Abrade the floor once it has dried using two Bona® Conditioning Pads (one driving the other) so that the pad more effectively contours to the surface of the flooring. This will ensure abrasion of the edges next to any overwood and in the grain pattern, and optimize adhesion of the finish topcoat.
5. Beveled edges and any visibly unabrased areas should be cleaned and abrased by hand.
6. When dry, apply Bona Traffic™ **WITHIN 2 HOURS** following the label directions. **NOTE:** if floor cannot be coated with finish within 2 hours, stop between steps 3 and 4 and then proceed with step 4 within 24 hours.

coverage: 2,000 sq. ft. / gal. (approx.)
clean-up: Clean all tools and equipment with water.
stability: One year shelf life in unopened container.

NOTE: Frequency of procedures may vary depending on foot traffic and store location. Call Bona Kemi at 1-800-574-4674 with questions or for details.

Kährs

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