



5 Year Limited Warranty & Commercial Flooring Maintenance Procedures

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5 Year Limited Warranty

3 Year Limited Warranty for Kährs Spirit 3/8" (10mm) products purchased after 1/1/2009

Kährs commercial flooring is covered by a 5 year limited warranty (3 year limited warranty for Spirit 3/8" or 10mm) 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, tools non Kährs Brand underlayments, moldings, cleaners, tools, etc. **READ AND FOLLOW ALL INSTALLATION AND MAINTENANCE INSTRUCTIONS CAREFULLY.** The 5 year limited warranty applies only to Kährs 1/2" (12 & 13mm), 9/16" (14mm), 5/8" (15mm), and 3/4" (20mm) name-brand flooring products. The 3 year limited warranty applies only to Spirit 3/8" (10mm). Both warranties cover 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.

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.

Installation Warranty

We warranty our floor installations for long-lasting performance. This full 5 year limited warranty applies to all of our 7/16" (11mm), 9/16" (14mm), and 5/8" (15mm) flooring, and the 3 year limited warranty applies to Spirit 3/8" (10mm) flooring, provided that the instructions are followed and our floors are installed according to Kährs guidelines (see Kährs Commercial Installation Guide) using Kährs branded application products. All traditional tongue and groove flooring installations must be double glued. 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 to ensure they are defect free. 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. See Exclusions and Liability Limitations below for other exclusions and limitations of this warranty.

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, 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 URETHANE FINISHES are warranted not to wear through to the bare wood 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. Should our flooring wear under normal use 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.

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, 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. Glue-down installation may be warranted with prior approval and registration of the project. 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 Installation Guide (see kahrs.com) including the use of only Kährs branded accessories.

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 kahrs.com) including the use of only Kährs branded accessories.

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 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 Kährs procedures.

Accordingly, no warranty is provided for any damage due to inadequate care or other causes noted 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, standing water, or or damaged caused by any type of tape applied to the floor.

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 Variances. 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 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
10mm, 12mm, 13mm, 14mm, 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 Professional Installation Guide available on our website (kahrs.com).

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 floor Protectors beneath the feet of all furniture legs and use floor guards under all rolling furniture.

Do:

- Support furniture and heavy appliances with wide-bearing, nonstaining 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.
- Maintain normal temperature range 55° F - 85° F

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

- 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 floors can be refinished without removing the factory finish. As a floor ages, signs of normal wear and tear should be expected. This is natural-it happens to all wood floors! To restore the luster and extend the wear layer of the Kährs wood floor recoat with a water based urethane coating. Recoating your floor without removing the factory finish will not void the Wear Through Guarantee.

Recoating should be done when necessary. Don't wait until the finish has worn down. Call your professional flooring contractor for recommendations as soon as you see a wear pattern developing.

Note: To achieve a uniform look coat the worn traffic areas first followed with a coat over the entire floor.

Recommended Finishes: Consult Arboritec USA Inc. 877.416.5972 and/or Bona Kemi 800.872.5515.

NOTE: Not Applicable to Natural Oiled Floors

Kährs

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