



Product Warranty

Estrad Classic, Estrad Ultimate, Estrad Ultimate SD, Estrad Safety, Estrad Sound and Estrad Uni

Kährs warrants all above mentioned products ("Products") to be free from defects in material and workmanship, under normal use and service, for a period of ten (10) years from the date of Buyer's invoice to the original end user. Kährs's sole obligation under the foregoing warranty shall be to repair or replace, at Kährs's option, at the place of shipment, without charge, all defective products which are returned for inspection within the applicable warranty period, but only if such inspection confirms that the defects are as specified above, and that the products have not been:

- (1) Not installed correctly, or in non-compliance with the procedures prescribed and instructions issued by Kährs.
- (2) Modified or altered, other than with authorization from Kährs and by its approved procedures;
- (3) Subjected to forces in excess of the maximum forces for which Kährs has specified the products for use.
- (4) Subjected to sharp objects or abrasive surfaces, substances or chemicals.
- (5) Subjected to abuse, misuse, improper maintenance, negligence or accident.

10-Years Warranty for Manufacturing Defects:

Kährs is granting 10-Year Limited Commercial Warranty for Manufacturing Defects: Kährs warrants from the date of purchase for a period of ten (10) years of Commercial use that Zero sheet, Zero Sound and/or Zero tile flooring products conform to written specifications and are free of manufacturing defects, subject to the terms and conditions specified herein.

The customer must notify Kährs of any obvious visual defects prior to installation; otherwise this warranty will not apply. If the defect is found and Kährs is notified in writing prior to installation, Kährs will replace any defective product, at no charge. If the customer believes the product to be defective after installation, the customer must promptly notify Kährs and permit an inspection of the product.

Notice Regarding Problems Not Due to Defects in Material or Workmanship

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

- Color deviations from samples and/or printed color illustrations.
- The exact matching of shade, color or gloss.
- Shading or texture variations in products
- Wear surface or abrasion and gloss reduction from use.
- Dissatisfaction due to improper installation, maintenance or installation with adhesives other than those recommended. (Recommended installation and maintenance instructions are available upon request).
- Tears, burns, cuts or damage due to improper installation or use or improper cleaning agents and maintenance methods.
- Labor costs incurred from installing products with obvious defects.
- Use for purposes other than those for which the products are intended.
- Problems caused by to excessive moisture, alkali or hydrostatic pressure in substrate.
- Damage due to pointed objects, gouges, burns, stains, cuts, scratches, scuffs, including damage from spike shoes, high heel shoes, lack of proper floor protectors and furniture rests, staining caused by tracked-in foreign matter, including but not limited to asphalt, resins, driveway sealers, or oil drippings, and discoloration caused by carpet crocking, dyes, sunlight, heat generation, mildew or plasticizer migration.
- Damage to flooring products caused by high or spiked heels, improper protectors/casters or furniture rests. Some rolling-type casters on furniture or appliances may damage resilient flooring. Warranty as to the suitability of the factory-installed casters rests with the furniture or appliance manufacturers. To avoid warranty exclusions, casters must be suitable for use on resilient flooring.
- Labor costs outside of prorated schedule defined in the warranty.
- Possible sales of non-first quality materials sold at special terms.
- Issues caused by improper subfloor quality.
- Issues of discoloration or staining associated with subfloor contamination or markings that bleed through the flooring material.
- Exterior installations – Kährs products are designed for interior applications only.
- Fading and/or discoloration resulting from heavy sunlight penetration and ultraviolet ray exposure from direct or glass-filtered sunlight.
- Issues related to exposure to heavy rolling loads.
- Damage to flooring products from pallet jack and tow-motor traffic.
- Premature wear or deterioration from spikes and skate blade exposure.
- Variations in color or embossing between products.
- Additional expense associated with overtime, replacing or moving appliances or furniture, business interruptions, loss of use or other related costs associated with the replacement of the flooring.
- Shifting, cracking, or movement of the substrate or foundation related issues.

The preceding list is not meant to be entirely complete, but merely illustrative of the many kinds of problems that are not due to defects in material or workmanship in the products, and are not within the coverage of this warranty. Other such problems not described on the list above may also be outside the scope of this warranty.