

KRAUS VINYL PLANK & TILE FLOORS

All Kraus Warranties

- Covers only material graded and sold as “regular” or “first quality”.
- Cover the flooring material from the date of original purchase for the time period specified.
- Apply to the original purchaser
- Labor costs, when covered by the warranty, will only be paid if professional installation was paid for when the original floor was installed.

20 – Year Residential Wear and Manufacturing Defects Limited Warranty. From the original date of purchase, according to the terms, these floors:

- Will not contain manufacturing defects.
- Will not wear through.

5 – Year Light Commercial Wear and Manufacturing Defects Limited Warranty. From the original date of purchase, according to the terms, these floors:

- Will not contain manufacturing defects.
- Will not wear through

5 – Year Light Commercial Wear and Manufacturing Defects Limited Warranty*

- Years 1 – 3 – Material and labor, if professionally installed.

Limited Warranty Descriptions

WEAR: Wear or wear out is defined, for purposes of this warranty, as wear to the extent that the flooring's wearlayer is completely worn through and the pattern is lost by normal traffic. Normal use is defined as common daily activities in the home. Loss of gloss, scratching and dulling are maintenance concerns and are not covered. Damage from improper furniture rests or narrow heels is considered abuse and is not covered. Women's narrow-heeled shoes can cause permanent damage to many types of flooring, including resilient, wood and ceramic, as well as carpeting.

MANUFACTURING DEFECT: Manufacturing defect is defined, for purposes of this warranty, as a visual or construction deficiency resulting from the manufacturing process.

WHAT IS NOT COVERED

- Loss of gloss.
- Damage due to stains from products other than common household products.
- Damage due to stains from rubber backing or dyes used in floor mats, rugs, and carpets.
- Fading or other problems resulting from excessive exposure to sunlight, artificial light, or ultraviolet light.
- Damage due to heat generation from refrigerators or heating units (including burns), as well as damage caused by household accidents or abuse.
- Discoloration or damage caused by adhesives or floor care products not recommended.
- Discoloration due to mold, mildew, alkaline substances.
- Rip, tear, and gouge: Damage caused by accidents or abuse (for example, boots and cleats or spikes, vacuum cleaner beater bar, dropping of heavy or sharp objects, or moving appliances without protection).
- Damage due to caster action or rolling loads (residential, light commercial and commercial applications).
- Damage due to cuts, gouges, scratches, punctures, tears and indentations caused by loads exceeding the recommended static load limit.
- Damage resulting from lack of or improper furniture rests and floor protectors, and movement of large appliances and furniture without proper protection.
- Dissatisfaction due to improper installation and maintenance. Recommended installation and maintenance instructions at www.krausflooring.com.
- Visible irregularities or stains caused by the substrate.
- Problems due to excessive moisture in concrete floors that exceed 75% internal relative humidity when tested according to ASTM F-2170 or 3 lbs. /1,000 sq.ft./24 hrs. When tested according to ASTM F-1869 Calcium Chloride test or an industry recognized meter.
- Non-compliance with installation and/or usage recommendations.
- Damage caused by fire, flooding, or intentional abuse.
- Labor or merchandise installed with obvious visible defects.
- Flooring qualities that are other than "regular" or "first quality."



April 3, 2013

IF A DEFECT IS VERIFIED, KRAUS WILL ARRANGE FOR REPAIR OR REPLACEMENT WITH NEW MATERIAL OF THE SAME COLOR, DESIGN, AND GRADE IF AVAILABLE, ACCORDING TO THE LIMITED WARRANTY OF YOUR FLOORING. IF UNAVAILABLE OR DISCONTINUED, KRAUS RESERVES THE RIGHT TO SELECT AND SUPPLY SIMILAR KRAUS MATERIAL.

HOW TO MAKE A CLAIM

If you need to make a warranty claim, provide the retailer/contractor who sold you the flooring with written notice describing the problem along with a photo clearly showing the problem and proof of purchase.