



Limited Warranties for Prefinished Solid and Engineered Floors

Manufacturing Defects

Kraus warrants to the original buyer ("Buyer"), the prefinished solid and engineered wood floors for light commercial and residential use to be free from manufacturing defects for a period as defined above from the date of purchase. Hardwood is a natural product and may have naturally occurring variations in grain and color, mineral streaks and knots. The owner/installer of a Kraus | Premium Hardwood floor must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

Finish Warranty

Kraus hereby warrants to the Buyer that the factory applied finish of the Kraus | Premium Hardwood floor will not wear through or will not lack finish adhesion as a result of normal use for a period as defined above from the date of purchase. Diminished gloss is not considered wear through of the finish. In the event the finish wears through or releases from the Kraus | Premium Hardwood floor, Kraus will, at its discretion, repair or replace the affected planks or area, prorated over the remaining life of this warranty. This warranty is conditioned upon Kraus receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and evidence that the Kraus | Premium Hardwood floor is not subject to any of the limitations described below.

Structure Warranty (exclusively for Prefinished Engineered Floors)

Kraus hereby warrants to the Buyer of Kraus | Premium Hardwood engineered wood flooring products that, under normal use, the plies will not separate for a period as defined above from the date of purchase. Kraus will, at its option, repair or replace any defective planks showing separation during this warranty period.

Structural Integrity Lifetime Warranty (exclusively for Prefinished Solid Floors)

Kraus warrants, to the original purchaser, that its first quality products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Structural integrity does not cover the normal expansion and contraction that solid wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

Jobsite Conditions

Kraus recommends that all Kraus | Premium Hardwood floors be acclimated before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to "normal living conditions" at the site. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied. The room temperature must be within the range of 60 – 80°F, with relative humidity in a range of 35 – 60%. These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions consistently outside of these parameters could result in product performance problems that would not be covered under these warranties.

Limitations on Liability

In the event Kraus determines that one or more of the above warranties apply to a claim by Buyer, Buyer's exclusive remedy and Kraus sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defective Kraus | Premium Hardwood for the affected area only, or (2) the refund of the applicable purchase price. KRAUS HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL KRAUS HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF THE Kraus | Premium Hardwood FLOOR. KRAUS EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND. If Kraus shall elect to repair or replace the Kraus | Premium Hardwood floor which is proven defective, then Kraus will supply a new Kraus | Premium Hardwood floor of the same color and grade, if available. If such Kraus | Premium Hardwood floor is unavailable or discontinued, Kraus reserves the right to supply a Kraus | Premium Hardwood floor of similar value and appearance.

These limited warranties do not apply to Cabin grade or other downgraded or discontinued Kraus | Premium Hardwood floors and any such product(s) are sold "as is". Any and all representations, promises, warranties or statements by Kraus or its agents that differ in any manner from the terms of these limited warranties shall be of no force or effect unless in writing, signed by a duly authorized officer of Kraus.

Any Of The Following Shall Void And Invalidate The Above Limited

WARRANTIES: Visible Defects – Boards with visible defects must not be installed. Visible defects are those defects which are apparent on the face of the flooring. Boards with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation.



Building Settling or Uneven Subfloor – Building settling or uneven subfloors are considered to be part of the pre-installation inspection process. Do not install the Kraus | Premium Hardwood if these situations exist. Kraus limited warranties do not cover damage or defects caused by settling or uneven subfloors.

Improper Installation – Kraus | Premium Hardwood must be installed in strict accordance with Kraus written installation instructions. Improper installation done in a way that is contrary to Kraus written installation instructions can cause problems with a Kraus | Premium Hardwood floor. Kraus limited warranties do not cover damage or defects caused by improper installation.

Improper Maintenance or Inadequate Care – Your Kraus floor requires maintenance. Kraus | Premium Hardwood floors must be maintained in accordance with Kraus written maintenance instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care.

Refinishing – While the factory finish of the Kraus | Premium Hardwood floor may be refinished, doing so will void the finish warranty.

Accidents, Abuse or Abnormal Wear – Kraus does not warrant for damage or defects resulting from accidents, abuses, or abnormal usage which stain or scratch the finish, diminish gloss, or indent the surface of the Kraus | Premium Hardwood floor. Kraus limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect the Kraus | Premium Hardwood floor from sand, gravel or other abrasives by use of walk off mats.

Indentations from High Heels on Shoes – A high heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with high heels is considered an abusive situation. Kraus limited warranties do not cover damage or defects caused by high heels shoes or golf cleats.

Problems with Moisture or Dryness – Kraus limited warranties do not cover damage or defects caused by wetting or the presence of excessive moisture, or by conditions that are too dry. Flooding, plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not covered by this warranty. See Kraus written installation instructions for more details.

Excessive Lighting – Kraus limited warranties do not cover damage or defects, including, but not limited to, color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Window treatments will usually provide adequate protection against excessive lighting or intense sunlight. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement Kraus | Premium Hardwood floors may not match display samples and/or existing flooring.

Difference from Samples – Kraus limited warranties do not cover the differences that can be seen between color samples and color of installed floors. Please approve the color of the actual Kraus | Premium Hardwood floor prior to installation.

Radiant Heating – Solid hardwood is not warranted for use with radiant heating systems. Engineered hardwoods may be used with radiant heating systems provided they are installed in compliance with Kraus written installation instructions.

Transferability – These warranties apply only to the original Buyer and to the Kraus | Premium Hardwood floor in its original installation. These warranties are not transferable.

Your Obligation to Kraus – As the Buyer of our Kraus | Premium Hardwood floor, you agree to follow all installation, care and maintenance directions as related to the Kraus | Premium Hardwood floor. You also agree to allow Kraus an opportunity to repair any claimed defects. Kraus must be given the opportunity to inspect the flooring installation prior to any removal or repair that will be submitted for warranty coverage. The original proof of purchase must be supplied along with a warranty claim submission.