

# WARRANTY CARD 1/2

## Warranty period

Residential area 20 years  
Commercial area "light" 5 years

## Garantie - Organic Veneer Parquet

By way of this warranty, Kronoflooring GmbH, Mühlbacher Straße 1, D-01561 Lampertswalde, Germany (hereinafter referred to as "Kronoflooring"), grants the first purchaser additional rights, which exist in addition to the contractual and statutory warranty claims. The following provisions do not imply any waiver, limitation or other modification of the contractual and statutory warranty claims.

### 1. Warranty for living area

Kronoflooring provides the following warranty for the residential area. Kronoflooring provides a warranty for the original purchaser namely that from the date of purchase until the end of the warranty period that corresponds with the product, the purchased ORGANIC Veneer Parquet panels (hereinafter referred to as the "Panels") depending on the situation in a case, shall be free of production defects\* and, in their original manufactured condition and under normal conditions of a private household\*\*(1) shall have a flawless and durable surface adhesion of the veneer surface on the carrier board, (2) have durable, three-layer, bonding, (3), in production preference shall be given to wood from sustainable forestry that is used for the core board, (4) have a surface that is stain-resistant, (5) shall be insensitive to moisture „as a result of damp wiping and liquid spills that may, occur in everyday domestic use\*\*\*, and (6) have a secure panel connection.

The warranty for the residential area expressly does not apply to the commercial area, but rather only to residential use under the following warranty conditions.

### 2. Warranty for commercial area "light"

Kronoflooring provides the following warranty for the commercial area "light":

Kronoflooring provides the first purchaser a warranty, namely from the first day of purchase until the end of the warranty period stated above that corresponds with the product - the purchased ORGANIC Veneer Parquet Panels, depending on the situation in a case, shall be free of production defects\* and, in their original manufactured condition and in the case of use in a commercial area "light" \*\*\*\*, (1) shall have flawless and durable surface adhesion of the veneer surface on the carrier board, (2) have durable, three-layer, bonding, (3), in production preference shall be given to wood from sustainable forestry that is used for the core board, (4) have a surface that is stain-resistant, (5) shall be insensitive to moisture as a result of damp wiping and liquid spills that may occur in everyday domestic use\*\*\*, and (6) have a secure panel connection.

The warranty for the commercial area "light" is subject to the following warranty conditions.

\*Production defect means a verifiable defect or fault that occurs before the first shipping of the Panels as a result of the manufacture, material or workmanship of the panels, and as a result the panels are found to be unsuitable for use as a Panel.

\*\*Normal conditions of a private household mean everyday activities that are normally associated with residential use.

\*\*\*Water warranty: The floor is insensitive to moisture due to damp mopping and spills as a result of damp wiping and spillages of liquids that may occur in everyday household. The product is water resistant. Nevertheless, in case of extreme humidity in buildings or building materials, mould and/or mildew growth may occur (in particular if the damp problem continues to be unidentified or not stated). The warranty shall

be excluded in the case of mould and/or mildew growth, which has occurred as a result of prolonged exposure to moisture. The warranty is similarly excluded in the case of flooding. The test method Regarding the water-resistant use is the current version of the NALFA laminate Surface Swell Test – Assembled Joint test procedure.

\*\*\*\*Use in the commercial area "light" means use in establishments where there is no heavy commercial footfall in which the floor is not subject to a heavy commercial cleaning process and in which the room temperature and humidity can be controlled and kept at a constant level. Without limiting the generality of the preceding sentence, use in the commercial sector is light, in particular in the following establishments: Flats, retail shops, medical practices, educational institutions, commercial and office space, restaurants, apartment buildings, and buildings with privately owned flats.

In the aforementioned establishments, installation is permitted in the following premises/areas:

Entrance area#, sales room/showroom, break room, offices, storage and locker rooms, lobbies, waiting room, hallway, nurses' station, guest room, conference/meeting rooms, tea kitchens, lounges, rental flats, classrooms, general areas, all areas without heavy commercial footfall.

Prerequisite is the use of dirt-trapping mats.

### Product application:

Please check the conditions on site before installing the panels to determine the necessary further steps with regard to special requirements concerning health and building regulations, statics, COF requirements, frequent water exposure, extreme moisture, exposure to moisture or heavy commercial footfall, and take all necessary steps to ensure safe laying.

Kronoflooring provides no additional warranties and accepts no liability for use that contravenes statutory regulations. The precise assessment of local requirements, regulations and usage is the responsibility of the floor installer.

Kronoflooring provides no warranties such that use of the panels in the aforementioned areas is in accordance with local building, health and/or municipal codes or laws.

Unless expressly stated, the term "Warranty" shall refer only to the warranty in the residential area or warranty for the commercial area "light" as described.

### Warranty conditions

The warranty shall apply in the case of observing the following conditions:

### 3. Accepted laying method:

All Kronoflooring flooring panels having been laid correctly and in accordance with the Kronoflooring laying instructions is a precondition. The laying instructions are can be found on the insert in each package. Detailed installation instructions are available from your Kronoflooring dealer and at [www.floor-installation.com](http://www.floor-installation.com)

### In accordance with industry standards:

Before laying, check the foundation for moisture content. A moisture test of the screed is not only necessary new construction, but also for renovation work.

The so-called CM measurement ("Calcium - Carbide Method") has proven successful for this measurement. For detailed information on the measuring method, please refer to our information sheet no. 4 "CM measurement" available on our homepage [www.floor-installation.com](http://www.floor-installation.com).

The following CM measurement values must not be exceeded under any circumstances:

- Cement screed < 2.0 CM-%
- Anhydrite and anhydrite flowing screed < 0.3 CM-%
- Magnesia screed < 3.0 CM-%
- On heated screeds < 1.4 CM-%
- On heated screeds < 0.2 CM-%

A vapour barrier is not necessary if the wooden floor is laid on a wood foundation. Nevertheless, the wooden foundation must have a moisture content of ≤12% in the entire installation surface. For further information on requirements regarding vapour retarder, please refer to the information sheet "Vapour retarder requirements", which can be downloaded from our homepage at [www.floor-installation.com](http://www.floor-installation.com).

If no underlay is enclosed, please install the Kronoflooring wood flooring on an underlay suitable for wood flooring.

- Any dampness from building materials, particularly dampness of the slab or foundation, must be completely eliminated prior to laying.
- Proper laying applies when laid in accordance with ISO 10874; and
- If the laying site is susceptible to spills or moisture behind the skirting board, the entire room surface must be sealed. A 3/8mm compressible PE round cord must be placed on the seam and completely sealed with silicone over the entire surface. An acrylic sealant should not be used. In the area where the skirting board (trim) meets the floor, a small silicone bead should be provided to prevent moisture penetration behind or under the skirting board (moulding). The same result can be achieved using waterproof skirting boards. Permanently fixed items or door frames etc. should also be sealed with silicone.
- It is important that each panel locks into the locking system on all four sides in order to avoid gaps or seam openings and, therefore, rule out the warranty.

### 4. Proper care and cleaning

Compliance with Kronoflooring's cleaning and maintenance instructions is a condition for safeguarding the warranty. A copy of the instructions should have been given to you at the time of purchase. In addition, you can obtain these from your Kronoflooring dealer and at [www.floor-installation.com](http://www.floor-installation.com).

The care and cleaning instructions include, but are not limited to, the following:

- The Panels may only be installed indoors in a dry, climate-controlled area.
- Furniture glides should be used to protect the panels.
- The preferred cleaning method is mist wiping, using a mop that has been well wrung out and using only warm water. Only non-abrasive, soap-free cleaners specifically recommended for cleaning wooden floors may be used. (NEVER USE: detergents, soaps, "mop - and - shine" products, wax, polishes, scouring milks and pads, steel wool, Comet™, Soft Scrub™ etc. that could damage the topcoat).
- Any cleaner should not be applied directly to the Panels. Rather a mop or cloth should be moistened and the diluted cleaner applied and spread over the Panels.
- For best results, use one cup of vinegar per litre of warm water.
- Any spills should be cleaned up without delay. In any case, liquids should not be left on the panels longer than absolutely necessary.
- If your home is prone to exposure to dirt and sand, more frequent sweeping, dusting or vacuuming is recommended.
- Scratches are usually caused by moving large, heavy furniture. Be careful when moving large heavy items or appliances, such as

stoves, refrigerators, furniture or other heavy items. You are recommended to use an appropriate floor protector when moving heavy items. Do not move heavy items across the floor without appropriate protection.

- i. As described in 2. above, use of dust control mats is required in entrance areas and areas with heavy commercial footfall.
- j. Excessive pet nails can damage the floor. Regular nail trimming is, therefore, recommended.
- k. Only vacuum cleaners and cleaning equipment suitable for hard surfaces should be used. Use of polishing machines to clean the floor is prohibited. Importance is attached to keeping the floor clean, which is why regular vacuuming, dusting or sweeping are recommended to avoid damage to the floor surface as a result of dirt particles. Use of floor scrubbers steam cleaners, high-pressure cleaners, wet jet mops (such as "Swiffer") or the like are prohibited because this could damage the surface of the Panels.

## 5. Warranty exclusion

The warranty shall be excluded in the case of

- a. defects as a result of improper laying, use or storage, or as a result of failure to follow the care and cleaning instructions.
- b. Damage due to wiping too wet or due to the use of unsuitable cleaning agents, scouring agents, soaps, waxes or polishes/oils.
- c. Accidents, misuse or incorrect use (pet damage is considered misuse).
- d. Panels that have been laid despite an obvious defect.
- e. Abrasion caused by pointed shoe heels, by moving furniture and/ or by unsuitable chair castors or surface clouding due to sand, grit, scouring powder or glue.
- f. All damage caused by the effects of moisture that exceeds the level of a household routine, such as standing water or urine, flooding due to urine, flooding due to a burst water pipe or a technical fault/defect.
- g. Damage resulting from use contrary to the intended use.
- h. Any seam openings as a result of improper installation, use or inappropriate care or cleaning.
- i. Any damage as a result of constant and severe exposure of the Panels to temperature.
- j. Any damage due to rising damp from the foundation. This includes, but is not limited to, damage caused by hydrostatic pressure under the floor or other conditions resulting from excessive moisture in the foundation.
- k. Any damage, improper maintenance or damage caused by scratching, heavy impact of objects or cutting of the Panels. The warranty does not cover damage resulting from the use of floor scrubbers and steam cleaners etc. or wet jet mops, brush rollers or similar equipment.
- l. Unusual wear-and-tear.
- m. Skirting boards or trim.
- n. Any shipping or transit damage.
- o. Any alterations to the original Panels.
- p. Any changes to the gloss level due to subsequent installation or repairs.
- q. Use in inappropriate commercial establishments (appropriate areas are defined at \*\*\*\*). These include offices and business premises that need to be wet mopped every day and/or require cleaning with strong chemicals is necessary, similarly premises where machinery or other heavy items need to be placed on or moved across the floor. Appropriate commercial premises are law firms, jewellers, art galleries, consulates and embassies, boutiques or gift shops. Areas

unsuitable for the laying a wooden floor include operating theatres, public toilets and bars/pubs. The warranty is excluded for these facilities.

## 6. Asserting a warranty claims

- a. Insofar as it is not a question of a production defect, the warranty claim must be asserted in writing within 30 days of occurrence of the defect (copy to Kronoflooring) and directed to the retailer from whom the floor was purchased. The letter must state the reasons for the warranty claim, the product specifications and the model number, and the dealer (copy to Kronoflooring), by way of enclosing the original proof of purchase and a laying certificate. The warranty claim must be asserted during a corresponding warranty period.
- b. Kronoflooring reserves the right to inspect or have a third party (expert) inspect the respective flooring before accepting the claim, and request photographs of the respective Panels, or request the Panels themselves to review the defect.

## 7. Warranty services

- a. If the warranty claim is justified, Kronoflooring shall, at its own discretion, repair the respective Panels or replace them. Replacement panels for the faulty Panels shall be supplied to the original point of sale.
- b. If Kronoflooring, at its own discretion, deems repair or replacement of the Panels to be unreasonable, Kronoflooring shall, at its own discretion, reimburse the costs on a pro rata basis. The warranty shall be based solely on the current value of the respective Panels. The current value shall be determined based on the age of the respective floor in relation to the warranty period.
  - (i) In the residential area, the current value of the ORGANIC Veneer Parquet Panels is reduced by 1/4 every five (5) years based on the new value without turnover tax.
  - (ii) In the commercial area, the current value of the ORGANIC Veneer Parquet Panels is reduced annually by 1/5 based on the new value without turnover tax.
- c. If the floor in question is no longer available/deliverable in the desired design, Kronoflooring shall, at its own discretion, or taking into account sub-section 7 (b), make a decision based on the current range at the same value.
- d. Warranty claims do not include the costs of removal, laying, assembly, transportation and storage and travel expenses; excluding optional optional replacement and, provided the Panels have been professionally laid, Kronoflooring shall, at its own discretion, carry the labour costs of relaying the Panels
- e. If the warranty claim is justified, the respective Panels are to be replaced or repaired within 90 days of granting the claim, failing which all claims under the warranty shall be forfeited.

## 8. Exclusion of liability

- a. This warranty is non-transferable and is available only to the original purchaser for as long as he or she owns the Panels and applies only to the initial laying. The affected area must be capable of being easily inspected, and the affected area must not be larger than 1cm<sup>2</sup> in size.
- b. Information contained in Kronoflooring sales catalogues, in descriptions, advertisements or other advertising and marketing material and claims made by commercial agents or distributors is to be regarded as general information and does not render Kronoflooring to

be bound in any shape or form. Commercial agents and dealers are not entitled to amend the warranty.

- c. Liability for consequential damages is excluded to the extent permitted by law. This warranty grants rights in addition to the statutory rights that may vary from country to country.
- d. If any provision of this warranty is or becomes invalid, this shall not affect the validity of the remaining provisions. Subsidiary agreements in respect of this warranty have not been entered into. All subsidiary agreements and all amendments are subject to the written form in order to be deemed valid, and are to be signed by a person from Kronoflooring authorised to represent the company.

German law applies by way of exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). The registered office of Kronoflooring is deemed the exclusive place of jurisdiction for all disputes resulting from this warranty. Kronoflooring is also entitled to bring legal action at the competent court for the first purchaser's registered office and at any other permissible place of jurisdiction.

**Kronoflooring does not assume any kind of liability whatsoever for other or implied warranties for marketability or suitability for a certain purpose in respect of the Panels.**