

March 2014

**RE: KAINDL Laminate FLOORING - CLASSIC TOUCH and NATURAL TOUCH - Guarantee**

Dear KAINDL User,

The following document outline the KAINDL product -warrantee /guarantee as drafted by KAINDL FLOORING GmbH in Austria.

Carpet Brokers (Pty) Ltd. as distributors of KAINDL wood laminate floors, stock the following ranges of the KAINDL Products.

**KAINDL PRODUCT**

**KAINDL Laminate FLOORING Classic Touch 8.0**

Carpet Brokers (Pty) Ltd - Authentic Touch, Country Style, Premium Plank and V-Groove

**KAINDL Laminate FLOORING Natural Touch 8.0**

Carpet Brokers (Pty) Ltd - Wide Plank

**KAINDL Laminate FLOORING Classic Touch 10.0**

Carpet Brokers (Pty) Ltd - Narrow Plank

**KAINDL Laminate FLOORING Classic Touch 7.0**

Carpet Brokers (Pty) Ltd - Classic 8mm.

All Claims are governed under the conditions as set out by KAINDL FLOORING GmbH.

If any defect is noticed on KAINDL boards, fitting should not commence and supplier of goods must be informed. Claims for installed KAINDL wood laminate floors must be sent to the supplier with significant proof of defect along with complaint letter. Complaints/Claims will be addressed individually.

The documents is set as a guide for:

Warranty conditions, 3-Fold Warrantee, Installation, Treatment, Claims under warrantee and Performance under warrantee.

For more info please visit our web-page: [www.carpetbrokers.co.za](http://www.carpetbrokers.co.za)

Your Sincere

R.D.F.B von Heynitz



**SAWLFA**  
SOUTHERN AFRICAN WOOD & LAMINATE  
FLOORING ASSOCIATION

<b>KAINDL Laminate FLOORING Classic Touch and Natural Touch Collection 3-fold warranty/guarantee</b>	Kaindl Info <b>19</b>
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Product	Warranty period	
	Private area	Professional area
KAINDL Laminate FLOORING Classic Touch 7.0	15 years	5 years
KAINDL Laminate FLOORING Classic Touch 8.0	30 years	5 years
KAINDL Laminate FLOORING Classic Touch 10.0	30 years	5 years
KAINDL Laminate FLOORING Natural Touch 8.0	30 years	5 years
KAINDL Laminate FLOORING Natural Touch 10.0	30 years	5 years

### Warranty conditions

This warranty applies to all listed Kaindl laminate flooring installed in rooms subjected to normal use in accordance with the recommended use class specified by EN 685 (information available under: <http://www.kaindl.com/en/partner/trade-manufacturing/technical-downloads/>, Info Sheet No. 15). The warranty does not apply to use in wet or humid rooms. Failure to comply with installation, cleaning and care instructions, improper use, improper inappropriate conditions (e.g. unusual climatic, chemical or mechanical strain) will lead to an exclusion of claim under warranty. The warranty period begins on the day of purchase; it is not transferable and applies only to the original purchaser and original installation. The warranty does not restrict statutory warranty rights.

These warranty rights do not apply to the USA and Canada.

### 3-fold warranty:

#### 1. Resistance against friction wear

A claim under warranty is given as soon as the decorative layer is completely removed over an area of at least one square centimeter. Wear on the edges of the flooring planks are excluded from the warranty.



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## 2. Light-fastness

Light-fastness in accordance with Level 6 of the "blue wool scale". Test method in accordance with standard EN ISO 105-D2. This part of the standard describes a test method for determining the resistance of a dye to an artificial light source that is the equivalent of natural daylight. Natural aging is not covered by the warranty.

## 3. Resistance to staining

The effects of the following substances: acetone, hand creme, alcoholic beverages, natural fruit and vegetable juices, fats, coffee, cola drinks, nail varnish or similar.

## Installation

The Kaindl laminate flooring must have been installed in accordance with the installation instructions provided by Kaindl. The installation instruction provided by Kaindl are contained in the flooring packages. Detailed installation instructions are available from your Kaindl Flooring dealer and under [www.kaindl.com](http://www.kaindl.com)

## Treatment

Inappropriate conditions and improper treatment will lead to an exclusion of claim under warranty. Floors in professionally used areas must have a dirt trap. Compliance with the cleaning and care instructions (enclosed with every package) is prerequisite for a claim under warranty. The warranty does not cover normal signs of wear and tear.

## Claims under warranty

Every claim must be made in writing and accompanied by the original purchase receipt. Claims under warranty must be submitted within thirty days after the occurrence of the defect. We retain the right to view the damage on site or have it viewed by a third party before acknowledging a claim.

## Performance under warranty

Performance under warranty is based exclusively on the current value of the product. The current value of the product is ascertained on the basis of the stated warranty period. Performance under warranty is reduced as follows for these floor types used in private rooms:

KAINDL Laminate FLOORING Classic Touch 7.0	by 1/5 every 3 years
KAINDL Laminate FLOORING Classic Touch 8.0	by 1/5 every 6 years

The notes and details contained in this pamphlet represent our best knowledge given the current state of technology.



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KAINDL Laminate FLOORING Classic Touch 10.0	by 1/5 every 6 years
KAINDL Laminate FLOORING Natural Touch 8.0	by 1/5 every 6 years
KAINDL Laminate FLOORING Natural Touch 10.0	by 1/5 every 6 years

In professional areas performance under warranty is reduced by 1/5 every year on the basis of the product value when new. In the event a claim under warranty is ~~valid~~ <sup>admitted</sup>, replacements for the defective panels will be sent to the purchaser via the original place of purchase to the same extent and in consideration of the fair value. Installation costs shall be borne by the purchaser; all other costs and damage caused by the defective product are not covered by this warranty. In the event Kaindl laminate flooring is no longer available in the requested decor, a replacement will be selected from the current program. Subject to Austrian law. Exclusive place of jurisdiction: A-5020 Salzburg.

KAINDL FLOORING GmbH  
Kaindlstraße 2  
5071 Wals/Salzburg  
Austria

