

WARRANTY CARD



The quadruple warranty

- Abrasion resistance
- Light-fastness
- Stain-resistance
- Surface water protection

How this fits in with contractual and legal defect claims

Under this warranty, Kronoflooring GmbH, Mühlbacher Straße 1, 01561 Lampertswalde, Germany (hereinafter referred to as „Kronoflooring“) is granting the original purchaser additional rights that exist alongside the contractual and legal defect claims. No waivers, restrictions or other changes in the contractual and legal defect claims are linked to the provisions set out below. The original purchaser within the meaning of this warranty is the person who has purchased H₂O-Floor from a distributor as the first user.

Warranty conditions

This warranty is valid for residential and commercial use for all H₂O-Floors installed in rooms subject to normal recommended wear according to EN 13329, except for wet rooms – e.g. shower cabin or sauna -, commercially used bathrooms, rooms subject to unusual chemical or mechanical stresses and for workshop areas. The warranty is non-transferable; it is only valid for the original purchaser.

Warranty period

The warranty period is 30 years for residential use and 5 years for commercial use. The warranty period starts on the date stated on the original purchaser's original proof of purchase. The warranty period is neither extended nor renewed by services provided under warranty.

Installation

H₂O-Floor must have been installed in accordance with the installation instruction. The installation instruction can be found in each pack, while a detailed installation instruction can be obtained at www.floor-installation.com.

Handling

The warranty excludes cases when no dirt trapping mats are laid in the entrance area or when defects arise due to natural wear and tear, improper handling, laying, use or storage or improperly executed alterations or repairs or when original Kronoflooring accessories were not used when installing the flooring.

Abrasion resistance

A warranty claim exists if the decorative layer is fully removed in an area of at least one square centimeter in size. Abrasion marks on the panel edges are excluded from the warranty.

Light-fastness

H₂O-Floor is lightfast: The color fastness of ≥ 4 of the gray scale as per EN 20105-A02 up to Level 6 of the blue wool scale in accordance with ISO 105-B02. Light-fastness describes the color consistency of the surface under longer exposure times. H₂O-Floor thus exhibits very good lightfastness under longer light exposure. However, it is not light-resistant.

Stain-resistance

H₂O-Floor is resistant to staining substances as per EN 438 (e.g. acetone, handcream, alcoholic drinks, natural fruit drinks and vegetable drinks, greases, coffee, cola drinks, nail polish, 25% sodium hydroxide solution, 30% hydrogen peroxide solution).

24 h Surface water protection

H₂O-Floor is surface protected against water for 24-hours as stipulated by NALFA (North American Laminate Floor Association) with an additional 100h+ surface water protection according to works standard specification KRONOSPAN WN-101 (www.100hour-test.com). Water must be removed within 24 hours at the latest. The warranty does not apply to damage caused by water, which goes beyond every day use, specifically flooding or standing water. The warranty does not apply to moisture that penetrates the floor from below.

Making a claim under warranty

All complaints must be made in writing and must be accompanied by the original receipt. The warranty claim must be made within 30 days after the defect becomes apparent. Before recognizing the complaint, we reserve the right to inspect the complaint on-site or to arrange for a third-party inspection.

We are there for you 4x –
the H₂O-Floor quadruple warranty

4X
Warranty

Services under warranty

Kronoflooring may provide the services under warranty in respect of the original purchaser in the form of a cash payment or by making a replacement, as it chooses. Where the warranty service is in the form of a cash payment, this is based exclusively on the current market value of the goods. The current market value is calculated using the age of H₂O-Floor compared to the warranty period. In residential living areas, the current market value of H₂O-Floor reduces annually by 1/30, starting from the new value excluding taxes. In commercial areas, the current market value of H₂O-Floor reduces annually by 1/5, starting from new value excluding taxes. In the event of a warranty service provided in the form of a replacement, the original purchaser is supplied with replacement goods in exchange for the defective panels free of charge at the original point of sale. More extensive claims to warranty services do not exist in this respect. In particular, warranty claims do not cover the removal, fitting, travel, storage or transport costs. If H₂O-Floor can no longer be supplied in the preferred decoration, the choice is made from the current product range.

Applicable law and place of jurisdiction

German law is applicable, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). If the initial purchaser is an entrepreneur, the sole place of jurisdiction for all disputes under this warranty is the head office of Kronoflooring; Kronoflooring is in this instance also entitled to lodge claims at the head office of the initial purchaser and at any other permitted place of jurisdiction.