In order to help customers better understand the quality and implicational scope of Kaindl Flooring, pictograms are used for recommended service categories.

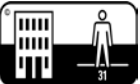These pictograms will enable the buyer and the end user to classify individual products without difficulty. This will lead to much greater buyer confidence and save customers the confusing study of technical definitions and quality certificates.

On the European level, the classification for the utility classes is defined in the Norm EN 13329, EN 14354, EN 15468, EN 985 and EN 14085.

The classification distinguishes 6 service categories

Categories 21–23 for residential use (see Table)
Categories 31–33 for commercial use (see Table)

Pictogram	Service class	Service Area	Intensity of Use	Wear	For Use in e.g.
	21	RESIDENTIAL USE	light	used seldom or only from time to time	bedrooms, guest rooms
	22	RESIDENTIAL USE	medium	constant normal wear	living room, dining rooms, passage
	23	RESIDENTIAL USE	heavy	intensive heavy wear	staircase landings, entrance hall, kitchen
	31	COMMERCIAL public and commercial use	light	used seldom or only from time to time	hotel rooms, small offices, conference rooms
	32	COMMERCIAL public and commercial use	medium	constant normal wear	kindergarten, offices, waiting rooms, hotel halls, boutiques
	33	COMMERCIAL public and commercial use	heavy	intensive heavy wear	corridors, large offices, department stores, multi-purpose halls, classrooms

Thus the pictograms will replace the abrasion ratings (Taber Test) which alone not give an adequate insight into the quality and give no indication of recommended end uses.

Accordingly these abrasion ratings will no longer appear on our products but instead will only be given along with other important criteria such as dimensional stability, fit, impact resistance, light fastness, resistance to household chemicals, etc., in separate data sheets.

Only the Initial Point (IP) will be given here as a uniform feature.