



<b>KAINDL SOLID PRO SPC Triple Guarantee</b>	Kaindl Info <b>19.5</b>
	Status: September 2020
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Product	Guarantee period	
	Residential sector	Commercial sector
KAINDL SOLID PRO 4.0 SPC	<b>20 years</b>	<b>3 years</b>
KAINDL SOLID PRO 5.0 SPC	<b>30 years</b>	<b>5 years</b>
Masterfloor Vinyl SPC 4.0	<b>15 years</b>	<b>3 years</b>

**Relationship to contractual and statutory claims for defects**

With this guarantee, KAINDL FLOORING GmbH ("Kaindl") grants the initial buyer additional rights that exist in addition to any contractual and statutory claims for defects. The following regulations do not entail any conditions, restrictions or other modifications of the contractual and statutory claims for defects. An initial buyer within the meaning of this guarantee is the person who purchases the Kaindl Solid 4.0 SPC or Kaindl Solid 5.0 SPC or Masterfloor Vinyl SPC 4.0 flooring (hereinafter referred to as "floor") as its first user from a retailer. It applies only to the initial laying of the floor.

These guarantee terms are not applicable to the United States and Canada.

**Guarantee conditions**

This guarantee applies to the residential and commercial sector with intensive use for all floors that have been laid to suit the recommended load class in accordance with EN 16511, but not for exceptional chemical or mechanical loads. The guarantee is non-transferable; it is only available to the initial buyer.

**Guarantee period**

The guarantee period depends on the product and is indicated on the insert in each package. The guarantee period starts with the date on the original purchase receipt of the initial buyer. Guarantee services do not extend or renew the guarantee period.



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## Laying

The floor must have been laid in accordance with the installation instructions. The installation instructions are located on the insert in each package.

Detailed installation instructions can be obtained from your Kaindl Flooring dealer and at [www.kaindl.com](http://www.kaindl.com)

## Treatment

Improper use as well as improper cleaning and care excludes a guarantee claim. In commercial areas, a corresponding dirt catch zone must be available. Compliance with the cleaning and care instructions (included in each package) is a condition for the granting of the guarantee. Normal signs of wear and tear are not covered by this guarantee.

## Triple guarantee:

### 1. Resistance to abrasion (according to EN 16511 method B)

A guarantee claim exists if the decorative layer is completely removed on an area of at least one square centimetre in size. Abrasion on the panel edges is excluded from the guarantee.

### 2. Fastness to light

A guarantee claim exists if the floor is not lightfast according to level 6 of the Blue Wool Scale (method for calculating the light fastness). The light fastness according to EN 438 describes the consistency of the surface at prolonged light exposure.

The floor has a very good light fastness with prolonged exposure. However, it is not entirely light-resistant. The consequences of natural ageing are therefore excluded from the guarantee.

### 3. Stain insensitivity

A guarantee applies if the floor is damaged by the action of the following substances: acetone (e.g. contained in nail polish remover), hand cream, alcoholic beverages, natural fruit and vegetable juices or beverages, fats, coffee, cola drinks and nail polish.



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## Exclusions

The guarantee is excluded for natural signs of wear and tear or if no dirt trap mats are laid out in the entrance area or defects arise as a result of improper handling, installation, use or storage or improperly executed changes or repairs.

## Assertion of the guarantee claim

The guarantee claim must be asserted in writing with the original proof of purchase within 30 days after the occurrence of the defect. Kaindl reserves the right to inspect the affected floor on site or to have the site visited by third parties before acknowledging the guarantee claim.

## Provision of guarantee services

Kaindl may provide the guarantee service to the initial purchaser at its own discretion by monetary refund or by replacement. The monetary refund within the scope of the guarantee shall cover exclusively the time value of the affected floor. The time value is determined by the age of the affected floor in relation to the guarantee period. In private living areas, the time value of the floor is reduced annually by 1/20 (for Kaindl SOLID 4.0 SPC) or 1/30 (for Kaindl SOLID 5.0 SPC) or 1/15 (for Masterfloor Vinyl SPC 4.0) based on the new value without VAT. In the commercial sector, the time value of the floor is reduced annually by 1/3 (for Kaindl SOLID 4.0 SPC and Masterfloor Vinyl SPC 4.0) or 1/5 (for Kaindl SOLID 5.0 SPC) based on the new value without VAT. In the case of a guarantee service in the form of a replacement, the initial purchaser will receive a free delivery of replacement goods for the defective panels to the original point of sale. There are no further claims for guarantee services in this respect. In particular, the guarantee claims do not include the costs of removal, reinstallation, assembly, transport as well as storage and travel expenses. If the floor is no longer available in the desired décor, the selection is made from the current range.

Austrian law applies. To the extent permitted by law, the place of jurisdiction is: A-5020 Salzburg.

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