



KAINDL Design FLOORING Solid Collection 7-fold warranty	Kaindl Info 19.4
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Product	Warranty period	
	Private area	Professional area
KAINDL Design FLOORING Solid Collection	15 years	5 years

Warranty conditions

This warranty applies to all listed products of the Kaindl Design FLOORING Solid Collection 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. Normal signs of wear and tear, e.g. mechanical damage such as scratches or dents in the surface, are not covered by this 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.

7-fold warranty:

1. Simple installation

The Kaindl Design FLOORING Solid Collection features the Kaindl click profile that enables very simple, adhesive-free installation. All planks must be thoroughly checked for visible flaws or damage prior to installation. The specific installation steps and measures that are binding with regard to the validity of the warranty should be referenced from the Kaindl installation instructions. Kaindl installation instructions are included with the product; detailed instructions are available from your Kaindl Flooring dealer and at www.kaindl.com.

2. Surface adhesion

The outstanding adhesive and cohesive properties of the polyvinyl chloride (PVC) surface applied at the factory guarantee a perfect and durable surface adhesion. A claim under warranty exists if the coating becomes completely detached over an area of 1 square centimetre.



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3. Durability of three-layer adhesive

The symmetrical, three-layer design of the Kaindl Design FLOORING Solid Collection with guaranteed durability of the individual layers offers a multitude of advantages with regard to stability of form, durability, resistance to wear, etc. A claim under warranty exists if the PVC surface becomes detached from the highly compacted wood material core contrary to expectations.

4. Wood from sustainable forestry

We make preferred use of wood types from PEFC-certified forests for our carrier boards. We also make use of wood types and waste sawmill products from sustainably managed forests.

5. Ease of cleaning and care

The Kaindl Design FLOORING Solid Collection is extremely hygienic and easy to care for thanks to the surface seal applied at the factory. Preserving their value requires little maintenance. The warranty is subject to compliance with the cleaning and maintenance instructions included with the product.

6. Light-fastness

Light-fastness in accordance with Level 6 of the "blue wool scale". Test method in accordance with standard EN ISO 105-B02. 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.

7. 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.

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. Kaindl retains the right to view the damage on site or have it viewed by a third party before acknowledging a complaint.



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Performance under warranty

Performance under warranty is based exclusively on the current value of the product. Sunlight leads to a change in the colour of the PVC layer. A difference in the structure and colour emphasises the floor's beauty and is not covered by the warranty. The fair value of the product is ascertained on the basis of the warranty period. Performance under warranty for products of the Kaindl Design FLOORING Solid Collection is reduced by 1/5 every 3 years in private areas and by 1/5 every year in professional areas on the basis of the product's value when new. In the event a claim under warranty is acknowledged, replacements for the defective planks 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 a product from the Kaindl Design FLOORING Solid Collection 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.

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