

Karastan[®]

WOOD WARRANTY BROCHURE





We're proud of the many products we create with nearly 20,000 American craftsmen who make sure your floors are beautiful, durable, comfortable and sustainable.

Karastan offers an extensive variety of today's finest floor coverings. Ask your retailer about other expertly crafted Karastan products specially designed to complement your home's interior and your personal decorative style.

At Karastan, our brand is our reputation. We stand behind every product we make. Thank you for your trust in us, and we hope you enjoy your new Karastan flooring.

KARASTAN WOOD FLOORING LIMITED WARRANTY

This brochure contains details of all the warranties featured on our wood flooring products. However, not all warranties apply to all products. The specific warranties applicable to each individual product line are designated on the samples featured by the authorized retailer at the time of the flooring purchase.

Please keep these important papers regarding your flooring on hand for future reference:

- This brochure
- Original invoice

Retaining these documents ensures that you'll have all the necessary paperwork handy in the unlikely event of a warranty claim. Karastan also recommends keeping excess planks from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, contact your retailer or visit Karastan.com. All warranty information in this brochure is effective December 2021.

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KARASTAN WARRANTY CHART

KARASTAN RESIDENTIAL WARRANTY

<i>Karastan</i>	BelleLuxe Waterproof Wood	BelleLuxe Natural Wood
Wear Protection	Lifetime	Lifetime
Wet Warranty	Lifetime Wet Protect	Wet Resistance
Steam Mop	Lifetime	N/A
General Stain	Lifetime	Lifetime
Joint Integrity	Lifetime	N/A
Pet Protection	Lifetime	N/A
AntiMicrobial	Lifetime	N/A
Fade Resistance	Lifetime	N/A
MFG Defects	Lifetime	Lifetime
Commercial	5-Year Light to Medium	5-Year Light to Medium
Proration	Yes	Yes

LIMITED WARRANTIES

Manufacturing Defect Warranty

All BelleLuxe Products

Karastan warrants to the original buyer that the flooring will be free of defects in material and/or workmanship in accordance with the terms of this warranty for as long as the buyer owns the home.

Terms and Conditions

- This limited warranty only covers the flooring under normal residential use when Karastan installation and maintenance instructions are followed properly.
- This warranty only applies to inherent defects that were not visible before or during the installation of the flooring.
- Flooring planks or accessories must be checked carefully for material defects before and during installation under sufficient lighting. Installation indicates acceptance of quality.
- Hardwood is a natural product and may exhibit naturally occurring variations in grain and color, mineral streaks and knots. The installer must use reasonable selectivity and hold out or cut off objectionable blemishes prior to installation.

Exclusions

- These limited warranties do not cover damage to the flooring that occurs during shipment or installation.
- Installation of flooring that contains any obvious or visible manufacturing defect is not covered by these limited warranties.
- Color and gloss differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage.
- These limited warranties do not apply to flooring that has been subjected to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of flooring in a residential environment; or damage of mechanical nature.



Wear Resistance Warranty

All BelleLuxe Products

As a result of normal use, the protective layer will not wear through to the wood veneer or decorative layer.

Terms and Conditions

- Gloss change is not considered surface wear.
- In beveled-edge products, this wear resistance warranty does not include wear along the edges of the planks less than 3/16" (5 mm) from the edge.
- Refinishing the flooring voids the wear resistance warranty.
- Wear of the hardwood or design layer must be readily visible, covering at least one square inch.
- Chair pads or mats must be used under caster chairs.

General Stain Warranty

All BelleLuxe Products

Karastan warrants to the original buyer that the flooring will not stain under normal household use for the specified duration.

Terms and Conditions

- This warranty does not apply to stains as a result of chemical or industrial products other than recommended cleaning products.
- Topical spills should be removed promptly using a clean, dry or damp cloth. If additional cleaning is needed, use a Karastan recommended product and a microfiber cloth.
- This warranty excludes pet stains.

Fade Resistance Warranty

All BelleLuxe Waterproof Wood Products

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.

Hardwood Structure Warranty

All BelleLuxe Natural Wood Products

Karastan warrants that the flooring will resist ply separation for the specified duration, under normal residential use when properly installed and maintained in accordance with Karastan instructions.

Terms and Conditions

- Karastan recommends all hardwood flooring be acclimated for a minimum of 48-72 hours before installation. Acclimation allows the moisture content of the wood to adjust to the typical temperature and humidity. Wood should have a moisture content of 6-9% pre-installation.

- The room temperature must remain within a range of 60° to 80°F, with a relative humidity of 35% to 55%.
- Concrete subfloor moisture must not exceed 5 lbs per 1,000 square feet per 24 hours (*ASTM F1869*) or exceed 80% RH (*ASTM F2170*).
- The above environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions consistently outside of these parameters could result in product performance problems not covered under these warranties.
- Karastan products are not warranted against squeaking, popping, or cracking.

Wet Warranty

Wet Resistance Warranty

All BelleLuxe Natural Wood Products

Flooring will resist damage from normal topical household spills under normal use for the specified duration.

Terms and Conditions

- Do not allow topical moisture to remain on the floor longer than 30 minutes.
- Topical spills allowed to remain on the floor longer than 30 minutes may damage the flooring and void this warranty.
- Damp mop only. The flooring is not designed for wet or steam mopping.
- Damage from pet urine is not covered by this warranty.
- See General Wet Warranty Terms and Conditions for additional information regarding this Wet Resistance Warranty.

WetProtect Warranty

All BelleLuxe Waterproof Wood Products

WetProtect is a no-exclusions wet warranty that covers damage from all common household spills, domestic household pet accidents, damp and wet mopping. In addition, the coverage includes damage to both the flooring and subfloor from topical moisture for the life of the product.

Terms and Conditions

- Subfloor damage is defined as visible damage to the surface of a concrete or wood subfloor, including mold or mildew growth, rot or decay caused by topical moisture leaking through the joint system.

KARASTAN COMMERCIAL WARRANTY

- In all cases, subfloor damage must be the result of topical moisture leaking through a properly installed joint.
- See General Wet Warranty Terms and Conditions for additional information regarding this WetProtect Warranty.

Steam Mop Warranty

All BelleLuxe Waterproof Wood Products

A residential steam mop may be used, provided the steam is applied to a microfiber pad and not applied directly to the floor.

- Make sure to set the temperature of the steam mop to the appropriate setting for wood floors, or to the lowest setting.
- Steam mop in the length direction of the planks only.

General Wet Warranty Terms and Conditions

Unless otherwise specified, topical spills refer to normal household substances (*food and beverages*). All spills should be removed promptly, using a clean dry or damp cloth. If additional cleaning is necessary, use Karastan recommended products and a microfiber cloth.

- These warranties are contingent on proper care and maintenance. Please refer to Karastan's Care and Maintenance section for full instructions.
- These warranties are contingent on proper installation. Please refer to Karastan's Installation Guide for full instructions.
- Complete waterproof coverage requires a perimeter seal in accordance with the applicable product's installation instructions. Karastan strongly recommends a professionally installed perimeter seal. If the original owner or installer chooses to forgo perimeter sealing, waterproof coverage is impacted and limited. In the event of water or moisture damage related to moisture contact on an unprotected area due to failure to properly seal the perimeter (*including but not limited to leaks, spills, wet mopping, or steam mopping*), the coverage will not apply. This does not impact water damage unrelated to failure to perimeter seal.
- The flooring is not designed to withstand flooding, acts of God, plumbing accidents or leaking appliances (*icemakers, dishwashers, clothes washers, etc.*). These and other casualty events are not considered topical spills.
- The flooring is not designed to withstand water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (*water or moisture under the floor that is transmitted to the surface through exerted pressure*) or other conditions that result in water or moisture beneath the flooring.

- The flooring is not designed to withstand damage from moisture that originates from outside the room where it was installed.
- Consequential damages, including any medical issues related to mold or mildew growth, is not covered by this warranty.
- For residential warranty claims involving subfloor damage, Karastan will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods.
- For residential claims involving wood subfloor damage, Karastan will cover reasonable labor and materials costs to repair or replace only the damaged sections of subfloor.
- Replacement or cleaning of insulation, floor joists or other structural, mechanical or electrical components is not covered by this warranty.

Joint Integrity Warranty

BelleLuxe Waterproof Wood

The flooring joints will remain secure under normal use.

Terms and Conditions

- Responsibility under this warranty only applies to flooring defects that were not visible before or during the installation of the product.
- This warranty only applies to open joints greater than 0.015 inches (*0.381 mm*).

Pet Protection

All BelleLuxe Waterproof Wood Products

Pet stain protection covers all pets and all accidents for the specified duration. The flooring will resist staining from vomit, urine and feces of all domestic pets. Please refer to the attached Warranty Chart for precise duration of coverage, listed by product line.

Antimicrobial* Warranty

All BelleLuxe Waterproof Wood Products

Antimicrobial protected flooring is effective against certain common bacteria that cause stains, odors and product degradation. The antimicrobial product protection will not be removed by proper care and cleaning.

Terms and Conditions

- Antimicrobial product protection is limited to the top surface of the product only.

COMMERCIAL WARRANTIES

- *Antimicrobial flooring is not designed to protect users from disease-causing bacteria.
- Karastan disclaims liability for any sickness or death caused by microbes on the flooring surface or any associated medical or other expenses.
- In the event of a warranty claim, Karastan may inspect the product and determine the extent to which the protection has been diminished.

Commercial Warranties

Limited Light to Medium Commercial Warranty

All BelleLuxe Products

When installed properly within a light to medium commercial environment, the flooring is warranted against manufacturing defects, wear and staining in accordance with all previously stated terms and conditions. Refer to relevant sections for details, and see the Warranty Chart for specified Commercial Warranty duration.

Light to Medium Commercial Fade Warranty

All BelleLuxe Waterproof Wood Products

The flooring will not fade from exposure to sunlight or artificial light.

Terms and Conditions

- These commercial warranties apply only to the original purchaser.

- These commercial warranties apply only if used in one of the following areas.
- Rolling traffic or heavy traffic is excluded from these warranties. Chair mats should be used under casters.

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/water exposure. Other than the specific warranty identified above, Karastan provides no additional warranties and Karastan does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Karastan is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Karastan representative for questions on performance in specific locations.

Light to Medium Commercial Application Chart

NOTE: Walk-off mats are required at all entryways.

Retail

Entryway*
Sales Floor
Showroom
Checkout
Breakroom
Dressing Room
Office
Storage Room

Offices

Entryway*
Lobby
Hallway
Office
Conference Room
Meeting Room
Breakroom

Hotels

Entryway*
Lobby
Hallway
Guest Room
Conference Room
Meeting Room
Kitchenette
Lounge
Office

Doctor's Office

Entryway*
Lobby
Waiting Room
Hallway
Nurses' Station
Office
Breakroom
Storage Room

Education

Entryway*
Lobby
Hallway
Office
Classroom
Storage Room
Residence Hall
Common Area

Multi-family Housing

Entryway*
Lobby
Common Area
Hallway
Office
Storage Room
Individual Housing Unit

Restaurants

Entryway*
Lobby
Hallway
Office



GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions.

- These limited warranties apply only to the person stated as the buyer on the purchase document(s).
- These limited warranties apply only to first-quality product purchases made after the edition date of this document.
- These limited warranties do not apply to moldings.
- The product must be properly installed according to the Karastan written Installation Instructions, available from the retailer or on Karastan.com.
- Flooring installed with visible defects is not covered by these limited warranties.
- These limited warranties do not apply to flooring that has been re-installed in a second location.
- The product must be installed in an indoor, climate-controlled private residence or light commercial environment as indicated by the Warranty Chart.
- Damage that occurs during shipment or installation is not covered.

The flooring must be maintained in accordance with Karastan written Care and Maintenance instructions, available from the retailer or on Karastan.com.

- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops, buffers or similar products is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including but not limited to damage caused impact, gouging or cutting.
- Scratching during and after installation is not covered by these limited warranties.

The flooring is designed for normal residential or light commercial use, as specified in the Warranty Chart.

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.

- These limited warranties do not apply to product that has been put to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood floor in a residential environment; or damage of mechanical nature.

CARE AND MAINTENANCE

Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring. For full details, refer to the Care and Maintenance Guide, or visit Karastan.com.

Preventative Maintenance

Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.
- They should be constructed of an absorbent fiber with a breathable, non-staining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor or trap moisture underneath the mat.

Furniture

- Use non-staining felt or plastic floor protectors at least one inch in diameter under furniture.
- Chair casters should be rubber, not plastic or metal.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes or shoes in need of repair.
- Routinely clean vacuum wheels, brush, and head, and periodically inspect for foreign objects.
- Close window treatments during hours of direct sunlight and minimize excessive lighting whenever possible to protect floor.

Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

Routine Care

The amount of daily usage will determine how often cleaning is required.

Day To Day Cleaning

- Dust mop, sweep and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- **WARNING:** Vacuums with beater bar or power rotary brush head should never be used on wood flooring.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.

Occasional Cleaning

- Never damp mop wood flooring unless covered by Wet Resistance Warranty or greater wet warranty.* If flooring product allows, occasionally damp mop with water only.
- Never wet mop wood flooring unless covered by Waterproof or WetProtect Warranty.* If flooring product allows, occasionally wet mop with water only, using a well wrung-out mop.



- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.
- Never steam mop wood flooring unless covered by Steam Mop Warranty.*
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.

NOTE: See Wet Warranty section for details.

Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.
- Mist a clean microfiber cloth with a Karastan recommended cleaner, if needed, and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spot Removal

- Immediately use a microfiber cloth and a Karastan recommended cleaner, if needed, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, or other household products to clean the floor.
- Vacuums with beater bar or power rotary brush head should never be used on wood flooring.

PRORATION

Unless otherwise specified, these limited warranties for wood flooring are prorated, meaning the original warranty value is reduced relative to the length of ownership.

For the first three years, regardless of warranty length, the flooring is covered at full value. Beginning in the fourth year, the warranty value is decreased by a fraction based on the remaining years. See examples below.

Lifetime Warranty Proration

Based on an industry standard of 33-year lifespan for wood flooring

1st - 3rd Year 100%	18th Year 50%
4th Year 96%	19th Year 47%
5th Year 93%	20th Year 44%
6th Year 90%	21st Year 40%
7th Year 87%	22nd Year 36%
8th Year 84%	23rd Year 33%
9th Year 80%	24th Year 30%
10th Year 77%	25th Year 27%
11th Year 74%	26th Year 23%
12th Year 70%	27th Year 20%
13th Year 67%	28th Year 17%
14th Year 64%	29th Year 14%
15th Year 60%	30th Year 10%
16th Year 57%	31st Year 7%
17th Year 53%	32nd Year 4%
	*33rd+ Years 0%

*End of 33rd year.

5 Year Warranty Proration

Material and reasonable labor if professionally installed

1st - 3rd Year 100%	4th Year 20%	**5th+ Years 0%
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**End of 5th year.

FILING A CLAIM

FILING A CLAIM

Our wood flooring is engineered to provide years of durable service. In the unlikely event of a claim, notify the distributor or retailer in writing. To qualify for repair or replacement, the buyer or installer must provide the original dated sales receipt or other documentation to demonstrate proof of purchase. The following terms and conditions will apply.

Visual Defects

- For visual defects, the owner or installer has up to 30 days from the time of installation when a visual defect is identified to file a claim with the retailer.
- The distributor or retailer must be informed in writing of visual defects within 30 days. After this time has elapsed, no further complaints will be accepted.

All Other Defects

For all other defects not visible at the time of installation, claims may be made at any time during the stated duration of the warranty.

Replacement or Repairs

At its option, Karastan will repair or replace any defective planks during the specified warranty period.

- Terms and proration of these warranties will be dependent on original date of purchase.
- Upon approval of the warranty claim, Karastan will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with Karastan instructions within ninety (90) days after the claim is approved, or all rights under the limited warranty will be deemed waived.
- If the product design for which a claim is made is no longer available, Karastan will replace the affected floor materials with another design of equal or greater value at Karastan's discretion.
- If Karastan, in its sole discretion, determines that such repair or replacement is not reasonably achievable, Karastan may choose to refund the purchase price of the affected flooring.
- At its option, Karastan will cover reasonable labor costs for replacement of repairs if the original product was professionally installed.
- The above remedies are the sole and exclusive remedies for claims on all products.
- These limited warranties offer specific legal rights, which may vary from state to state.

Karastan will repair or replace the area of defective product at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. If the product has been discontinued, the closest product(s) will be supplied for the repair of the defective area only. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Karastan will cover reasonable labor costs for any defective product.



INFORMATION



NO IMPLIED WARRANTIES / SPECIAL DAMAGES

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

KARASTAN SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Karastan responsibilities.

CONTACT INFORMATION

For further information or questions regarding these limited warranties, please contact the retailer or visit Karastan.com

1-800-234-1120

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