

# Kährs

## Floor Care Guide & Lifetime Guarantee

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### WEAR THROUGH WARRANTY

For Kährs 7/16" Strip & Mega Strip Flooring  
Purchased after 8/1/2003

**Easy** (e ze) adj. [see EASE]

1. not difficult.
2. free from anxiety, pain, etc.
3. comfortable; restful.

**maintenance** (ma 'nt 'n ens) n. [see MAINTAIN]

1. a maintaining or being maintained.
2. kept up.
3. kept in continuance or in certain state.

We have just defined, with the help of Webster's New World Dictionary, what it takes to care for a Kährs floor - **EASY MAINTENANCE**. Essentially, **keeping** up a Kährs floor is not difficult. The steps are simple, painless and take only a fraction of the time it takes to care for wood floors that require waxing (on a regular basis) and sanding and refinishing (on a periodic basis).

Because of Kährs' computer-applied, UV acrylic urethane finish, you won't need to spend a great deal of time caring for the floor. We've taken care of that for you. But in order to preserve its beauty and durability for years to come and to ensure coverage under Kährs Lifetime Residential Warranty, you should follow these guidelines.

### Common Sense Care & Maintenance

**Immediately:** Blot up spills or spots with a lightly damp (well-wrung) cloth.

**Frequently:** Vacuum or sweep your floor daily to prevent dirt, dust and grit from scratching or dulling its finish.

**Periodically:** To help extend the life of a Kährs floor and to remove all cloudy residue or dulling dirt-film layers, clean it regularly with Kährs Wood Cleaner. Complete instructions can be found on the label of each bottle of cleaner.

Kährs Wood Cleaner is specially formulated to clean no-wax wood finishes like Kährs factory finish. It's a cleaner, not a polish, and it contains no waxes or oils. However, since it removes the dulling residue that builds up on the surface of the floor and dries clear with no streaking, it appears to enhance the shine.

### Easy & Safe to use in your home!

- Non-toxic vapor
- Non-flammable
- Highly transparent
- Extremely effective

### Floor Care Tips

While Kährs floors are tough, they aren't indestructible. However, you can generally prevent most problems before they occur with proper care and maintenance, ensuring your new floor retains its natural beauty, strength and durability.

### Do:

- Support furniture and heavy appliances with wide-bearing, non-staining glides or casters.
- Moving appliances and furniture into place by sliding them slowly over the floor on a clean piece of carpet (turned upsidedown), or on masonite with the smooth side down.
- Place a quality door mat at the entrance of your home to

help protect your floor from abrasive dust and grit and to help save unnecessary clean-up tasks.

- Maintain normal interior humidity levels. Kährs requires a relative humidity range of 45-60%.
- Place area rugs in high - or concentrated - traffic areas to make long-term maintenance easier and less expensive.

**Don't:**







- Do not wax the floor, use conditioners, or acrylic waxes.
- Do not use steel wool on the floor.
- Do not use soap or detergents on the floor and never use a wet mop or pour water directly onto the floor.
- Do not use ammonia-based cleaners.

**Added Protection**

Once your floor is installed, nothing is more discouraging than discovering dents or scratches that you could have easily prevented. Because wood is a product of nature, it can be dented or scratched by sharp appliances and heavy loads on furniture legs. Some furniture manufacturers place small-bearing metal or plastic domes, or hard rollers on furniture legs that can cause damage to a Kährs, or any, wood floor.

Combat this potentially-damaging problem by using wide-bearing and non-staining glides and casters and by placing Kährs Floor Protectors beneath the feet of all furniture legs.

We offer both Steel Shank Floor Protectors for wooden legs and bases and

Floor Protection			
<b>Kährs Recommends</b>	<b>Right</b> Wide Bearing Surfaces Save Floors 	<b>Right</b> Rubber Rollers Save Floors 	<b>Right</b> Use Flat Bearing Surfaces 
<b>Kährs Does Not Recommend</b>	<b>Wrong</b> Remove Small Metal Domes 	<b>Wrong</b> Hard Rollers Mark Floors 	<b>Wrong</b> Small Bearing Surfaces Domes Floors 

Peel-and-Stick Floor Protectors (95% wool felt) for metal or plastic legs and bases. Both provide maximum protection against scratches and dents commonly caused by furniture and appliances.

**Minor Touch-ups**

No matter how carefully you treat your floor, accidents do happen. Dropped packages, equipment and other things can dent or scratch any wood floor, regardless of how hard it is. Kährs has designed easy-to-use, user-friendly Touch-Up Kits so you can make minor repairs. We offer kits to match each flooring color.

Each kit contains a filler stick and touch-up marker. Clear finish bottles are also available and sold separately. Both simple and inexpensive, Kährs Touch-Up-Kits can be the perfect remedy when you need to repair minor flooring blemishes.

It's rare and extremely unfortunate, but if you damage your floor too extensively to repair by yourself, contact your floor covering dealer and ask for a professional to repair your floor.

**Accidents Can Be Remedied**

Problem	Solution
Food/drink stains & spills.	Wipe with lightly-damp

(well-wrung) cloth and/or Kährs' Wood Cleaner.

Tar, asphalt, gummy substance, ink, lipstick, carbon, typewriter ribbon scuff marks.

Wipe with Kährs Wood Cleaner; clean any remains with mineral spirits.

Scratches, burns.

Consult your Kährs Touch-up Kit, materials, and professional assistance is available.

Surface wear, low luster levels.

Consult your Kährs dealer. Professional assistance is available.

**Occasional Floor Care: Recoating Your Floor**

Kährs floors can be refinished without removing the factory finish. As a floor ages, normal wear and tear will cause a floor to lose its shine. This is natural-it happens to all wood floors! To restore the luster and extend the wear layer of the Kährs wood floor recoat with a water based urethane coating. Recoating your floor without removing the factory finish will not void the Wear Through Guarantee.

Recoating should be done when necessary. Don't wait until the finish has worn off. Call your professional flooring contractor for recommendations as soon as you see a wear pattern developing.

**Note:** To achieve a uniform look coat the worn traffic areas first followed with a coat over the entire floor.

**Recommended Finishes:** Bona Kemi (Pacific Strong and Traffic). Call Kährs Technical Line (1-800-ASK-KAHR) for other compatible floor finishes.

**Kährs Residential Guarantee**

When a residential floor has the highest quality in the industry, it should come with the strongest guarantee. Kährs provides a comprehensive lifetime guarantee covering its name-brand 7/16" flooring.

**Installation Guarantee**

We guarantee our floor installations for long-lasting performance. This full lifetime warranty applies to all of our 7/16" residential flooring, provided the floors are installed according to Kährs guidelines (see Kährs Installation Guide at [www.kahrs.com](http://www.kahrs.com)) using approved application.

**Visual Appearance Guarantee**

Each plank of Kährs residential flooring is carefully inspected by our quality control personnel prior to leaving our factory. We urge you and your installer to inspect each plank prior to installation. In the unlikely event that you encounter a visually-defective plank prior to its installation, we will replace it free of charge. Simply return it with your receipt to your retailer for your free replacement. This warranty does not extend to cover flooring after installation. See Exclusions and Liability Limitations below.

**Structural Guarantee**

Kährs quality is more than skin deep and we extend our residential warranty to cover the structural integrity of every board. All of our hardwood flooring is processed using a sophisticated bonding system with each plank constructed under intense heat and pressure to ensure quality.

In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs more than one year after installation, we will replace the defective plank,

exclusive of the costs of removal, reinstallation or refinishing. See Exclusions and Liability Limitations below.

### **Moisture Protection Guarantee**

Our floors are specifically designed to withstand the effects of normal moisture or dryness. They are built with a cross-layered base, making them extremely stable.

If installed and maintained in strict accordance with our instructions (see Kahrs Installation Guide & Kahrs Floor Care Guide at [www.kahrs.com](http://www.kahrs.com)), we guarantee our floors against damage caused by normal moisture and arid conditions. Should our flooring fail under normal moisture conditions, we will, at our option, repair or replace the damaged flooring one time, exclusive of the costs of refinishing. See Exclusions and Liability Limitations below for normal conditions and other exclusions and limitations.

### **Wear Through Guarantee**

Developed with the latest industrial technologies in unison with more than 150 years of experience in manufacturing wood products, Kahrs ACRYLIC URETHANE FINISH is guaranteed not to wear through for 25 years\*\*, from the date of original purchase. This warranty extends only for wear areas which cover at least ten percent (10%) of the surface area of the installed Kahrs floor. See Exclusions and Liability Limitations.

### **Resurfacing Guarantee**

A wood floor's greatest asset is its ability to be refinished to look like new - an impossibility with carpet, vinyl, plastic laminates, or ceramic tile. We, at Kahrs, believe so strongly in our products that we guarantee that, when used under normal residential conditions and in accordance with our Kahrs Floor Care Guide, our 7/16" residential flooring may be resurfaced up to two (2) times by removing the existing finish and replacing it with a new compatible coating.

In order to qualify, each resurfacing must be performed by qualified persons knowledgeable in refinishing techniques and no one resurfacing may result in the removal of more than 1/32" of the existing surface. Kahrs in no event warrants your ability to remove or alter coloration or remove dents, scars or scratches and, of course, since we have no control over the actual resurfacing process, once the factory surface is altered or removed, neither the Surface Guarantee nor the Moisture Guarantee apply. Other exclusions apply. See Exclusions and Liability Limitations below.

### **Exclusions**

Kahrs warranties described above will not apply and Kahrs will not in any way be liable in the event of:

**A. Improper Installation.** Performance of the flooring is highly dependent upon proper installation. Accordingly, installation must be in strict accordance with the instructions and recommendations found in the Kahrs Installation Guide.

**B. Improper Maintenance.** Maintenance must be in strict accordance with the instructions and recommendations found in the Kahrs Floor Care Guide.

**C. Normal Environmental Conditions.** Our products are warranted to perform in what we consider to be normal residential applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by warranty regardless of cause or source. Damage caused by environmental conditions outside of tolerance specified in the Kahrs Installation Guide and Kahrs Floor Care Guide are excluded from any and all warranty coverage.

**D. Misuse.** As well as we make our flooring, we cannot be expected to, and will

not, assume responsibility for damage caused directly or indirectly by misuse, abuse, accident or use that is not consistent with our Kahrs Installation Guide or our Kahrs Floor Care Guide. Accordingly, no warranty, expressed or implied, is provided for any damage due to inadequate care or other causes noted in our Kahrs Installation Guide or our Kahrs Floor Care Guide including, without limitation, stains, worn or narrow-heeled shoes, furniture or equipment movement, damage caused by heavy items, by impact, scratches or scarring caused by pets, abrasive, sharp or pointed items, extreme heat, damage from moisture caused by wet mopping, spills or standing water, etc.

**E. Alterations/Repairs.** Alterations to any Kahrs product will void any and all expressed or implied warranties, including merchantability or fitness for particular purpose. No warranty is provided to cover repairs (unless and only to the extent performed under warranty by Kahrs International) or resurfacing and repairs or replacements (even by Kahrs International) shall not extend warranty period.

**F. Reinstallation.** In the event that Kahrs is obligated, or elects, to replace or reinstall warranted planks, Kahrs shall in no manner be obligated to provide for or incur the costs of removing or reinstalling the defective flooring or resurfacing or refinishing the replaced or surrounding flooring or to provide for the cost thereof unless and to the extent expressly provided in the Warranty Description, above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items consumed in the course of removal, installation, or refinishing.

**G. Normal Variances.** Wood is a natural and living product and variations in color, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. Installed flooring will change in coloration over time, and this is also a natural characteristic of wood products for which no warranty is provided. Exposure of all or portions of the installed flooring to direct sunlight may cause variations in color, and such variations in color are not covered by warranty.

This warranty applies to Kahrs name-brand 7/16" residential flooring products and covers only such products purchased on or after the date set forth above. The warranty is not transferable and is extended only to the original consumer purchaser and for the original installations. All warranties expire upon sale, transfer or relocation of the installed product or installation location.

### **Liability Limitations**

The above statement of warranty is the only warranty, expressed or implied, provided by Kahrs for its name-brand 7/16" residential flooring products for residential applications involving light to normal traffic conditions. No warranty is provided for installation of Kahrs 7/16" residential flooring products in industrial or commercial applications.

Except as stated herein, no other warranty, express or implied, is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

In no event shall Kahrs be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use the inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exemplary damages (see below) or attorneys fees, even if Kahrs or its representatives have been advised of the possibility of such damages before sale. In no event shall Kahrs be obligated to cover the costs of old or new materials other than Kahrs Brand flooring products (e.g. mastic, etc.) even if recommended by Kahrs International, and any warranty thereto is limited to the warranty, if any, provided by the original manufacturer. In no event shall Kahrs liability exceed the amount Kahrs actually received upon distribution

for the defective materials at issue. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered.

All claims must be made in writing. While your return of the attached warranty registration card is not required in order to validate your Kährs warranty, it will assist in prompt handling of claims and allow us to provide you with new or updated information regarding the proper care for your flooring. Please note, however, that in order to make any claim under this warranty, evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no warranty coverage will apply. We strongly suggest that you keep this information together with the Kährs Installation Guide, the Kährs Floor Care Guide and your receipt in a safe and secure location.

This warranty gives you specific legal rights and you may have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such event, the exclusions and limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you.

## Warranty Registration

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Name (Example: Oak Monte Carlo) of Kährs flooring purchased

\_\_\_\_\_

Date of Purchase \_\_\_\_\_

Square Feet Installed \_\_\_\_\_

Cost of Flooring Only \_\_\_\_\_

Cost of Installation Only \_\_\_\_\_

Date of Installation \_\_\_\_\_

Room(s) Installed \_\_\_\_\_

Retail Store Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

How did you hear about Kährs?

Newspaper Advertising

Magazine Advertising

Store Display

Recommendation from

Other

Please check the following information:

Your age:

Under 25    25 – 35    35 – 45    45 – 55    55+

Your Annual Household Income:

Under \$60,000    \$ 60,000 – 120,000    \$120,000 +

The age of your home:

New Construction    1 – 15 years    15+ years

Other information \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Kährs

www.kahrs.com

1-800-ASK-KAHR

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Warranty Department

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Altamonte Springs, FL 32714.