



**Kährs**<sup>®</sup>



KÄHR'S LIFE COLLECTION  
**5 Year Limited Guarantee & Commercial  
Flooring Maintenance Procedures**

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## 5 Year Limited Warranty purchased after 7/1/2021

Kährs commercial flooring is covered by a 5-year limited warranty for all approved commercial uses. However, coverage may be lost due to failure to strictly follow all installation and maintenance instructions and recommendations or the use of improper materials or tools. **READ AND FOLLOW ALL INSTALLATION AND MAINTENANCE INSTRUCTIONS CAREFULLY.** The 5-year limited warranty applies only to Kährs Life 7mm flooring and Kährs name-brand flooring products. The Guarantee covers only such products purchased on or after the date set forth above. The Guarantee is not transferable, and it extends only to the original purchaser and for the original installation. All guarantees expire upon sale, transfer or relocation of the installed product or installation location.

### Approved Commercial Uses

Kährs Life commercial flooring may be used as a floor covering in hotels, retail stores, conference rooms, doctor's offices, department stores, schools, multi-purpose rooms, offices. If your intended use is not listed above please contact Kährs for pre-approval. All areas must be environmentally controlled prior to, during, and continually after installation. Excluded are those facilities used as tap dance studios, golf club areas where spikes are worn, and other locations where metal cleats may be used. Note: See Kährs Commercial Installation Guide for recoating requirements.

### Installation Guarantee

We guarantee our floor installations for long-lasting performance. This full 5-year limited warranty applies to all of our 9/32" (7mm) flooring, provided that the instructions are followed, and our floors are installed according to Kährs guidelines (see Kährs 7mm Installation Guide) using approved application products. See Exclusions and Liability Limitations below for other exclusions and limitations of this warranty.

### 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. Once installed, any board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.

### Structural Guarantee

Kährs quality is more than skin deep and we extend our guarantee to cover the structural integrity of every board. All 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

#### Waterproof Guarantee

This Guarantee covers topical moisture (This Guarantee excludes water that may flow over the edge of any plank - i.e. joints, perimeter of room, cut boards).

- Normal cleaning with Kährs Floor Cleaner
- Moisture due to spills
- Moisture levels from subfloor as long as levels do not exceed 3lbs. Calcium Chloride test or 80% Relative Humidity In-Situ for Float-In installations (75% RH max for direct glue down) for Commercial Guarantee to apply. Test results must be kept on file in case future reference is needed.

Our floors are specifically designed to withstand the effects of normal moisture or dryness. The environment must be maintained between 55°-85° F, as well as 30%-60% RH. If installed and maintained in strict accordance with our instructions (see Kährs Life Installation Guide & this commercial flooring maintenance procedures), 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. 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, Kährs Wear Layer, which is formed by the surface treatment and the entire layer of hardwood, is guaranteed not to wear through for 5 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 Kährs floor. Should our flooring fail under normal wear conditions, we will, at our option, repair or replace the damaged flooring one time. See Exclusions and Liability Limitations.

### Radiant Heat Performance Guarantee

Kährs is the industry leader in radiant-heated hardwood flooring applications and performance - ideal for cold climate areas. If installed and maintained in strict accordance with our instructions for radiant heat applications, Kährs will extend its Structural Guarantee and Waterproof Guarantee to its flooring products in radiant heat applications. This guarantee is limited only to float-in applications. See Exclusions and Liability Limitations below for other exclusions and limitations of this warranty.

## EXCLUSIONS

Kährs guarantees described above will be voided and Kährs will not in any way be liable under said guarantees or otherwise 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 Kährs 7mm Installation Guide (see [www.kahrs.com](http://www.kahrs.com)).

**B. Improper Maintenance.** Maintenance must be in strict accordance with the instructions and recommendations found in the Kährs Commercial Flooring and Maintenance Procedures (this document or [www.kahrs.com](http://www.kahrs.com)).

**C. Normal Environmental Conditions.** Our products are guaranteed to perform in what we consider to be normal applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by this guarantee regardless of the cause or source. Damage caused by environmental conditions outside of tolerance specified in the Kährs 7mm Installation Guide and Kährs Commercial Flooring and Maintenance Procedures are excluded from any and all guarantee coverage.

**D. Misuse.** As well as we make our flooring, Kährs does not guarantee its flooring against normal wear and tear, nor does it guarantee its flooring against damage caused directly or indirectly by misuse, abuse, accident or use that is not consistent with the Kährs 7mm Installation Guide and Kährs Commercial Flooring and Maintenance Procedures. Accordingly, no guarantee is provided for any damage due to inadequate care or other causes noted in the Kährs 7mm Installation Guide and Kährs Commercial Flooring and Maintenance Procedures including, but not limited to, stains, worn or narrow-heeled shoes, furniture or equipment movement, damage caused by heavy items or by impact, scratches or scarring caused by pets, or abrasive, sharp or pointed items, moisture damage caused by wet mopping, spills or flooding/standing water except as noted in our Waterproof Guarantee above.

**E. Alterations/Repairs.** Alterations to any Kährs product will void any and all express or implied guarantees, including merchantability or fitness for particular purpose. No guarantee is provided to cover repairs or resurfacing (unless and only to the extent performed under Guarantee by Kährs), and repairs or replacement (even if by Kährs) shall not extend the Guarantee period.

**F. Reinstallation.** In the event that Kährs elects to replace or reinstall guaranteed planks, Kährs shall in no manner be obligated to provide for or incur the costs of moving or removing fixtures or other objects affixed to the flooring, nor shall it be obligated to provide for or incur the costs of removing or re-installing the defective flooring or resurfacing or refinishing the replaced or surrounding flooring, except, and to the extent expressly provided in the Guarantee 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. Moldings** are covered by a "Visual Appearance Guarantee" which is limited to any manufacturing defect found upon receipt and or prior to installation. Kährs does not provide or extend warranty coverage to molding profiles after installation.

**H. 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 guarantee shall apply thereto. Installed flooring will change in coloration over time and this is also a natural characteristic of wood products for which no guarantee is provided. Exposure to direct sunlight or partial exposure (e.g. area rug or furniture placement) may cause variations in color or affect the uniformity of the natural coloration changes and this is not covered by any guarantee.

## LIABILITY LIMITATIONS

The above statement of guarantee is the only guarantee provided by Kährs for its name brand flooring products. This guarantee is exclusive and in lieu of any and all other guarantees whether oral or written, or express or implied, Kährs also specifically disclaims any and all implied guarantees, including without limitation, guarantees of merchantability or 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 Guarantee. No agreement to repair or replace shall in any event act to extend the period of coverage of any guarantee provided.

In no event shall Kährs be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or 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 exculpatory damages (see below) or attorney's fees, even if Kährs or its representatives have been advised of the possibility of such damages before sale. In no event shall Kährs be obligated to cover the costs of old or new materials other than Kährs Brand flooring products (e.g. mastic, etc.) even if recommended by Kährs and any guarantee thereto is limited to that, if any, provided by the original manufacturer. In no event shall Kährs' liability, under this Guarantee or otherwise, exceed the amount Kährs actually received upon distribution for the defective materials at issue. Any claim for guarantee coverage must be made within one year of the date upon which the defect first became known.

All claims must be made in writing using the Kährs Complaint Form and initiated by selling retailer and distributor. Please note that in order to make any claim under this Guarantee, evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no guarantee coverage will apply. We strongly suggest that you keep this information together with the Kährs 7mm Installation Guide, the Kährs Commercial Flooring Maintenance Procedure, and your receipt in a safe and secure location.

This Guarantee 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 construed and enforced to the fullest extent possible by the laws of any such state. Accordingly, some of the above limitations may not apply to you.

**EXCEPT AS STATED HEREIN, NO OTHER WARRANTIES SHALL APPLY.**

## Important Requirements

### Installation:

Read and follow all installation instructions for the installation method selected (Float or Glue), found in the Kährs 7mm Professional Installation Guide available on our website ([www.kahrs.com](http://www.kahrs.com)).

### 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: See Kährs Commercial Flooring Maintenance Procedures for details.

### Added Protection:

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 wood flooring, including Kährs Life flooring products. To avoid or eliminate such damage use wide-bearing and non-staining glides and casters and place floor protectors beneath the feet of all furniture legs and use floor guards under all rolling furniture. They provide maximum protection against scratches and dents commonly caused by furniture and appliances.

### Do:

- Support furniture and heavy appliances with wide-bearing, non-staining glides or casters.
- Move appliances and furniture into place by sliding them slowly over the floor on a piece of plywood or Masonite with the smooth side down.
- Place a quality door mat at the entrance areas to help protect your floor from abrasive dust and grit and to help save unnecessary clean-up tasks.
- Maintain normal interior humidity levels. Kährs Life flooring requires a relative humidity range of 30-60%. Relative humidity should never fall below 30% or exceed 60%.
- Place area rugs in high or concentrated traffic areas to make long-term maintenance easier and less expensive.

## Daily Maintenance

1. Vacuum and clean walk-off mats daily to maximize their effectiveness.
2. Dust mop floors daily to remove all dust, grit and other abrasive particles. Replace dust mop as needed.  
\*DO NOT TREAT DUST MOP WITH ANY CHEMICALS.
3. Spot clean heavy traffic areas with a Kährs Microfiber Mop and Kährs Hardwood Floor Cleaner.
4. Use Kährs Hardwood Floor Cleaner to remove heel marks and spills.

## Deep Cleaning

1. Vacuum or dust mop floor to make sure floor is free of all dust, grit and abrasive particles prior to buffing floor. This will prevent any grit or dust that could get into the buffing pad and leave scratches.  
**Option #1:** With a 175 buffer and a white polishing pad lightly mist (8' x 8' area) with Kährs Hardwood Floor Cleaner.  
**Option #2:** With an auto-scrubber use Kährs Hardwood Floor Cleaner and make sure the water setting is on low.  
**Note:** Option 2 applicable when floors have been re-coated immediately after installation only.
2. Remove any dirty residue immediately with a slightly water dampened Kährs Microfiber Mop. Move on to the next section. Periodically replace the buffing pad and Microfiber Pad as they become soiled.
3. If it was necessary to move fixtures during the deep cleaning, make sure fixtures are not dragged across the floor. Please lift and place them back.

## Recoating Procedures for Hardwood Floors

- The perfect time to recoat your floor is at the first sign of finish wear before the finish wears through to the bare wood.
- The time frame for recoats is as follows:  
Street store: 8 to 18 months  
Inside a mall store: 1 to 3 years

Kährs recommends the use of Arboritec products and procedures for recoating ([www.arboritec.com](http://www.arboritec.com), PH: 303 773 7143). Contact Arboritec for the proper product for your specific application.

## Kährs Commercial Flooring Maintenance Procedures

for

9/32" (7mm) Kährs Life Factory Finish Flooring

# Kährs

[www.kahrs.com](http://www.kahrs.com)

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## Preventative Maintenance

1. Place proper walk-off mats in doorways to keep out dirt and grit.
2. Install floor protectors on tables and chairs legs used on hardwood floors.
3. Avoid excess moisture from tracked-in water and leaks. Never wet mop a hardwood floor using a string mop and bucket.
4. Do not slide heavy items across floor (fixtures, display racks, etc.).
5. Use floor guards under all rolling furniture.