



Karndean
Designflooring

brought to you by **Jacobsen®**

SEE FLOORING
differently

Karndean Lifetime Residential Warranty Guide



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Imagery and Design Reproduction

Photography and print cannot always produce a perfect representation of our products. This includes colour, pattern variation, and installation elements used. For this reason, we strongly recommend obtaining a product sample and where possible viewing a larger sample in-store.

From our home...

Our past

It all began in 1973 when a former flooring installer created a small business called Karndean. Initially trading as a flooring distributor, he soon set his focus deciding the future was with luxury vinyl flooring. With the belief that flooring shouldn't just be practical, it needed to be beautiful as well, he began to travel the world, seeking inspiration for what are now the most realistic luxury vinyl flooring products on the market. The Karndean team worked out of the family house for several years with the family's trusty dog Smokey, the Great Dane who is still present on Karndean's logo today. Although much has changed since 1973, we are proud to say that many of our early employees, including some who worked out of the original family home, are still with the company today.



Our present

When we design product, we design with our customers, our colleagues and our communities in mind. We call it designing for life and this ethos sits at the heart of everything we do. Every one of our floors is unique to us having been lovingly created by our in-house team selecting natural woods and stones to work with, taking the time to carefully replicate the knots, grains and textures found in these products into our designs. Now stretching across the globe, beyond the walls of the original house, the Karndean family and employees continue to move forward with the same passion to deliver beautiful, innovative designs for your home.



Our future

While we can't predict the future, we have a clear, ongoing commitment to continuing to develop beautiful, durable, designflooring that replicates the beauty of the natural world. Monitoring advances in technology to harness new materials and processes, creating innovative flooring products that will benefit our customers around the globe.



...to your home for 50 years

When we say Karndean floors are designed for life, we don't just mean they're guaranteed to last a lifetime. We mean a floor you'll feel a lasting connection with, because you make a Karndean floor your own. You choose the warmth, the welcome, the mood, the style. That's what makes it a floor you feel proud of for years to come. And we mean a floor for the life ahead of you. A strong foundation for the memories you'll make. Might you go down on one knee here? Be carried across the threshold on it? Watch a baby's first steps across it, or house train the dog on it? Paint monsters, build dens, host parties, smash vases? Laugh, cry, wrestle, dance? What makes a Karndean floor special from day one - the pride, the joy, the ease – will all stand the test of time.

You can count on Karndean to be with you every step of the way.

Discover our simply beautiful floors

Whether your home style is classic, traditional, or anything in-between, there is a unique Karndean design and colour to suit your space. Visit karndean.com to discover our premium collection of luxury vinyl floors, designed for life.

Designed to *perform*



Low maintenance

Easy to clean with a sweep and mop. Doesn't require sanding, varnishing or staining.



Kid friendly

Karndean floors offer kids a safe and comfortable space to play, and parents an easy-to-clean surface.



Durable

Karndean Designflooring gives you the look and feel of natural products with the durability and resilience of luxury vinyl.



Quiet underfoot

Karndean Designflooring gives you the look and feel of natural products with the durability and resilience of luxury vinyl.



Environmentally friendly

All Karndean floors are 100% recyclable and environmentally friendly.



Lifetime warranty

Karndean Designflooring gives you the look and feel of natural products with the durability and resilience of luxury vinyl.



Laying possibilities

Karndean Designflooring gives you the look and feel of natural products with the durability and resilience of luxury vinyl.



Pet friendly

From muddy paw prints to household accidents and anything in-between, our low maintenance floors are designed with pets in mind.

What our warranty means for you

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty issued on 8 September 2023.

This warranty covers the products you purchase in Australia or New Zealand from authorised sellers. It ensures that the products are free from defects and will last for a certain period, depending on the product and its use. This warranty adds to your legal rights and does not affect them.

The lifetime residential warranty is defined as 35 years and protects against product wear out and manufacturing defects. What's more, the warranties are now transferable to any future owners (subject to the terms and conditions of the transferable purchase warranty).

This warranty applies to our range of high-quality flooring products designed to enhance your space and endure daily use. It covers the following product lines:

- LooseLay Longboard
- LooseLay Originals
- Korlok
- Van Gogh
- Knight Tile
- Art Select
- Opus

Additionally, we extend this warranty to include specific products offered through our Exclusive Retail Partners.

If you purchased your Karndean Designflooring through a Karndean Retail Partner your warranty will have the added benefit of it being transferable. This means that if you sell your house within your guarantee period, you can pass the warranty on to the new owners.

Rest assured that these products are backed by our commitment to quality and performance. For detailed information on warranty terms and conditions, please refer to the full warranty document available at the end of this guide or on our official website at [Karndean.com/warranty](https://www.karndean.com/warranty). Your satisfaction and the longevity of your flooring are of utmost importance to us.



Your responsibilities

To ensure your warranty remains valid:

- Safeguard your proof of purchase, installation details, and care instructions.
- Follow Karndean installation procedures according to authorised guidelines at [karndean.com/installationguides](https://www.karndean.com/installationguides)
- Adhere to maintenance and cleaning guidelines as specified on our website [karndean.com/cleaning](https://www.karndean.com/cleaning)
- Employ protective measures under furniture to prevent damage.
- Avoid misuse and promptly report any issues that arise during the warranty period.

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty document at the end of this guide, in the Customer Obligations section or on our website at available at [Karndean.com/warranty](https://www.karndean.com/warranty).

How to make a claim

If you need to make a warranty claim:

- Contact the retailer where you purchased the product initially.
- Provide essential details, including information about the defect, invoice, and product specifics.
- We may require an inspection to assess the issue.

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty document at the end of this guide, in the Making a Claim section or on our website at [Karndean.com/warranty](https://www.karndean.com/warranty).

Important points to remember

- Before installation, thoroughly inspect the product for any imperfections.
- Make sure the product is suitable for its intended use.
- The warranty is transferable if you move. The new owner must provide the original purchase invoice.
- This summary provides an overview of the warranty terms. For a comprehensive understanding, refer to the full warranty document available on our official website.

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty document at the end of this guide, in the Important Information section or on our website at [Karndean.com/warranty](https://www.karndean.com/warranty).

When our warranty doesn't apply

The coverage for installation costs is distributed proportionally, and you can find further information in the warranty appendix for specifics. This warranty is separate from your legal rights and doesn't affect them.

Please note that this warranty does not cover:

- Damage caused by improper installation.
- Accidental or deliberate damage.
- Extreme conditions or misuse of the product.
- Damage resulting from exposure to heat, water, or chemicals.
- Normal wear and tear over time.
- Indirect losses or damages.
- Any losses arising from non-compliance with the warranty terms.

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty document at the end of this guide, in the Exclusion and Conditions sections or on our website at [Karndean.com/warranty](https://www.karndean.com/warranty).

HoldSafe® Warranty: Protection for your floors locking mechanism

Karndean offers a unique HoldSafe® lifetime residential warranty for the Korlok and Van Gogh product ranges, both equipped with the innovative 5G® Locking Mechanism. Developed by Välinge Innovation AB, this patented technology is backed by the assurance of the HoldSafe® warranty. The registered trademarks, 5G® word mark and logo, belong to Välinge Innovation AB.

Important Notes:

- The HoldSafe® warranty does not cover issues arising from faulty installation or improper maintenance. We recommend following our installation guidelines and care instructions diligently.
- Trust in the HoldSafe® warranty ensures your peace of mind, as it is designed to protect the integrity of the 5G Locking Mechanism for years to come.

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty document at the end of this guide, in the HoldSafe® Warranty section or on our website at [Karndean.com/warranty](https://www.karndean.com/warranty).

Protecting your floor

Caring for your floor is vital to ensure its longevity and maintain its visual appeal. Follow these steps to safeguard your investment:

1. Prevent Sun Damage: If your floor is installed in an area with direct or strong sunlight, take measures to prevent fading or discolouration. Ensure windows have appropriate shading, such as window tinting, curtains, blinds, awnings, or external eaves. These measures help to shield your floor from excessive UV exposure.
2. Control Exposure to External Elements: Shield your floor from external factors that can cause damage, including exposure to the sun, extreme temperatures, water, and hydrostatic pressure. Use window treatments and shading to minimise sun exposure, and placemats at entrances to trap dirt and moisture. Avoid extreme temperature fluctuations and excess water.
3. Maintain Consistent Temperature and Humidity: Fluctuations in temperature and humidity can affect your floor's stability. Keep your indoor environment consistent to prevent warping, swelling, or contraction of the flooring.
4. Proper Cleaning and Maintenance: Regular cleaning and maintenance are crucial. Follow the manufacturer's recommendations for cleaning agents and methods. Use suitable products to avoid damaging the floor's finish.
5. Protective Furniture Pads: Place protective pads under furniture legs to prevent scratches and marks when moving or rearranging items. This simple step can significantly reduce wear and tear.
6. Use Mats and Rugs: Strategically place mats and rugs in high-traffic areas to reduce the impact of foot traffic and trap dirt and moisture. This helps preserve the floor's surface. Ensure that all mats used are of non-staining variety. Latex and rubber-backed mats may negatively affect the appearance of the flooring.
7. Address Spills Promptly: Accidental spills should be cleaned up promptly to prevent staining or damage. Use recommended cleaning products and methods to avoid harming the floor.
8. Lift, Don't Drag: When moving heavy furniture or objects, lift them rather than drag them across the floor. Dragging can cause scratches and damage.
9. Regular Inspections: Regularly inspect your floor for signs of wear, damage, or any issues. Address any concerns promptly to prevent further deterioration.
10. Follow Our After-Care Guidelines: Always adhere to the manufacturer's guidelines and recommendations for care, cleaning, and maintenance. Their instructions are tailored to the specific characteristics of your flooring material. [Visit karndean.com/cleaning](https://www.karndean.com/cleaning)

By following these steps and being proactive in protecting your floor, you can enjoy its beauty and durability for years to come. Remember, proper care enhances the lifespan and preserves the appeal of your investment.

How to care for your floor

Karndean Designflooring is hardwearing and easy to look after. Our enhanced surface treatment helps protect against everyday wear, spills, and scuffs. This makes it easier and more environmentally friendly to clean and maintain, giving you peace of mind that your Karndean floor will look great for years to come. We have a dedicated section on the website with videos that explain how best to look after your Karndean floor and cover lots of frequently asked questions from our customers.

Visit karndean.com/cleaning for more information. We also supply our Floor Care Kits that you can order from your local retailers including everything you need for a simple cleaning routine.

Our cleaning and maintenance products

Karndean floors are very hard wearing, but as with any flooring they need to be looked after and they can be scratched by grit and other sharp objects. There are many ways to protect your Karndean floor and prevent damage, though. We recommend following our Cleaning & Maintenance instructions and reading our Maintenance Advice for helpful hints and tips on how to look after your floor. Our specially formulated Cleaning & Maintenance products are designed to provide an easy and effective way to ensure our floors are kept looking and performing their best.

Floor Care Kit

Our Karndean Floor Care Kit has everything you need to maintain your Karndean Designflooring. Available for purchase via your local retailer, our Clean, Remove and Refresh products can also be purchased individually.

Inside your Floor Care Kit



- 1 Karndean Clean 750ml 150m² coverage
- 2 Karndean Remove 750ml 37m² coverage
- 3 Karndean Refresh 750ml 18m² coverage
- 4 Floor Protector Pack
- 5 Refresh Pad (soft/white)
- 6 Remove Pad (coarse/white)
- 7 Applicator
- 8 Floor Care Guide

Everyday cleaning

Follow these simple steps using Karndean Clean for everyday floor cleaning.



- 1. Remove loose dust and dirt from your floor using a soft brush or dust mop.



- 2. Dilute Karndean Clean in accordance with the label instructions.



- 3. Liberally apply the cleaning solution over the entire floor using a clean mop, then soak up the cleaning solution using a damp (not wet) mop and leave to dry.



- 4. Thoroughly clean the mop with cold running water.

Occasional refresh

Every six to twelve months you may wish to treat your floor to some extra care. We recommend, that depending on wear, you may wish to strip and refresh your floor to further enhance the look and durability using our simple Remove and Refresh floor care products.

Visit karndean.com/cleaning for more information.



Maintenance advice

- All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. During periods of wet weather, it may be necessary to put down extra matting to prevent water from being brought in from outside.
- Use entrance matting approximately two paces wide to prevent grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.
- Mop up spillages straight away to avoid slips and staining.
- Avoid using aerosol sprays or silicone-based products, as these can make the floor slippery.
- We recommend using Karndean cleaning products, as other products may contain agents that can damage resilient floor surfaces.
- Steam mops are not recommended for use on vinyl flooring.
- Sliding or dragging furniture or other objects across the floor can scratch your floor. Use load-bearing castors to prevent indentation from heavy furniture or appliances.
- Rubber can permanently stain vinyl floor coverings. Avoid using rubber-backed mats, rubber furniture feet or rubber-wheeled castors. Also, ensure mats and rugs are of a non-staining variety (inclusive of latex/rubber backing) to prevent discolouration of the floor.
- Take care when using vacuum cleaners, as some may not be suitable for working with vinyl floors. Ensure there are no sharp edges or parts where grit can become embedded, as these may scratch the floor.
- If surface scratching does appear, it is important to locate and address the cause of the problem. The appearance of scratching can be improved by following stages 2 and 3 using Karndean Remove and Karndean Refresh.
- Accidental damage can occur, and while using Karndean Remove and Karndean Refresh may improve the look of the floor, replacing a tile or plank may be preferable



Troubleshooting

Scuff marks

Cause: Friction from foot traffic across the floor surface.
Solution: The floor should be thoroughly cleaned using Karndean Remove, and Karndean Refresh reapplied if appropriate. This process should be repeated every six months, or as the volume of traffic dictates.

Slippery floor

Cause: Greasy residue on the floor/detergent residue/overspray from silicone based products – use of unsuitable or over concentrated maintenance products.
Solution: Remove residue with absorbent paper then thoroughly clean the floor with diluted Karndean Clean, repeat if necessary.

Scratching

Cause: Excessive grit or dirt on the floor.
Solution: Ensure appropriate entrance matting is used. Karndean recommends a depth of at least two paces from the entrance. Sweep the floor frequently and ensure that the floor is dressed with Karndean Refresh to provide additional protection for the floor.

Streaky appearance

Cause: Karndean Remove has not been washed away properly/irregular drying of Karndean Refresh due to underfloor heating, strong sunlight or draughts.
Solution: If used, wash away the Karndean Refresh with Karndean Remove, then thoroughly rinse the floor making sure all remains of Karndean Remove are no longer present.

Poor appearance

Cause: Incorrect cleaning products used/Use of dirty maintenance equipment/Karndean Refresh applied to a dirty surface.
Solution: Use only recommended cleaning products. Use Karndean Remove to restore the floor to its original appearance and reapply Karndean Refresh if required.



Karndean Designflooring Warranty

Effective: 8th September 2023
Warranty given by:

Karndean International Pty Ltd
835 Stud Road, Knoxfield, Victoria, Australia 3180 (for Products purchased in Australia)

Karndean International Limited
835 Stud Road, Knoxfield, Victoria, Australia 3180 (for Products purchased in New Zealand)

AUSTRALIA: 1800 331 170 or customerservice@karndean.com.au
NEW ZEALAND: 0800 442 101 or customerservice@karndean.co.nz

Karndean Product Ranges: Karndean Art Select, Van Gogh, Opus, Knight Tile, LooseLay Longboard, LooseLay Originals and Korlok floor coverings.

Karndean Exclusive Retail Partner Ranges

Definitions

- “Australian Consumer Law” means Schedule 2 of the Competition and Consumer Act 2010 (Cth).
- “Authorised Retailer” has the meaning given in the “Scope” section of this document.
- “Commercial” means installation in a premises where business and other non-residential activities are conducted (or have been conducted at any time during the Warranty Period).
- “Commercial General Duty” means Commercial use in areas with medium traffic (e.g. classrooms and boutiques) as reasonably determined by the Company.
- “Commercial Heavy Duty” means Commercial use in areas with heavy traffic (e.g. corridors, department stores, lobbies, schools, large/open plan offices) as reasonably determined by the Company.
- “Commercial Moderate Duty” means Commercial use in areas with low or occasional usage (e.g. hotel bedrooms, conference rooms and small offices) as reasonably determined by the Company.
- “Company” means Karndean International Pty Ltd ACN 052 427 853 (for Products purchased in Australia) and Karndean International Limited (613447) (for Products purchased in New Zealand).
- “Lifetime” means 35 years.
- “Product” has the meaning given in the “Scope” section of this document.
- “Residential” means installation in a premises that is a private domestic residence at all times during the Warranty Period (and that is not also Commercial).
- “Warranty Period” has the meaning given in the “Scope” section of this document.

“Wear-out” is defined as the wear-down of the surface wear layer to the extent that the pattern is no longer apparent (which occurs when the wear-down exceeds the depth of the “wear layer” for the relevant Product set out in the Appendix).

Scope

The warranties contained within this document automatically apply to all products referred to within the “Product Ranges” above (each a Product), where that Product has been purchased in Australia or New Zealand from a company or person that is authorised by the Company to sell the Product (Authorised Retailer).

Where Products are purchased in Australia, the following paragraph applies:

The warranties within this document are in addition to and do not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Where Products are purchased in New Zealand, the following paragraph applies:

Subject to paragraph 8 of the “Claims” section in this document, nothing in this document affects or purports to modify or exclude the rights or remedies you may have under the Consumer Guarantees Act 1993 (New Zealand), or any other New Zealand consumer law.

From time to time, the Company may amend this document and the terms of the warranties offered in relation to the Products. If this document is amended, the terms of the warranties that applied at the time that you purchased the Product will continue to apply in relation to that Product.

Subject to the terms of this document, the Company warrants that the Products will not Wear-out and will be free from manufacturing defects for the applicable period below (Warranty Period) commencing from the date that you purchased the Product (as shown in your original invoice):

Karndean Product Range	Karndean Exclusive Retail Partner Ranges	Applicable Warranty Period	
		Commercial usage	Residential usage
Knight Tile		10-years (limited to Commercial Moderate Duty settings only – no warranty is provided for Commercial Heavy Duty or Commercial General Duty use)	Lifetime
Van Gogh; Opus; LooseLay Longboard; LooseLay Originals	Genero Longboard, Capitol LVP, Burke & Wills, Designer Collection	15-years for Commercial Heavy Duty, Commercial General Duty or Commercial Moderate Duty settings	Lifetime
Korlok	Abode Vibe, Capitol rigid core	15-years for Commercial Heavy Duty, Commercial General Duty or Commercial Moderate Duty settings	Lifetime
Art Select		20-years for Commercial Heavy Duty, Commercial General Duty or Commercial Moderate Duty settings	Lifetime

If the Company supplies a repaired or replacement Product in response to a warranty claim, then the relevant Warranty Period for that Product will not restart and will remain as starting on the date on which you purchased the original Product (i.e. before that repair or replacement).

Your Obligations

As flooring is not a branded product, it is important to retain proof of purchase to establish that the flooring is a “Product” for the purpose of this document and to evidence the original installation site. Please keep proof of purchase in the form of a receipt, bill, invoice or statement from the Authorised Retailer, showing the price you paid and the date of its purchase, together with proof of the installation address and date.

Make sure you also know which Product you have purchased and the warranty applicable to the floor (details are on the back of sample swatches, in product brochures and available throughout karndean.com, at the time of purchase).

Have your floor installed by a professional installer in accordance with the relevant Karndean Designflooring Installation Guidelines published by the Company (available at karndean.com) and maintain and protect your floor as set out in the After Care Guide published by the Company. Installation errors are not manufacturing related conditions. The Company does not warrant installer workmanship.

Conditions

To the maximum extent permitted by law, the Company will only honour the warranties within this document where (in the Company’s reasonable opinion) the following conditions have all been met:

- 1. The Product has been installed in accordance with “AS/NZS Standard 1884 Floor coverings – Resilient sheet & tile – Installation practices” and in accordance with the Company’s instructions (including the relevant Karndean Designflooring Installation Guidelines published by the Company (available at karndean.com), both current at the time of installation.
- 2. Where the Product is installed in an area with direct and/or unfiltered sunlight (including but not limited to areas with panoramic or north facing windows or windows with no external eaves) and a claim under these warranties relates to fading or discolouration of the Products, the relevant windows must have at all times had appropriate (including but not limited to) window tinting (with UV inhibitors), curtains, blinds, awnings or external eaves shading that part of the Product.
- 3. The Product used has been correctly specified for use in the type of room or rooms in which it was installed.
- 4. The Product has been maintained in accordance with the Company's cleaning and maintenance instructions (including the After Care Guide published by the Company) and suitable barrier matting has been provided to all external entrances to prevent the ingress of abrasive materials, including grit.
- 5. Protection (e.g. felt pads or castor cups) has been fixed to the feet of the furniture to prevent damage.
- 6. The Product has been subjected to normal wear and tear (only).
- 7. For Products with a click mechanism, the minimum recommended expansion gap must have been allowed around all fixed items including walls and pipework. These Products must also be fully floated i.e. no items/fixtures/fittings should be permanently fixed either to or through the flooring. Under no circumstances should underlayment be permanently bonded to the subfloor. (Refer to the Company’s Installation Guidelines).
- 8. For Products with a locking mechanism, they must not have been used with heavy duty wheeled equipment at any time.

HoldSafe® warranty

The Korlok and Van Gogh product ranges are supplied with a 5G® Locking Mechanism backed by our HoldSafe® lifetime warranty. 5G® is a patented technology invented by Välinge Innovation AB. The 5G® word mark and logo are registered trademarks owned by Välinge Innovation AB.

The Company provides a separate Warranty Period in relation to the HoldSafe® 5G Locking Mechanism. The Company warrants that no joint failure will occur for a period of 15 years in Commercial settings or during the Lifetime of the Product (35 years) in Residential applications, provided that the 5G Locking Mechanism and the associated flooring is installed in accordance with the Karndean Designflooring Installation Guidelines, and used as intended and recommended in the relevant product specifications supplied by the Company.

“Joint failure” is defined as a complete loss of connection between the HoldSafe 5G connections on the Korlok and Van Gogh material.

In the event that joint failure occurs within the relevant Warranty Period, the Company will repair or provide replacement materials only. The Company accepts no responsibility for faulty installation or incorrect maintenance and will not provide any compensation for the labour required to uplift and reinstall the relevant flooring.

Exclusions

To the maximum extent permitted by law, the Company will not be liable for (and no warranty claim can be made under this document for) any loss or damage to a Product resulting from any of the following:

- 1. Any immediately obvious manufacturing defects that were not notified to the Company prior to installation.
- 2. Any and all defects, damage or discolouration to a Product caused by improper installation and in accordance as per the current “AS/NZS Standard 1884 Floor coverings – Resilient sheet & tile” and in accordance with the Company’s current Installation Guidelines. Includes any and all problems caused by the use of non-recommended adhesive or sealer, underlayment and/or preparation of the substrate. Installation errors are not manufacturing related conditions. The Company does not warrant installer workmanship.
- 3. Any wilful or accidental damage (e.g. damage caused by fire, flood, impacts, objects being dropped or dragged across the floor or improper shipping, handling or storage etc.).
- 4. Reduction in a Product colouration, surface gloss and texture due to normal wear and tear and Improper maintenance which results in loss of gloss or build-up of a dulling film. This includes damaged caused by steam mops.
- 5. Any and all damage, alternations or discolouration to a Product caused by excessive heat, stains, scratches, scuffs, and/or from neglect or misuse of strong detergents and chemicals (e.g. including but not limited to stains from paints, dyes, mats, or other similar).
- 6. Any and all damage or discolouration to a Product caused by indentation, abrasion, mechanical stress, tears, pet-related incidents, furniture depressions, or caused by the use of rubber or latex e.g.: includes situations such as unprotected caster wheels, furniture legs, stiletto heels, or potential gouging from heavy sharp objects.
- 7. Any and all damage to a Product caused by localised ‘hot-spots/thermal blocks’ when underfloor heating has been installed. Examples include damage caused by rubber-backed rugs or other items which do not allow heat to circulate freely.
- 8. Any and all damage or discoloration to a Product caused by remodel or construction related activities and/or modifications, alterations or repair.
- 9. Any and all damage, discolouration or fading to a Product caused by external factors, including but not limited to exposure to the sun (where appropriate window tinting, curtains, blinds, awnings or external eaves have not been used at all relevant times), mats, excessive temperature, water (including water leakage and subfloor water) heat and hydrostatic pressure.
- 10. For Products with a click mechanism (including the HoldSafe® 5G Locking Mechanism), damage to the click mechanism or associated damage to the Product when used in wet areas such as bathrooms, laundries etc that have a floor waste. NB: These Products may be used in bathrooms where a separate shower base is fitted and where there is no floor waste or associated falls in the installed area.

Important information

This warranty does not guarantee the Products to be fit for a particular purpose or use. The Products have differing levels of durability in different areas (such as areas with high UV exposure, with high levels of foot traffic or where rolling loads are expected). It is your responsibility to ensure that the Product is suitable for its intended use (or you should ask your Authorised Retailer or installer to make this assessment if you have any doubt).

You must inspect the Product prior to installation for any imperfections or manufacturing related defects. It is the responsibility of the installer/end user to confirm the received Products are free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the Product. Minor colour, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with the Company or the Authorised Retailer prior to installation.

For Residential customers only, this warranty is transferable. Should the purchaser move house, the warranty will remain with the floor purchased. i.e. the warranty belongs to the property, not the purchaser. If the warranty is transferred, the residual duration of the Warranty Period will transfer to the new owner and will be recognised by the Company provided that the new owner can provide the Company with the original invoice for the Product. It is the responsibility of the original purchaser to supply any new owner with these required proof of purchase documents. No warranty is transferred if a Product is removed from the premises in which it was originally installed and then reinstalled at another location.

Making a Claim

1. If you wish to make a warranty or other claim against the Company in relation to a Product under this document and/or any applicable law (Warranty Claim), the Warranty Claim must initially be submitted to the Authorised Retailer from which you purchased the Product. The Authorised Retailer will liaise with the Company on your behalf. If the Authorised Retailer is no longer in business (or you are not satisfied with the Authorised Retailer’s handling of the matter), then you should make your claim by contacting the Company directly using the email address on the first page of this document.
2. To make a Warranty Claim, the relevant defect or damage in relation to the Product (or component of the Product) must have appeared before the end of the relevant Warranty Period, and before the end of that Warranty Period you must have notified the Company or the relevant Authorised Retailer (in each case, in writing) of your intention to make a Warranty Claim.
3. The Company will require information regarding the Warranty Claim, including a copy of the invoice, Product details, installation/subfloor information, photographs and a report of the defect. You must not remove the damaged or defective Product from the installation without prior agreement from the Company.
4. The Company may choose to remove a nominal number of Product samples from the installation site for technical review and/or assessment. In the event samples are required to be removed for such activity, the company will supply materials of replacement of equal value to the nearest specification and/or colour. Samples removed from site will not be returned to the installation site.
5. Once the Warranty Claim is raised, the Company may choose to inspect the installation. If the Product is found to be faulty, the Company will replace any defective material at no charge with the same Product or a similar product (subject to availability).
6. The Company may reimburse a proportion of the labour costs required to uplift the faulty Product that is the subject of the Warranty Claim and re-install the replacement Product. All costs must be agreed with the Company before work commences. Any agreed cost of labour to rectify any agreed Product fault will be limited depending upon the time elapsed since installation (calculated on a pro-rata basis according to the scales set out in the Appendix to this document) and you will be responsible for paying the difference. Note that no labour costs will be reimbursed if the Warranty Claim relates to a joint failure under the HoldSafe® warranty.
7. If it is found to be necessary to replace a Product which is no longer available, the Company reserves the right to replace it with a product of approximately equal value and reasonably comparable specifications.
8. To the maximum extent permitted by law, the Company accepts no liability for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage (irrespective of whether the loss or damage is caused by or relates to breach of contract, statute, tort (including negligence) or otherwise, and irrespective of whether the Company or any other person was previously notified of the possibility of the loss or damage).
9. To the maximum extent permitted by law, any warranty, guarantee, condition, representation, undertaking or other right that would be guaranteed or implied in this document or is otherwise imposed by statute, common law, equity, trade, custom or usage, and which is not expressly included in this document, is excluded. Where you are in trade and the Products purchased in New Zealand are supplied and acquired in trade, you agree to contract out of the provisions of the Consumer Guarantees Act 1993 (New Zealand) to the extent permitted by that Act, and that it is fair and reasonable to do so.
10. You will not be entitled to claim any costs or expenses from the Company in relation to making a Warranty Claim, including any costs that you incur in delivering the Product to (or collecting the Product from) and Authorised Retailer.
11. The Company will only recognise Warranty Claims where the Product has been purchased directly from the Company or from an Authorised Retailer. Please see the Company website for details.

Appendix

Labour compensation	RESIDENTIAL		
	Prorated	Prorated	Prorated
Product Range	Art Select	LooseLay Longboard, LooseLay Originals, Korlok, Van Gogh, Opus	Knight Tile
Wear Layer	0.7mm	0.5mm	0.3mm
Warranty Period	Lifetime	Lifetime	Lifetime
Years 0-2	100%	100%	100%
Years 2-5	75%	75%	50%
Years 6-12	50%	50%	20%
Years 12-15	35%	25%	10%
Years 15-20	20%	15%	5%
Years 20-35	10%	7%	0%

Labour compensation	COMMERCIAL		
	Prorated	Prorated	Prorated
Product Range	Art Select	LooseLay Longboard, LooseLay Originals, Korlok, Van Gogh, Opus	Knight Tile
Wear Layer	0.7mm	0.5mm	0.3mm
Warranty Period	20 years	15 years	10 years*
Usage	Commercial Heavy Duty, Commercial General Duty or Commercial Moderate Duty settings	Commercial Heavy Duty, Commercial General Duty or Commercial Moderate Duty settings	Limited to Commercial Moderate Duty settings only – no warranty is provided for Commercial Heavy Duty or Commercial General Duty use)
Years 0-2	100%	100%	100%
Years 2-5	65%	50%	30%
Years 6-10*	as below	as below	10%
Years 6-12	40%	25%	n/a
Years 12-15	20%	10%	0%
Years 15-20	10%	0%	0%

*For Karndean Exclusive Retail Partner Ranges please refer to the table on page 15

Imagery and Design Reproduction

Photography and print cannot always produce a perfect representation of our products. This includes colour, pattern variation and installation elements used. For this reason we strongly recommend obtaining a product sample and where possible viewing a larger sample in-store. We also recommend visiting our website for information on installation, after care and product selection: www.karndean.com/advice. We love developing new ideas and improving on our existing designs which means that sometimes products are withdrawn at short notice. We hate to disappoint and will work with you to find an alternative design.

Please contact Customer Service for more information.

Contact us

Phone: 0800 800 460

Email: customerservice@jacobsen.co.nz

Web: www.karndean.com

Address: 41D Morrin Road, St Johns,
Auckland 1072

*Calls may be recorded for training
and quality purposes.



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