



KOVA

# LETTER OF WARRANTY

Luxury Vinyl Plank or Tile (LVP or LVT)

**KATERRA LIMITED WARRANTY**

Product Categories: Luxury Vinyl Plank or Tile (LVP or LVT)

Katerra warrants that the product categories listed above will be free of defects in material and workmanship when properly installed and serviced during normal residential or light commercial installation applications per the table below. Unless specifically stated otherwise, the warranty start date begins on the date of delivery.

Warranty Period	
Owner-Occupied Single-Family Residential	10-Year Limited Warranty
Multi-Family Residential & Light Commercial	3-Year Limited Warranty

For owner-occupied residential installations, Katerra warrants its regular (first quality) floor products to be free from manufacturing defects for 10 years; if installed per Katerra installation instructions.

- Will not wear through (defined as loss of the floor design due to normal household use)
- Will not stain from common household stains; excluding permanent marker, permanent dyes & finishing stains
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use (We recommend using floor protectors; the heavier the item, the wider the floor protectors should be)
- Will not bottom-up discolor from underlayment panels, as well as alkali, mold or mildew growth
- The edges of the flooring will not curl

For multi-family and light commercial installations, Katerra warrants its regular (first quality) floor products are warranted to be free from manufacturing defects and will not wear through the printed image for 3 years; if installed per the Katerra installation instructions.

**WHAT WILL KATERRA DO IF THE ABOVE PERFORMANCE STANDARDS ARE NOT MET?****OWNER-OCCUPIED SINGLE-FAMILY RESIDENTIAL**

If any of the above should occur within the specified limited warranty periods for the flooring product, Katerra will furnish comparable Katerra flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. And, if your floor was professionally installed, Katerra will also pay reasonable labor costs for the direct repairs or replacement.

Katerra will pay reasonable labor costs per the following schedule: 100% for years 1 and 2, 50% for years 3 through 5. After 5 years, there will be no reimbursement for the installation labor.

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Katerra will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of vinyl tile or plank.

**MULTI-FAMILY RESIDENTIAL & LIGHT COMMERCIAL**

Within One Year:

- If a defect covered by this limited warranty is reported to Katerra in writing within one year of purchase, Katerra will supply new material of the same or similar grade sufficient to repair or replace the defective material.

Within Two Years:

- If a defect covered by this limited warranty is reported to Katerra in writing after one year, but within two years of purchase, Katerra will supply new material of the same or similar grade sufficient to repair or replace the defective material. Katerra will also pay fifty percent (50%) of the reasonable labor costs. After Two Years: If a defect covered by this limited warranty is reported to Katerra in writing after two years but within (see applicable Limited Warranty Term Length table) of purchase, Katerra will supply new material of the same or similar grade sufficient to repair or replace the defective material. Katerra will not pay labor costs.

If Katerra authorizes repairs or replacement of a section because of a warranty claim, you will be required to clear any items placed over the affected area after the original installation. Katerra will not credit or reimburse the cost associated with the removal of those items.

Katerra will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation. Material should be inspected before installation; material with apparent defects should not be installed.

Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty. Repair or replacement does not extend the original warranty period.

**WORKMANSHIP**

This is a material warranty and does not extend to the installer's workmanship. Workmanship errors should be addressed to the contractor who installed the flooring. Your Katerra floor should be professionally installed by licensed contractors who have demonstrated expertise in installing flooring products.

**THE FOLLOWING CONDITIONS ARE NOT COVERED BY THIS LIMITED WARRANTY:**

1. Faults or damage caused by installation error, improper maintenance, negligent use or care, adjusting, testing, altering, tampering, careless operation or handling of products that are not in accordance with Katerra instructions or specifications, or if it is used for other than the intended purpose after the product has been delivered and accepted by the receiving party – whether performed by a contractor, service company, or yourself – are excluded from this warranty.
  - Damage resulting from accidents, casualty events, abuse, or improper usage, which includes but is not limited to damage caused by casters on furniture, (Katerra does not recommend the use of casters on any flooring without appropriate chair pads), rotating beater bars on vacuum cleaners (we recommend using the vacuum wand attachment), burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs; pet-related damage, such as chewing, digging, clawing, etc.

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2. Damage due to the use of cleaners not in compliance with cleaning recommendations.
    - Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives, including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
  3. Normal wear or tear due to the normal aging of the product, including parts that are expected to deteriorate over time. Gloss reduction, scratching, abrasions, deterioration (due to the use of paints, solvents or other chemicals), staining or alkaline etching of the finish over time due to use, cleaning practices, or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.
    - This warranty does not cover temporary marks on the products, including but not limited to metal marks, fingerprints, smudges, or other temporary marks made by household items.
  4. Damage caused by direct exposure to standing water or other liquids.
  5. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
  6. Cosmetic damage not reported in the first 48 hours after delivery. All products must be inspected before installation. Installation of products with visual defects or nonconformities apparent before installation void this warranty.
  7. Damage caused after delivery, including damages to the finish or home incurred during installation, including but not limited to floors, cabinets, countertops, walls, etc.
  8. Damage incurred after delivery from children, animals, bacteria, fungus, or insects.
  9. Sunlight, smoke, household cleaners, and other environmental conditions may also affect the color match over time. These variations are the nature of the material in relation to their environmental exposure and are not covered by this warranty.
  10. Damage caused by moisture to the surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
  11. Damage caused by appliances or plumbing leaks.
  12. Damage caused by moving appliances or heavy furniture without protecting the floor. Always protect the floor by using plywood or hardboard runways when moving heavy objects and when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four-wheel carts, etc.
  13. Damage caused by rolling loads or wheelchairs (motorized and non-motorized).
  14. Costs associated with providing the customer tiles to replace original purchase based on expectations in physical appearance (color, shade, and/or surface appearance). Photographic color images may not be an exact product match. Product samples are representative only and may not be an exact match to supplied materials due to variations in batch manufacturing. Supplied materials may have slight differences in color, shade, and/or surface appearance.
  15. Floors that are graded "irregular" or sold "as is" without warranty; product sold as other than "first quality."

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16. Floors that are installed in structures other than owner-occupied or tenant-occupied residences, except products that are noted as warranted commercial or limited commercial.
  17. Discoloration from moisture or underlayment panels after having been repaired or replaced by Kattera one time.
  18. Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline, or hydrostatic pressure from the subfloor.
  19. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85°F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
  20. Discoloration caused using latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
  21. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
  22. Flooring installed on stairs or ramps is excluded from warranty coverage.
  23. Force Majeure: Loss, damage, or injury caused in whole or in part by natural calamities or acts of God.
  24. Unless specifically stated otherwise, this product is not approved for the following installation applications: aircraft, watercraft, recreational vehicles, outdoors, indoor swimming pools or hot tubs, saunas, steam rooms, greenhouses, walk-in freezers or refrigeration units, or other extreme environments.
  25. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, schools, student housing, employee housing, hospitality guest rooms, and other similar installation applications only. Excluded from this limited warranty are industrial or heavy commercial operating environments and usage scenarios that significantly differ from normal residential usage patterns and operating conditions. Examples include industrial/manufacturing workspaces where employees are regularly required to wear personal protective equipment (hard hats, safety glasses, protective coveralls, etc.), professional kitchens & restaurants, food service, laundromats, hospitals, laboratories, and other high-volume, heavy-use, harsh or chemically caustic environments. If you have questions about the suitability of this product for your particular installation application, please contact your Kattera sales representative before purchase and installation.

Repair or replacement costs for any circumstances not covered by this warranty shall be borne by the customer.

This warranty is not in force until full payment has been received for the covered products.

Kattera reserves the right to alter designs, specifications, and materials without obligation to make similar changes to products previously manufactured. The repair or replacement under warranty is contingent upon the current product offerings, styles, and construction options within the Kattera products at the time of the warranty claim. If a warranty claim is filed after a Kattera product becomes obsolete (is no longer in production), Kattera reserves the right to honor the warranty in one of the following ways:

- To replace the affected component with a new component of the same style

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- To replace the affected component and any other components in the installation application to achieve a uniform appearance with a similar and comparable product style of the originally purchased style

If components are replaced, Katterra cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the other components in the installation application. This is due to the changes that occur during the products' natural aging process, affecting its color and/or grain, as well as inherent differences in paint, stain, and dye lots for products produced at different times.

Replacement product is warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities.

This warranty is extended to the original purchaser or owner at the original installation location in the United States and is non-assignable and non-transferable.

Katterra's total liability or cost, for the life of this warranty, is limited to, and capped at, the original purchase price of the warranted product(s) – whether the claim is based on strict liability, negligence, breach of warranty or any other theory or cause of action.

#### **DISCLAIMER OF IMPLIED WARRANTIES**

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IMPLIED WARRANTY OF NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, ARE DISCLAIMED. UPON THE EXPIRATION OF THE ABOVE STATED LIMITED WARRANTY PERIOD, ANY AND ALL APPLICABLE IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED ALSO EXPIRE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM KATERRA OR ELSEWHERE, WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

#### **LIMITATION OF REMEDIES – EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES**

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM KATERRA AND REPRESENTS THE SOLE REMEDY TO THE OWNER OF KATERRA PRODUCTS EXCEPT AS OTHERWISE REQUIRED BY LAW. KATERRA MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN. THE WARRANTIES AND REMEDIES PROVIDED HEREIN ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD PROVIDED HEREIN UNLESS A SHORTER PERIOD IS PERMITTED OR REQUIRED BY LAW. KATERRA DOES NOT ASSUME AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS TO REMOVE AND/OR

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REPLACE PRODUCT, AND ANY OTHER HARM TO THE BUILDING, ITS CONTENTS OR ITS OCCUPANTS, OR TO ANY OTHER PERSONS OR PROPERTY, WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT, OR FOR ANY OTHER CAUSE.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

### **WARRANTY CLAIMS**

To submit a warranty claim:

Web: [www.warranty.katerra.com](http://www.warranty.katerra.com)

Mail: Katerra Warranty Department  
9305 E Via de Venture, STE 200  
Scottsdale, AZ 85258

Product description and proof of purchase are required to support any warranty claim.

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### **ACCEPTABLE UNDERLAYMENTS**

Katerra's LVT products can be installed directly over most existing floor coverings, except for carpet, laminate, floating floors systems, and cushioned vinyl flooring.

- Wood Underlayment LVP or LVT Can go over virtually any sound wood underlayments/ subfloors. Always fasten underlayment in accordance with the manufacturer's recommendations. Any failure of the underlayment or flooring as a result of the underlayment is NOT the responsibility of Katerra.
- Concrete Moisture levels of concrete slabs before, during and after installation must be 8 lbs. or less per 1,000 square feet per 24 hours using an anhydrous calcium chloride test per ASTM F1869 and pH must be between 5.0 and 9.0; or, if using ASTM F2170 in-situ probes, should be less than 90% RH (relative humidity).
- Radiant Heated Floors Radiant heated floors must be approved by the manufacturer for the use of their product with resilient vinyl flooring applications. The subfloor temperature should not exceed 85°F (29°C), and the system should be turned off 24 hours before and after installation.

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### **CARE INSTRUCTIONS**

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

#### **DO**

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash occasionally with a resilient floor cleaner.

**DON'T**

- Use detergents, abrasive cleaners, or “mop and shine” products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

**PROACTIVE PROTECTION FOR YOUR FLOOR**

When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.

- Use floor protectors on furniture to reduce indentation. As a rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because they can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast.

**IMMEDIATELY AFTER INSTALLATION**

- Maintain a minimum room temperature between 65°F and 85°F for 48 hours before, during and after installation is completed, then maintain temperatures between 55°F (13°C) and 85°F (29°C) thereafter.
- We recommend that you do not scrub or wash your floor for five days.