



KOVA

# LETTER OF WARRANTY

Laminate & Engineered Wood Flooring

**KATERRA LIMITED WARRANTY**

Product Categories: Laminate & Engineered Wood Flooring

Katerra warrants that the product categories listed above will be free of defects in material and workmanship when properly installed and maintained during normal residential or light commercial installation applications per the table below. Katerra warrants that when maintained according to Katerra's cleaning and maintenance instructions and used for its intended purpose, the finish will not wear through to bare wood, and the product will not delaminate. 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

**WHAT WILL KATERRA DO IF THE ABOVE PERFORMANCE STANDARDS ARE NOT MET?**

If the flooring wears through to bare wood or delaminates 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, as indicated below:

- Owner-Occupied Single-Family Residential: 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.
- Multi-Family Residential & Light Commercial: Katerra will pay reasonable labor costs per the following schedule: 100% for years 1, 50% for years 2 and 3.

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 the material with defects that were apparent before or at the time of installation. The material should be inspected before installation; material with apparent defects should not be installed.

**WORKMANSHIP**

This is a material manufacturing defect 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 Katterra 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.
2. Damage resulting from accidents, casualty events, abuse, or improper usage, which includes but is not limited to damage caused by casters on furniture, (Katterra 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.
3. Damage due to using cleaners not in compliance with cleaning recommendations.
4. 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.
5. 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.
6. Temporary marks on the products, including but not limited to metal marks, fingerprints, smudges, or other temporary marks made by household items.
7. Damage caused by direct exposure to standing water.
8. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
9. 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 voids this warranty.
10. Damage caused after delivery, including damages to the finish or home incurred during installation, including but not limited to floors, cabinets, countertops, walls, etc.
11. Damage from children, pets, rodents, bacteria, fungus, or insects.
12. Damage from installation adjacent to a heat source that does not have sufficient airflow or insulation to diffuse the heat.
13. 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 wood flooring applications.

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14. 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 considered defects.
  15. 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.
  16. Damage caused by appliances or plumbing leaks.
  17. 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.
  18. Damage caused by rolling loads or wheelchairs (motorized and non-motorized).
  19. Costs associated with providing the customer product to replace the 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.
  20. Floors that are graded "irregular" or sold "as is" without warranty; product sold as other than "first quality."
  21. Discoloration from moisture or underlayment panels after having been repaired or replaced by Katterra one time.
  22. Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline, or hydrostatic pressure from the subfloor.
  23. Normal expansion and contraction of wood flooring due to seasonal temperature changes are not covered by this warranty.
  24. Cupping, buckling, checking, or other wood movement due to moisture conditions not in conformity with National Wood Flooring Association guidelines are not warranted.
  25. 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 flooring. Always use mats marked as "non-staining".
  26. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
  27. Flooring installed on stairs or ramps is excluded from warranty coverage.
  28. 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.
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29. Force Majeure: Kattera is not responsible for damage or injury caused in whole or in part by natural calamities or acts of God.
30. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, 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
- 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, Kattera 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.

Kattera does not warrant that the operation of covered products will be uninterrupted or error-free. This warranty does not constitute a performance warranty and does not extend to the future performance of goods. It is expressly contemplated by the warranty that any part of the product may contain a defect in material or workmanship and that any part of the product may fail during the warranty period. The buyer's sole remedies under this warranty are limited to repair, replacement, or refund in the event a part fails due to a defect in material or workmanship.

This warranty is not a statement of the expected useful life of any KOVA product.

Replacement parts can be new or remanufactured. Repaired parts or replacement products are warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities. Defective parts must be made available to Kattera in exchange for the replacement parts and become the property of Kattera.

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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.

Katerra'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 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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## **INSTALLATION**

Please refer to the National Wood Flooring Association's *Installation Guidelines* for installation instructions.

## **ACCLIMATION**

Room temperature and humidity of installation areas should be consistent with normal, year-round living conditions for at least ONE WEEK before the installation of wood flooring. Room temperatures between 60°F to 80°F and a humidity range of 30% to 50% should be maintained year-round.

The moisture content of hardwood flooring should generally be between 6% to 9%. If wood is used for the subfloor, the moisture content should be no more than 2% difference between wood flooring and wood subfloor.

HVAC should be in operation before, during, and after installation (refer to NWFA Installation Guidelines Section I, Chapter 1, Part 1 for further information). Room temperatures between 60-80°F and a humidity range of 30%-50% are recommended year-round.

**KEEP FLOORING DRY:** Protect flooring from moisture during storage and transportation. Store material in a flat, dry, and totally enclosed area. Garages, exterior patios, for example, are not acceptable areas to store wood flooring.

## **CARE & MAINTENANCE INSTRUCTIONS**

### **DO**

- Maintain room temperature (60°F to 80° F) year-round.
  - Maintain the relative humidity in the room/building between 30% to 50% year-round. A humidifier or dehumidifier may be required.
  - Sweep, dust mop, or vacuum the floor regularly. Use a vacuum designed for hard surfaces.
  - If the vacuum has a beater bar (rotating bristle brush), it should be disengaged before use.
  - Immediately wipe up liquid spills with a cloth or paper towels.
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- Maintain with the appropriate floor cleaner. \*See DON'T section below.
  - Use felt protectors or furniture coasters under heavy furniture.
  - Close curtains or blinds to limit direct sun exposure.
  - Caster wheeled chairs should have wide casters.
  - A protective mat should be placed under office chairs.
  - In areas with icy or snowy winters, extra protection against salt & grit may be needed.
  - Place mats and throw rugs at doorways- exteriors and interiors - to help prevent the tracking of grit, dirt, and sand.
  - Remember that cleats, sports shoes, and high heels can dent any floor surface.
  - Place an area rug in front of the kitchen sink to catch water.

**DON'T**

- Use oil-based soaps.
- Use paste wax-based products (NEVER wax a lacquered finished floor).
- Drag sharp wooden legs or metal furniture legs as it can scratch/dent hardwood floors.
- Expose to direct sunlight for an extended period as it may dry/fade natural wood.
- Use steam cleaners. They are not recommended for use on natural wood flooring.
- Place porous flower pots or vases on the floor.
- Use steel wool or scourers.
- Move heavy furniture without protecting wood flooring by slipping a piece of cloth or pile under the legs or bottom of items.
- Wet-mop a wood floor. Standing water can dull a finish, damage the wood and leave a discoloring residue.

**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 scratching.
- 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. Always use mats marked as “non- staining”.