

Kennedy FLOORINGS

HARBOUR & CLIMATE STONE CORE PLANK SILVER WARRANTY



EXCLUSIVE WARRANTY

Kennedy Floorings HARBOUR & CLIMATE flooring products are covered by an Exclusive Warranty as described herein. The period of time the warranty is in force is dependent upon the warranty class (i.e. whether is a Gold, Silver, or Bronze warranty) and installation setting (i.e. whether it is a residential or commercial application). The warranty is non-transferable from the original purchaser. The warranty is valid from the date of purchase as shown on the purchase invoice. The Exclusive Warranty covers the following, subject to limitations described below: limited wear, structural integrity, and joint integrity. The warranty is only valid when installation and maintenance guides are followed, which can be found at www.kennedyfloorings.com. Kennedy Floorings has the sole discretion in determining if installation and maintenance guides have been properly followed.

25 YEAR RESIDENTIAL WARRANTY

Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK flooring products with a silver class warranty that are used in a residential setting have an Exclusive 25 Year Residential Warranty. Kennedy floorings HARBOUR & CLIMATE STONE CORE PLANK flooring products with a silver class warranty feature a light commercial grade 12mil wear layer, and is suitable for single and multi-family units. Rental or leased dwellings are considered to be a commercial setting.

10 YEAR COMMERCIAL WARRANTY

Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK flooring products with a silver class warranty that are used in a commercial setting have a 10 Year Exclusive Commercial Warranty. Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK products are intended to be used in non-industrial light commercial settings, and are approved for use in hotel rooms, conference rooms, offices, retail stores, restaurants, and other commercial environments similar to those listed. Use in an unapproved commercial setting will void warranty.

LIMITED WEAR WARRANTY

Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK flooring is protected by a wear layer. Kennedy Floorings warrants that the wear layer will not wear through for the amount of years as indicated by the warranty class and installation setting. "Wear through," of the wear layer refers to the complete loss of the wear layer so that the image design layer underneath the wear layer becomes exposed and affected. Determination of whether damage to the wear layer constitutes "wear through" will be at the sole discretion of Kennedy Floorings.

- The limited warranty applies to "wear through" on areas that have worn through by at least 1" by 1"; an area of 1 inch².
- The limited wear warranty is only valid when proper maintenance procedures are followed. The limited wear warranty will be voided if abrasive cleaners or abrasive scrubbers are used on the floor.
- Damage to the wear layer caused by furniture, appliances, or heavy objects, are not covered by the limited wear warranty. It is important to use felt pads under all furniture to prevent damage to the floors, and to ensure floors are protected when moving heavy appliances or objects.
- Damage such as scratches, scrapes, cuts, damage caused by improper maintenance, intentional abuse or abnormal usage or any other damage caused by abnormal wear and tear, and daily use is not cover by the limited wear warranty. Reduction in gloss or surface texture is not considered wear.
- Damage caused by the external environment directly or indirectly is not covered under the warranty.
- Refer to the maintenance and installation guides found at www.kennedyfloorings.com for more information.

STRUCTURAL INTEGRITY WARRANTY

Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK flooring products are protected by a structural integrity warranty for the amount of years as indicated by the warranty class and installation setting. The structural integrity warranty guarantees that HARBOUR & CLIMATE STONE CORE PLANK flooring products from Kennedy Floorings will remain structurally sound and free from cupping, warping, and delamination.

- The structural integrity warranty is only valid when installation instructions are adhered to.
- The structural integrity warranty does not cover structural changes of the flooring caused by a failure or structural change of the sub floor or surrounding structure.
- The structural integrity warranty does not cover structural changes of the flooring caused by exposure to extreme environmental conditions. Acceptable environmental conditions can be found in the installation guide.
- Objects that cause indentations are not covered under warranty.

JOINT INTEGRITY WARRANTY

Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK flooring is protected by a joint integrity warranty for the amount of years indicated by the warranty class and installation setting. The joint integrity warranty guarantees that the joints on Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK products will remain secure and will not come apart when the installation guide is followed.

- The joint integrity warranty is only valid when installation instructions are adhered to.
- Minor joint gapping of 0.5mm is acceptable. Excessive gapping caused by improper installation will not be covered under the warranty.
- The joint integrity warranty is only valid when the installation guide is followed and adhered to.
- Failure of locking system from improper installation is not covered under warranty.
- Joint integrity failure caused by structural changes in the sub-floor are not covered under warranty.
- Joints compromised by improper installation, lack of continuous climate control during use (outside acceptable environmental conditions as outlined in the installation guide), or obstructions creating pinch points are specifically excluded by this warranty.

MANUFACTURING DEFECTS

Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK products come with a 1 year warranty to guarantee that Kennedy Floorings HARBOUR & CLIMATE STONE CORE PLANK products are free of any manufacturing defects.

- Installation of product that is visibly defective at the time of installation is not covered under warranty.
- Visual defects are only covered under warranty when an entire box can be collectively filled. In the rare event that a HARBOUR & CLIMATE STONE CORE PLANK plank or tile has a visual defect, it can still be cut and used for end joints.

CLAIMS

If you believe you have a claim, please contact your dealer that sold you the product as soon as possible to begin the claim process. You may speed up this process by taking multiple photos of the affected area and filling out the appropriate fields on the claim form found at www.kennedyfloorings.com/warranty.

- An appointment will need to be made through your dealer for a Kennedy Floorings representative to inspect the site. A physical sample of the product from the affected area may be required to fulfill the warranty claim process. Email the claim form and photos to claims@kennedyfloorings.com or if you have any questions or concerns. Alternative contact information is provided below.
- In the event of an approved claim, Kennedy Floorings will first attempt to restore and repair. If R&R is unsuccessful, Kennedy Floorings will provide replacement flooring of the same or similar style, size, and quality. Kennedy Floorings will not cover miscellaneous expenses such as time lost, cost to move objects and furniture, and freight.

RESOURCES

- Installation guides can be found at www.kennedyfloorings.com/installation
- Maintenance guides can be found at www.kennedyfloorings.com/maintenance
- Additional warranty documents and claim forms can be found at www.kennedyfloorings.com/warranty.



Kennedy
F L O O R I N G S



Shamrock Surfaces
HARBOUR & CLIMATE
STONE CORE PLANK
Silver Warranty

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