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 **KRONOTEX**

BY SWISS KRONO GROUP

CARE & MAINTENANCE GUIDE

THANK YOU FOR PURCHASING AN AFS KRONOTEX LAMINATE FLOOR

AFS Kronotex Laminate Floors offer an affordable and durable flooring option with the design and beauty of real timber floors.

AFS Kronotex Laminate Floors have a world leading range of features and benefits that will help you to confidently create inspiring spaces:

- Available in a variety of striking designs and colours, the ranges are bursting with character and depth that will accentuate the beauty of any space.
- AFS Kronotex Laminate Floors are manufactured in Germany.
- All laminate ranges have an abrasion resistance rating of AC3 or higher.
- Embossed finish (and in some cases registered emboss) to add to the authentic look and feel of timber.
- Stain and wear resistance for a durable and low maintenance floor.
- Our laminate floors have industry leading guarantees.

Cover image: D 3073 Phalsbourg Oak

CARE AND MAINTENANCE FOR YOUR AFS KRONOTEX LAMINATE FLOOR

Your new AFS Kronotex Laminate Floor has been designed with low maintenance in mind. With a little routine care and regular maintenance, it is easy to look after your AFS Kronotex Laminate Floor. Just follow the easy steps below:

- Regularly remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum.
- Mop the floor using water a damp mop and a non-abrasive soap-free cleaner to remove any footprints, dirt and other stains or marks.
- As required – any stains or spillages should be cleaned up immediately using a clean white cloth. Stubborn scuffs and stains can also easily be removed using a damp sponge with a diluted solution white spirit.

Never use when cleaning the floor:

- Abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Oil, soap, wax or polishes as these finishes may make the floor slippery and can damage and dull the finish on the floor.
- Never flood the floor with water. Excessive water can damage laminate floors.
- Steam cleaners are not suitable for use with any laminate floor.

NOTE: AFS Kronotex Laminate Floors have been designed for internal applications.

REPAIR

If your laminate floor does receive a scratch that is in need of repair or an entire plank needs to be replaced, please contact your retailer for laminate repair kits. Do not attempt to sand the floor as it will result in damage to the wear layer.

OTHER WAYS TO PROTECT YOUR AFS KRONOTEX FLOOR

Follow these simple steps to achieve many years of enjoyment from your floor:

- Place mats (please ensure the mat does not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Clean mats regularly.
- Use wide bearing, clear, hard plastic or non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys and any old hard or sharp edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or **kitchen units including island benchtops** should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs.
- AFS Kronotex Laminate Floors should be protected from direct sunlight, by use of window tinting, curtains, blinds or awnings.

COMMON CHARACTERISTICS OF AFS KRONOTEX LAMINATE FLOORS

- AFS Kronotex Laminate Floors may in areas of intense light and shade display some change in colour between exposed areas and areas covered by rugs or furniture. Generally this effect will disappear after a few weeks when these areas are exposed again.

- Some latexes/rubbers, which contain certain anti-oxidants, can permanently cause yellow staining. Rubber of this type is often used in backings for rugs and mats. Non-staining vinyl backed mats or woven rugs identified as colourfast should be used on laminate floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration.
- Even though AFS Kronotex Laminate Floors are stable, boards can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. Gaps should not exceed .15% of board length. This is a normal feature of laminate floors and not considered a manufacturing defect.

INSTALLATION

AFS Kronotex Laminate Floors should be installed in accordance with Australian Standard AS 1884-2012 Floor Coverings – Resilient Sheet and Tiles – Installation Practices and the installation instructions which are located in every box and available on the AFS Kronotex website.

If the floor is improperly installed this may void the AFS Kronotex Residential Warranties.

Before installing a AFS Kronotex Laminate Floor, installers should check to make sure it is undamaged, of the right size with no visual defects when viewed standing up in daylight at the installation site. If any boards or sheets are visibly faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to the retailer. Care needs to be taken to properly inspect the flooring before it is installed as AFS Kronotex may refuse a claim under the AFS Kronotex Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.

AFS RESIDENTIAL WARRANTIES – LAMINATE PRODUCTS

The following warranties are provided by AFS Australia Pty Ltd ABN 83 087 683 092 (AFS) in respect to its laminate products. The benefits given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods.

The AFS Residential Warranties are subject to and qualified by the “General Warranty Conditions” and “Homeowner Obligations” set out on the following pages.

ABRASION/WEAR RESISTANCE WARRANTY

AFS warrants that under normal household conditions the wear layer will not wear through the design layer surface of your Kronotex branded Laminate floor in a single area greater than 1cm² for the period following original installation set out for the particular range in the warranty charts on page 6.

Abrasive wear means actual wearing through of the floor surface to show a visual change in the floor’s appearance and does not include other changes in appearance: eg. scratches, chips, indentations, small gaps due to seasonal movements, gloss variation between boards, reductions in gloss level etc.

GENERAL WARRANTY CONDITIONS

These AFS Residential Warranties – Laminate Products apply only;

- In Australia
- In respect of AFS laminate products purchased after 1 July 2018;
- To the original purchaser of the floor or in the case of a builder or developer the owner of the residential home 6 months after purchase of the floor;
- To floors installed in accordance with AFS's installation instructions set out in this brochure and leaflets in the boxes and on our website at www.shopQEP.com.au
- To new, first quality flooring in its original installation; and
- To floors used indoors in a residential home excluding wet areas as bathrooms, toilets, laundries or areas/rooms where a floor waste (water drain) is present (residential kitchens are NOT considered wet areas) and areas subject to significant non-foot traffic.
- Robusto, Exquisit, Superior Plus and Superior ranges which are listed as water resistant can be cleaned with a damp mop and are forgiving to liquid accidents making them a stress free choice.
- The water resistant ranges are not suitable for outdoor areas or rooms with a permanently high moisture load such as bathrooms, shower cubicles, saunas and rooms with floor drains.

These warranties relate solely to residential uses.

The AFS Residential Warranties – Laminate Products are not transferable.

AFS RESIDENTIAL WARRANTIES – LAMINATE PRODUCTS DO NOT COVER:

- Damage due to improper installation or improper maintenance, application of improper cleaning agents, methods, mishaps or damage caused by failing to carry out proper routine maintenance in accordance with the recommendations described in this guide
- Damage arising due to the floor being exposed to excessive direct sunlight, weather or improper humidity in the environment or installation over subfloor heating (other than in strict accordance with the installation recommendations)
- Damage directly associated with exposure to excessive moisture (either to the surface or water/moisture trapped beneath the floor), moisture ingress from any source into the core or indentations or cleaning that is too wet
- Damage resulting from mechanical stress, accidents, abuse (being any use considered unreasonable given the normal and expected use of floor in a residential home), sand, stones, dragged objects, heavy furniture, castor wheels, dropped items, burning, flooding, cutting, pet damage, smoke, exposure to very hot substances (other than most food or beverage spillages) or chemicals or industrial products (other than recommended cleaning products)
- Damage caused by risks covered by a generally available home owner insurance policy
- Improper alterations to the original manufactured product. Alterations, repairs, refinishing or reinstallation to the original product will void any and all warranties
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1000mm)
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the AFS's authorised representative

CONSUMER WARRANTIES

Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement and refund for a major failure and compensation for any other reasonable 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.

IF YOUR FLOOR FAILS TO PERFORM

If any part of your AFS Laminate Floor fails to perform in accordance with any of the AFS Residential Warranties – Laminate Floors, AFS will supply free of charge the following percentage (in quantity) of an order for replacement AFS Laminate Floors of the same or of comparable quality to replace the affected area of the floor through your original retailer (or another retailer in your area nominated by AFS). You would be responsible to pay for the balance of the flooring and the installation costs.

In relation to claims made under the AFS Residential Warranties – Laminate Floors, AFS will not be liable for the following costs; installation, underlay, time spent making the claim, cleaning, repainting, accommodation, expert advice, obtaining quotations, moving/replacing furniture, equipment/fittings, disposal of flooring, underlay or packaging.

30 YEAR WARRANTY

Ranges: Robusto.

Year in which the claim is made, calculated from the date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	30%
Year 21 to 25	20%
After 25 years	10%

25 YEAR WARRANTY

Ranges: Exquisit

Year in which the claim is made, calculated from the date of installation:	Percentage:
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 20	20%
Over 20 years	10%

15 YEAR WARRANTY

Ranges: Superior (Superior Catwalk) and Superior Plus (Superior Advanced).

Year in which the claim is made, calculated from the date of installation:	Percentage:
Year 1 to 2	100%
Year 3 to 4	80%
Year 5 to 9	60%
Year 10 to 14	40%
Over 14 years	20%

HOME OWNER OBLIGATIONS

In addition to you complying with the other conditions which apply to the AFS Residential Warranties, in order to obtain and maintain your coverage under the AFS Residential Warranties, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the flooring and the date of its purchase, together with proof of installation date. You must also demonstrate the floor is at the original installation site.
- Have your floor installed and maintained in accordance with instructions set out in this brochure

MAKING A CLAIM

Should you believe your AFS laminate floor is failing to perform in accordance with these AFS Residential Warranties or your Australian Consumer Law rights, please notify your retailer to arrange an onsite inspection of the installation. Be sure to describe the specific problem (providing a photo if possible) and to include a copy of your proof of purchase. The retailer will take appropriate action, including the notification to AFS if necessary. You must bear your expenses of claiming under the AFS Residential Warranties.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact AFS directly.



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