

Warranty

Kaindl Aqua Pro Supreme Laminate



Robert Malcolm have been supplying the New Zealand market with floorcoverings for over 140 years. Our products are designed with a strong focus on quality and performance, and supported by our warranties to provide you with confidence in your purchase.

Purchaser's Responsibilities:

- Kaindl Aqua Pro Supreme laminate must be purchased through an approved dealer.
- Laminate must be installed in accordance with the New Zealand Flooring Installation Standard AS1884:2013 and Floor NZ Best Practice Guidelines Resilient Floor Coverings, including the use of Kaindl Sound System 2.20mm Underlay with aluminum tape at the joins.
- Room temperature should ideally remain between 20–22°C with relative humidity between 50–60%. Failure to maintain recommended temperature and humidity may result in gaps forming in the flooring.
- Entry areas must be protected with dirt-collecting doormats.
- Regular cleaning and maintenance must be completed in accordance with the Robert Malcolm Cleaning and Maintenance Guide – Kaindl Aqua Pro Supreme Laminate.
- Warranties apply to the original purchaser of the laminate and are not transferable
- Warranties apply to new product only, not planks being recycled.
- Keep proof of purchase from your flooring retailer including installation date.

Wear Resistance Warranty: 30 years

Robert Malcolm warrants the laminate will not wear out for 30 years in residential, and 5 years in commercial installations from the original purchase date. 'Wear out' is defined as the laminate surface worn through, gloss reduction does not constitute 'wear'. For guidance on maintaining the appearance and longevity of your laminate, please refer to the Robert Malcolm Cleaning and Maintenance Guide – Kaindl Aqua Pro Supreme Laminate.

Splash Area Warranty: 10 years

Robert Malcolm warrants from the date of the original purchase the laminate will not show significant damage from normal use in private, residential applications within 10 years. Test results confirm suitability for splash areas, however Kaindl Aqua Pro Supreme laminate is not recommended for spaces with high humidity or

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excessive water splash. The following areas are excluded from this warranty - saunas, swimming pools, shower rooms and rooms with built in floor drains.



Splash area installation must comply with all Robert Malcolm Installation Recommendations – Kaindl Aqua Pro Supreme Laminate, including:

- Use of compressible PE Foam Rod
- Admil Wet Area Sealant
- Transition trims at splash area entry points
- Installer must inspect each planks locking system and remove any damaged planks during installation
- Installer to completely engage the locking system on all 4 sides of each plank, this avoids any gaps that could potentially void the warranty

Splash area warranty exclusions:

- Damage from natural disasters
- Appliance or plumbing leaks
- Steam mop usage

Warranty is subject to the Robert Malcolm Care and Maintenance Guide – Kaindl Aqua Pro Supreme Laminate.

Warranty Exclusions:

- Product not installed in accordance with the Robert Malcolm Installation Recommendations – Kaindl Aqua Pro Supreme Laminate, New Zealand Flooring Installation Standard AS1884:2013 and Floor NZ Best Practice Guidelines Resilient Floor Coverings.
- Irregularities caused by subfloor conditions.
- Installation in a transportable or relocated building.
- Failure to maintain sufficient cross flow ventilation and/ or crawl space beneath a timber substrate.
- Product installed with insufficient expansion.
- Damage caused by the weight of objects on the flooring surface preventing the laminate flooring from freely expanding and contracting. This could include (but is not limited to) bookcases, pianos, pool tables and cabinetry units.
- Product installed without the use of appropriate accessories i.e. stair nosings, reducer trims or expansion trims.
- Fade or discolouration caused by direct sunlight, and/or temperatures.
- Change in gloss level due to use.
- Misuse or abuse of flooring.
- Scuffs, scratches, indentations, cuts, gouges, stains, burns and similar conditions.
- Stains caused by strong solvent, dyes, medicines, strong food colourings or rubber
- Entry areas must be protected by dirt collecting doormats.
- Flooring not maintained in accordance with Robert Malcolm Cleaning and Maintenance Guide – Kaindl Aqua Pro Supreme Laminate.
- Product installed outdoors.

- Pet Damage such as chewing, digging or clawing. Pets nails should be regularly trimmed to prevent damage from scratching.
- Damage due to heavy chairs or furniture. It is recommended that felt pads are used under chairs and furniture to reduce the possibility of surface scratching and marking.



Manufacturing Defects:

Robert Malcolm warrants Kaindl Aqua Pro Supreme laminate for up to 5 years against manufacturing defects provided:-

- The laminate is first grade quality.
- The laminate was purchased from an approved retailer.
- The laminate has been properly maintained in accordance with the Robert Malcolm Cleaning and Maintenance Recommendations – Kaindl Aqua Pro Supreme Laminate on our website at all times.

Should a manufacturing defect be found Robert Malcolm will cover the cost of repairing or replacing the laminate in the affected room or area. If the original laminate is not available the replacement laminate will be of comparable quality from a current range, or alternatively Robert Malcolm will compensate you for the replacement cost of the laminate in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the laminate.

Warranty Terms & Conditions:

If you believe there is a fault with your laminate flooring please contact the retailer your flooring was purchased from in the first instance, they will provide us additional information about your installation that is necessary for a Robert Malcolm representative to complete an inspection. If the product is agreed to be faulty Robert Malcolm will cover the replacement cost of the product at a depreciating scale based on the date of installation. -

Installation type	Value of Laminate Refund
Residential	Depreciation at 3.33% per year since installation
Splash Areas – Residential	Depreciation at 10% per year since installation
Commercial	Depreciation at 20% per year since installation

This depreciating scale applies to the cost of the laminate flooring only; associated costs such as uplifting and relaying in the affected areas are required to be quoted and agreed upon prior to replacement commencing.