

Your Pre-Installation Checklist

Karndean LVT flooring is intended for indoor use only. When selecting flooring products, we recommend that you verify that the selected product complies with building regulations and certification practices relevant to your local area and the intended environment, such as wet areas.

We recommend that installation is compliant with the current AS/NZS 1884 Standards, and all installation guides can be viewed at karndean.com/installationguides

We recommend the following checks be undertaken before installation begins:

Step-by-step product guide:

- ❑ The installer must inspect all materials to confirm the correct range, colour, batch, quantity, and that the materials are free from damage or defects.
- ❑ Both parties – the consumer and installer – share the responsibility of checking the flooring's shade, colour, pattern, size, and textured embossing match the consumer's expectations. Several cartons should be opened, and planks/tiles spaced out for proper evaluation.
- ❑ Thoroughly inspect the product for any imperfections, and ensure it is free of any obvious visible conditions that may be detrimental to the appearance and/or performance.

The product must be acclimatised in the installation space within the required temperature range and for the period outlined in the relevant Karndean Installation Guide.

- ❑ Mixing batches/dye lots is not recommended.
- ❑ Both parties – the consumer and installer – share the responsibility to ensure that the Product is suitable for its intended use (or you should ask your Authorised Retailer or installer to make this assessment if you have any doubt).

Step-by-step site guide:

- ❑ Ensure the site is maintained at a stable temperature between 18°C and 27°C for the period indicated in the relevant Karndean Installation Guide.

Take extra care in areas where windows allow direct sunlight, as temperatures may rise above and fall abruptly.

- ❑ In such cases, windows should be shaded during installation and for 24 hours after. For ongoing care, refer to the Karndean Lifetime Residential Warranty for guidance on managing direct sunlight exposure.
- ❑ Confirm that the subfloor and substrate conform to the current AS/NZS 1884 Standard and relevant Karndean Installation Guidelines.

If any issues arise during the checklist process, contact the Karndean Customer Service Team on 1800 331 170. By proceeding with installation, you acknowledge that these requirements have been reviewed and accepted. Please note that under our Karndean Warranty conditions, no claims can be accepted for visible or identifiable defects or errors once installation is complete.

Karndean Warranty - What our warranty means for you

For full details of your coverage and entitlements, please refer to the complete warranty document available at karndean.com/warranty.

This warranty applies to genuine Karndean products purchased in Australia through an Authorised Retailer. It guarantees that the product is free from manufacturing defects and will perform as expected for the duration of the specified warranty period, based on the product type and intended use. This warranty is provided in addition to your rights under Australian Consumer Law and does not replace them.

Our Lifetime Residential Warranty offers up to 35 years of coverage against wear and manufacturing defects in residential settings.

This warranty applies to the full range of Karndean Designflooring products, carefully crafted to bring lasting style and performance to your home. Select ranges purchased through our Exclusive Retail Partners may also be eligible for extended benefits.

If you purchased your Karndean floor through one of our Retail Partners, your warranty includes a transferable benefit. Should you sell your home during the warranty period, the remaining warranty can be passed on to the new homeowner - an added assurance of value and peace of mind.

We proudly stand behind the quality of our products and are committed to delivering flooring solutions that are built to last.

When our warranty does not apply

The coverage for installation costs is distributed proportionally, and you can find further information in the warranty appendix for specifics. This warranty is separate from your legal rights and doesn't affect them.

Please note that our warranty does not cover:

- Damage caused by improper installation
- Accidental or deliberate damage
- Extreme conditions or misuse of the product
- Damage resulting from exposure to heat, water, or chemicals
- Normal wear and tear over time
- Indirect losses or damages
- Any losses arising from non-compliance with the warranty terms

For a comprehensive understanding of the warranty and its terms, please refer to the complete warranty document at the end of this guide, in the Exclusions and Conditions sections or on our website at karndean.com/warranty.

Imagery and Design Reproduction

Photography and print cannot always produce a perfect representation of our products. This includes colour, pattern variation and installation elements used. For this reason, we strongly recommend obtaining a product sample and, where possible viewing a larger sample in-store. We also recommend visiting our website for information on installation, aftercare and product selection. We love developing new ideas and improving on our existing designs which means that sometimes products are withdrawn at short notice. We hate to disappoint and will work with you to find an alternative design. Please contact Customer Service for more information.