

Retailer copy



**Karndean**  
Designflooring

Warranty claims  
and caring for  
your floor

# Warranty claims process

## What to expect: Key milestones



Your customer reports an issue with Karndean product. You attend site to inspect the reported issue.

You report the issue details to Karndean

48 hours

You provide details to Karndean through Technical Assessment Form:

- Order details
- Subfloor preparation details
- Nature of concern
- Your customer's details
- Images of product issue

Karndean schedules an inspection with your customer

Rep call cycle

Karndean Rep (Business Manager) contacts you and your customer to book inspection time and confirm next steps.

Inspection is completed

2 weeks

- Business Manager performs physical inspection at your customer's property.
- Sample plank and all required paperwork is returned to Karndean technical department.

Karndean performs Technical Assessment

Karndean technical department will contact you to communicate the result and outcome of the warranty claim.

# Cleaning and maintaining your Karndean floor

All Karndean floors benefit from our our K-Guard+ surface protection system. Using PU technology, K-Guard+ provides a hygienic and durable finish that will protect your floor against everyday wear, spills and scuffs.

This makes it easier and more environmentally friendly to clean and maintain, giving you peace of mind that your Karndean floor will look great for years to come.



# For everyday cleaning follow these simple steps...

1

Use Karndean Clean for everyday care of your floor.



With a soft sweeping brush, remove any loose dirt or dust.



Add 50ml of Karndean Clean (1 notch represents 50ml) to approximately 8-10L of clean water.



Mop the Karndean Clean solution onto the whole floor, removing any excess liquid.

*Sit back and relax allowing your floor to dry before walking on it.*

## Inside your Floor Care Kit

- 1 Karndean Clean 750ml
- 2 Karndean Remove 750ml
- 3 Karndean Refresh 750ml
- 4 Floor Protector Pack
- 5 Refresh Pad (soft/white)
- 6 Remove Pad (coarse/white)
- 7 Applicator
- 8 Floor Care Guide



# For an occasional refresh follow these simple steps...

After time you may want to treat your floor to some extra care.

We recommend every six to twelve months, depending on wear, that you strip and refresh your floor, to further enhance it's look and durability.

## ...Remove



**Karndean Remove prepares your floor before applying Karndean Refresh.**

Dilute 1 part Karndean Remove with 5 parts clean water. 200ml of Karndean Remove to one litre of water will cover approximately 10m<sup>2</sup>. (One notch represents 50ml.)

With a household mop, spread the solution onto the floor liberally and leave to work for five minutes, making sure it does not dry.

Using the blue Applicator  with a wet Karndean Remove Pad (coarse/white)  from your Floor Care Kit, scrub the floor all over.

Remove the residue with a household mop, rinsing the floor thoroughly with fresh, clean, warm water.

**Be careful not to allow Karndean Remove to dry on the floor. Always wear protective gloves when using this product.**

## ...Refresh



**Karndean Refresh creates a satin finish to your floor and helps protect it from marks and fine scratches.**

Before you start, make sure the floor is completely dry and free of all traces of Karndean Remove.

Using the blue Applicator  with the Karndean Refresh Pad (soft/white)  from your Floor Care Kit, spread a thin and even layer of undiluted Karndean Refresh onto the floor, in a widthways direction.

Leave this layer to dry for approximately 30 minutes, then repeat the process lengthways.

Rinse the pad thoroughly after use and leave the floor to dry for approximately 6 hours or preferably over night.



## Helpful hints and tips

- Mop up spills as soon as possible, using Karndean Clean, to reduce the risk of slipping and possible staining.
- For stubborn stains, spot clean with undiluted Karndean Clean or Remove.
- Use entrance mats to protect against grit and moisture (ensure they are non rubber-backed to prevent any discolouration of the floor).
- Avoid sliding or dragging furniture or other objects across the floor - use the floor protector pads [4] included in the Floor Care Kit, to prevent scratching.
- Use castor cups to protect against indentation from heavy furniture.
- Regularly sweep the floor to remove loose dirt or grit as these can cause fine scratches. If using a vacuum, please check the manufacturer's guidelines to make sure it's suitable for Karndean.
- Avoid the use of regular household cleaners and bleach-based detergents. These could make the floor slippery or cause discolouration.
- If the floor has a streaky appearance, it may be that:
  - a) Karndean Remove has not been removed completely - repeat the process ensuring the floor is rinsed thoroughly; or
  - b) irregular drying of Karndean Refresh due to underfloor heating, strong sunlight or draughts - repeat the Karndean Remove and Refresh process, ensuring the floor is protected from heat, strong sunlight and draughts until completely dry.
- When applying Karndean Refresh to your floor, be careful not to apply it too thickly. Two thin coats will be sufficient.



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