Karastan®

WOOD WARRANTY BROCHURE



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We're proud of the many products we create with nearly 20,000 American craftsmen who make sure your wood floors are beautiful, durable, comfortable, and sustainable.

Karastan flooring offers an extensive variety of today's finest floor coverings. Ask your retailer about other expertly crafted Karastan products specially designed to complement your home's interior and your personal decorative style.

With Karastan, our brand is our reputation. We stand behind every product we make. Thank you for your trust in us, and we hope you enjoy your new Karastan flooring.

KARASTAN WOOD PRODUCTS LIMITED WARRANTIES

This brochure contains details of all the warranties featured on our wood flooring products. However, not all warranties apply to all products. The specific warranties applicable to each individual product line are designated on the samples featured by the authorized retailer at the time of the flooring purchase.

Please keep these important papers regarding your flooring on hand for future reference:

- This brochure
- Original receipt

Retaining these documents ensures that you'll have all the necessary paperwork handy in the unlikely event of a warranty claim. We also recommend keeping excess planks from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, contact your retailer or visit Karastan.com.

All warranty information in this brochure is effective January 2026.

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KARASTAN LIMITED RESIDENTIAL WARRANTIES

	WEAR PROTECTION	WET WARRANTY	GENERAL STAIN	JOINT INTEGRITY	PET PROTECTION	FADE RESISTANCE	MFG. DEFECTS	COMMERCIAL	PRORATION
Karastan BelleLuxe Waterproof	Lifetime	Lifetime Surface & Subfloor	Lifetime	Lifetime	Lifetime Pet Stain & Scratch	Lifetime	Lifetime	5-Year Light	Yes
Karastan BelleLuxe Natural	Lifetime	Lifetime Wet Resistance	Lifetime	N/A	N/A	N/A	Lifetime	5-Year Light	Yes

NOTE: All warranties are prorated in accordance with the standard proration table.

LIMITED WARRANTIES

Manufacturing Defect Warranty *(All Karastan® Products)*

The manufacturer warrants to the original buyer that the flooring will be free of defects in material and/or manufacturer's workmanship in accordance with the terms of this warranty for as long as the buyer owns the home.

Terms and Conditions

- This limited warranty only covers the flooring under normal residential use when Karastan installation and maintenance instructions are followed properly.
- This warranty only applies to inherent defects that were not visible before or during the installation of the flooring.
- Flooring planks must be checked carefully for material defects before and during installation under sufficient lighting. Installation indicates acceptance of quality.



Exclusions

- These limited warranties do not cover damage to the flooring that occurs during transportation or installation.
- These warranties do not extend to installer workmanship.
- Installation of flooring that contains any obvious or visible manufacturing defect is not covered by these limited warranties.
- Color and gloss differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage. Wood is a natural product and some color variation from samples should be expected.
- These limited warranties do not apply to flooring that has been subjected to abnormal use or conditions or abused in any way, which includes, but is not limited to, moisture damage from plumbing, storms, or flooding; damage from smoke, fire, or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of flooring in a residential environment; or damage of mechanical nature.

Wear Resistance Warranty *(All Karastan Products)*

As a result of normal use, the protective layer will not wear through to the wood veneer or decorative layer.

Terms and Conditions

- Gloss change is not considered surface wear.
- In beveled-edge products, this wear resistance warranty does not include wear along the edges of the planks less than 3/16 inch *(5 mm)* from the edge.
- Refinishing the flooring voids the wear resistance warranty.
- Wear of the hardwood or design layer must be readily visible, covering at least 1 square inch.
- Pads or mats must be used under all furniture with caster wheels.

General Stain Warranty *(All Karastan Products)*
The manufacturer warrants to the original buyer that the flooring will not stain under normal household use for the specified duration.

Terms and Conditions

- This warranty does not apply to stains as a result of chemical or industrial products other than recommended cleaning products.
- Please see the Karastan Care and Maintenance document for recommended cleaning products and practices.
- This General Stain Warranty excludes pet stains. For Pet Stain Warranty information, please see the Pet Protection section.

Fade Resistance Warranty *(All BelleLuxe Waterproof™ Products)*
The flooring will not fade from exposure to sunlight or artificial light for the specified duration.

Hardwood Structure Lifetime Warranty *(All BelleLuxe Natural™ Products)*
The manufacturer warrants that the flooring will resist ply separation for the specified duration under normal residential use when properly installed and maintained in accordance with Karastan instructions.

Terms and Conditions

- Karastan products are not warranted against squeaking, popping, or crackling.
- Hardwood is a natural product and may exhibit naturally occurring variations in grain and color, mineral streaks, and knots. The installer must use reasonable selectivity and hold out or cut off objectionable blemishes prior to installation.



WET LIMITED WARRANTY

Wet Resistance Warranty *(All BelleLuxe Natural Products)*
Flooring will resist damage from normal topical household spills under normal use for the specified duration. The flooring will also withstand moisture from steam, wet, or damp mopping.

Terms and Conditions

- Do not allow topical moisture to remain on the floor longer than 30 minutes.
- Topical spills allowed to remain on the floor longer than 30 minutes may damage the flooring and void this warranty.
- Damp mop only. The flooring is not designed for wet or steam mopping.
- Damage from pet urine is not covered by this warranty.
- See General Wet Warranty Terms and Conditions for additional information regarding this Wet Resistance Warranty.

WetProtect® Warranty *(All BelleLuxe Waterproof Products)*
WetProtect® is a no-exclusions wet warranty that covers damage from all common household spills, domestic household pet accidents, and steam, wet, or damp mopping. In addition, the coverage includes damage to both the flooring and subfloor from topical moisture for the life of the product.

Terms and Conditions

- "Subfloor damage" is defined as visible damage to the surface of a concrete or wood subfloor, including mold or mildew growth and rot or decay caused by topical moisture leaking through the joint system.
- In all cases, subfloor damage must be the result of topical moisture leaking through a properly installed joint.
- See General Wet Warranty Terms and Conditions for additional information regarding this WetProtect Warranty.

General Wet Warranty Terms and Conditions
Unless otherwise specified, topical spills refer to normal household substances. All spills should be removed promptly using a clean, dry or damp cloth. If additional cleaning is necessary, use Karastan-recommended products and a microfiber cloth.

- These warranties are contingent on proper care and maintenance. Please refer to the Karastan Care and Maintenance section for full instructions.

- These warranties are contingent on proper installation. Please refer to the Karastan Installation Guide for full instructions.
- Complete wet warranty coverage requires the perimeter of the floor to be sealed in accordance with the product's installation instructions. The WetProtect Warranty does not apply to damage at an unsealed perimeter, including, but not limited to, leaks, spills, pet urine, wet mopping, or steam mopping.
- If you choose to forego perimeter sealing and damage occurs in areas of the floor unassociated with the unsealed perimeter, the damage will remain fully covered by the WetProtect Warranty.
- The flooring is not designed to withstand flooding, acts of God, plumbing accidents, or leaking appliances *(icemakers, dishwashers, clothes washers, etc.)*. These and other casualty events are not considered topical spills.
- The flooring is not designed to withstand water or moisture in the subfloor or underneath the flooring, including, but not limited to, damage from subfloor hydrostatic pressure *(water or moisture under the floor that is transmitted to the surface through exerted pressure)* or other conditions that result in water or moisture beneath the flooring.
- The flooring is not designed to withstand damage from moisture that originates from outside the room where it was installed.



- Consequential damages, including any medical issues related to mold or mildew growth, are not covered by this warranty.
- For residential warranty claims involving subfloor damage, the manufacturer will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods.
- For residential claims involving wood subfloor damage, the manufacturer will cover reasonable labor and materials costs to repair or replace only the damaged sections of subfloor.
- Replacement or cleaning of insulation, floor joists, or other structural, mechanical, or electrical components is not covered by these warranties.

Joint Integrity Warranty *(All BelleLuxe Waterproof Products)*
The flooring joints will remain secure under normal use.

Terms and Conditions

- Responsibility under this warranty only applies to flooring defects that were not visible before or during the installation of the product.
- This warranty only applies to open joints greater than 0.015 inch *(0.381 mm)*.

PET PROTECTION

All Pet® Diamond *(All BelleLuxe Waterproof Products)*
All Pet® Diamond Stain and Scratch Protection covers all pets and all accidents for the lifetime of the floor. The flooring will resist pet scratches, as well as staining from vomit, urine, and feces of all domestic pets.

General Pet Protection Warranty Terms and Conditions

Our All Pet Gold Stain & Scratch Warranty covers all domestic pets for the specified duration.

- If your covered floor is scratched or stained by a domestic pet, we will replace the affected planks.
- A "pet scratch" is simply defined as any loss of the design layer, visible from standing height under typical household lighting, that was caused by your pet's nails.
- A "pet stain" is defined as staining from vomit, urine, or feces of all domestic pets.

KARASTAN LIMITED COMMERCIAL WARRANTIES

COMMERCIAL WARRANTIES

Limited Light Commercial Warranty *(All Karastan Products)*
When installed properly within a light commercial environment, the flooring is warranted against manufacturing defects, wear, and staining in accordance with all previously stated terms and conditions. Refer to relevant sections for details, and see the Warranty Chart for specified Commercial Warranty duration.

Light Commercial Fade Warranty *(All BelleLuxe Waterproof Products)*
The flooring will not fade from exposure to sunlight or artificial light.

Terms and Conditions

- These commercial warranties apply only to the original purchaser.
- These commercial warranties apply only in areas listed in the application chart below.
- Rolling traffic or heavy traffic is excluded from these warranties. Pads or mats must be used under all furniture or equipment with caster wheels.

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to, requirements for static control, state health and building codes, slip resistance, high-impact traffic, and moisture/water exposure. Other than the specific warranties identified above, the manufacturer provides no additional warranties, and the manufacturer does not warrant that any of the uses below are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. The manufacturer is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact Technical Services for questions on performance in specific locations.

Light Commercial Defined
The manufacturer warrants only first quality products for recommended light commercial use such as those outlined in the following Light Commercial Application Chart.

Products will perform as warranted for the stated warranty period when installed in accordance with the Karastan Installation Guide over approved substrates and underlayments.

- "Light commercial use" is defined as use in environments that do not experience normal-to-heavy commercial traffic such as those outlined in the Light Commercial Application Chart below. PLEASE NOTE, warranty exclusions apply with respect to casters and other rolling loads due to the unusual characteristics of this type of wheeled traffic.
- For questions as to the type of use that is considered "light commercial," please contact Technical Services prior to purchase and installation.
- The manufacturer is not responsible for usage that is not in compliance with any regulation or code.

Light Commercial Application Chart

Retail
Entryway*
Sales Floor
Showroom
Checkout
Breakroom
Dressing Room
Office
Storage Room

Offices
Entryway*
Lobby
Hallway
Office
Conference Room
Meeting Room
Breakroom

Multifamily Housing
Entryway*
Lobby
Common Area
Hallway
Office
Storage Room
Individual Housing Unit

Doctor's Office
Entryway*
Lobby
Waiting Room
Hallway
Nurses' Station
Office
Breakroom
Storage Room

Education
Entryway*
Lobby
Hallway
Office
Classroom
Storage Room
Residence Hall
Common Area

Hotels
Entryway*
Lobby
Hallway
Guest Room
Conference Room
Meeting Room
Kitchenette
Lounge
Office
Restaurants

Restaurants
Entryway*
Lobby
Hallway
Office

Nursing Homes
Great Room
Dining
Corridor
Units
Living
Activity Room
Memory Care Unit
Foyer

*Walk-off mats are required at all entryways.

GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions:

- These limited warranties apply only to the person stated as the buyer on the purchase document*(s)*.
- These limited warranties apply only to first quality product purchases made after the edition date of this document.
- These limited warranties do not apply to moldings.
- The product must be properly installed according to the written Karastan Installation Instructions available from the retailer or on Karastan.com.
- Radiant heat systems will not void the residential flooring warranty provided that all installation instructions are properly followed. Refer to the installation guide for further information.
- Flooring installed with visible defects is not covered by these limited warranties.
- The limited warranties do not apply to flooring that has been reinstalled in a second location.
- The product must be installed in an indoor, continuously climate-controlled private residence or light commercial environment as indicated by the Warranty Chart.



- Damage that occurs during shipment or installation is not covered.
- These warranties do not extend to installer workmanship.
- Product failure due to alternative installation products are not covered under this limited warranty.

The flooring must be maintained in accordance with the written Karastan Care and Maintenance instructions. Refer to the Karastan Care and Maintenance section for full instructions.

- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes, or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops *(unless product is covered by steam mop warranty)*, buffers, or similar products is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including, but not limited to, damage caused by impact, gouging, or cutting.

The flooring is designed for normal residential or light commercial use, as specified in the Warranty Chart.

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including, but not limited to, flooding, standing water, leaking pipes, mechanical failures, appliance leaks, or failure to maintain recommended climate controls.
- These limited warranties do not apply to product that has been put to abnormal use or conditions or abused in any way, which includes, but is not limited to, moisture damage from plumbing, storms, or flooding; damage from smoke, fire, or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood product in a residential environment; or damage of mechanical nature.
- Wood floors develop a patina over time because of their unique staining techniques. This is a natural characteristic of wood flooring and is not be considered a defect.

CARE AND MAINTENANCE

Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring.

Preventative Maintenance

Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.
- Move around your interior mats to help with photosensitive wood.
- Interior mats should be constructed of an absorbent fiber with a breathable, nonstaining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor or trap moisture underneath the mat.

Furniture

- Use nonstaining felt or plastic floor protectors at least 1 inch in diameter under furniture and covering the part resting on the flooring.
- Pads or mats must be used under all furniture with caster wheels.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

Wheelchair / Rolling Static Load

- Karastan warranties do not exclude or limit residential wheelchair use.
- The combined weight of chair and occupant should be less than 1,000 pounds.
- You may occasionally get black marks on the flooring from the rubber wheels, but these marks are easily removed using acetone *(fingernail polish remover)*.

Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes, or shoes in need of repair.
- Routinely clean vacuum parts and periodically inspect for foreign objects.
- To protect an engineered wood floor, close window treatments during hours of direct sunlight and minimize excessive lighting whenever possible to protect floor.
- Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.



Routine Care

The amount of daily usage will determine how often cleaning is required.

Day-to-Day Cleaning

- Dust mop, sweep, and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- WARNING: Vacuums with a beater bar or power rotary brush head should never be used on wood products.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.

Occasional Cleaning

- Never damp mop wood products unless they are covered by a Wet Resistance Warranty or greater wet warranty.* If flooring product allows, occasionally damp mop with water only.
- Never wet mop wood products unless covered by a WetProtect Warranty.* If flooring product allows, occasionally wet mop with water only, using a well-wrung-out mop.
- Never steam mop wood products unless permitted by a Wet Warranty.
- Make sure to set the temperature of the steam mop to the appropriate setting for wood floors, or to the lowest setting.
- Steam mop in the length direction of the planks only.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.

*See Wet Warranty section for details.

Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.
- Mist a clean microfiber cloth with a Karastan-recommended cleaner, if needed, and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spot Removal

- Immediately use a microfiber cloth and a Karastan-recommended cleaner, if needed, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Products and Tools To Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, surfactants, or other household products to clean the floor.
- Vacuums with a beater bar or power rotary brush head should never be used on wood flooring.
- Never use power scrubbers to clean the floor.



PRORATION

Unless otherwise specified, these limited warranties for wood products are prorated, meaning the original warranty value is reduced relative to the length of ownership.

For the first three years, regardless of warranty length, the flooring is covered at full value. Beginning in the fourth year, the warranty value is decreased by a fraction based on the remaining years. See examples below.

LIFETIME WARRANTY PRORATION

Based on an industry standard of 33-year lifespan for wood products

1st–3rd Year 100%	18th Year 50%
4th Year 96%	19th Year 47%
5th Year 93%	20th Year 44%
6th Year 90%	21st Year 40%
7th Year 87%	22nd Year 36%
8th Year 84%	23rd Year 33%
9th Year 80%	24th Year 30%
10th Year 77%	25th Year 27%
11th Year 74%	26th Year 23%
12th Year 70%	27th Year 20%
13th Year 67%	28th Year 17%
14th Year 64%	29th Year 14%
15th Year 60%	30th Year 10%
16th Year 57%	31st Year 7%
17th Year 53%	32nd Year 4%
	33rd+ Years 0%*

*End of 33rd year.

5-YEAR WARRANTY PRORATION

Material and reasonable labor if professionally installed *(select products only)*

1st–3rd Year 100%	4th Year 20%	5th + Years 0%**

**End of 5th year.

FILING A CLAIM

Our wood products are engineered to provide years of durable service. In the unlikely event of a claim, notify the distributor or retailer in writing. To qualify for repair or replacement, the buyer or installer must provide the original dated sales receipt or other documentation to demonstrate proof of purchase. The following terms and conditions will apply.

Visible Defects

- The distributor or retailer must be informed in writing of visible defects on uninstalled planks within 30 days of invoice. After this time has elapsed, no further complaints will be accepted.
- For visible defects on uninstalled planks, the retailer has up to 30 days to file a claim after receiving written notice.

All Other Defects

For all other defects not visible at the time of installation, claims may be made at any time during the stated duration of the warranty.

Replacement or Repairs

At its option, the manufacturer will repair or replace any defective planks during the specified warranty period.

- Terms and proration of these warranties will be dependent on original date of purchase.
- Upon approval of the warranty claim, the manufacturer will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with the manufacturer's instructions within ninety *(90)* days after the claim is approved, or all rights under the limited warranty will be deemed waived.
- Wood product replacements may slightly vary due to the natural aging and use of original wood product.
- If the product design for which a claim is made is no longer available, the manufacturer will replace the affected floor materials with another design of equal or greater value at the manufacturer’s discretion.
- If the manufacturer, in its sole discretion, determines that such repair or replacement is not reasonably achievable, the manufacturer may choose to refund the purchase price of the affected flooring.
- At its option, the manufacturer will cover reasonable labor costs for replacement or repairs if the original product was professionally installed.

- The above remedies are the sole and exclusive remedies for claims on all products. There will be no other form of compensation.
- These limited warranties offer specific legal rights, which may vary from state to state.
- Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product.

NO IMPLIED WARRANTIES / SPECIAL DAMAGES

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE — INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE — ARE EXPRESSLY EXCLUDED. NO WARRANTIES — EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE — EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

THE MANUFACTURER SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. These limited warranties give you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of the manufacturer's responsibilities.

CONTACT INFORMATION

For further information or questions regarding these limited warranties, please contact Karastan Technical Services by phone at 1-888-387-9881, opt. 2, or email hsproductinfo@mohawkind.com.



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