



When it comes to flooring, We've got you covered.

## FAQs

### Who is Karndean Designflooring?

Put simply, we are a leading manufacturer of luxury vinyl flooring. To find out more about Karndean and our exceptional products, visit the company page.



### What is Karndean made of?

Karndean flooring is made of part recycled PVC with high quality plasticizers. It is used to create a textured surface, for a beautiful, natural effect.

### Will a Karndean floor be slippery?

As with most smooth floor coverings, water and other liquids can make it slippery. Karndean floors are designed to be slip resistant. But it is always best to clean up any spills right away, and keep the floor dry.

### What is the difference between each of the Karndean ranges?

Each of our six product ranges has a different wear layer.

- Knight-Tile: 0.3mm wear layer
- Michelangelo: 0.5mm wear layer
- Renoir: 0.5mm wear layer
- Van Gogh: 0.5mm wear layer
- Da Vinci: 0.7mm wear layer (bevelled edges)
- Art Select: 0.7mm wear layer (bevelled edges)

### What is the difference between a metallic strip, feature strip and design strip?

There are several main differences between Karndean strips:

- Metallic strip – these can be used in standard borders and features, and come in sizes of 3mm, 5mm, 10mm, 30mm and 76mm
- Feature strip – available in six colors, these 5mm wide strips are usually used on tile floors to give the natural effect of grout lines – or to complement wood planks
- Design strips – these are strips cut from another tile or wood plank. They come in 3mm, 5mm, 10mm, 30mm and 76mm.
- Added between tiles and wood planks, strips can give the impression of grouting for a natural effect, and a contemporary look and feel to your home.
- For more information please visit our design components page.

### What are standard, tramline and keyline borders?

Standard border – a patterned border designed to complement tile and wood plank floors. Karndean have selected an assortment of decorative border options to accompany all of our ranges



Tramline border – a simple and affordable way of creating decorative edging. They can be used in combination with feature strips, metallic strips and design strips for a range of effects

Keyline border – single strips that can be added to the edge of your floor. Keyline borders are available in 3mm, 5mm, 10mm, 30mm and 76mm and can be used with metallic and design strips

For help choosing the right border for you, why not visit your local flooring specialist or you can try our fully interactive design program, Floorstyle, built to bring your design ideas to life.

### **Can I fit Karndean myself?**

Karndean is not a DIY product. Your local retailer will provide a supply and fit service – or will be able to recommend someone who can.

### **How do I get Karndean fitted?**

Your local retailer will provide you with a supply and fit service – or will be able to recommend a fitter. Karndean is not a DIY product, so we would advise that you do not fit the floor yourself unless you are an experienced luxury vinyl floor fitter.

### **Is there anything I need to do before the floor is laid?**

Prior to laying Karndean, products must be acclimatize to room temperature. Remove material from packaging, spread out and allow to condition in the room where installation is to take place at a constant temperature of 18°C - 26°C for a period of 24 hours prior to installation. This temperature should be maintained during installation and for a 24 hour period after installation.

### **Where can Karndean be laid in my home?**

Karndean flooring is perfect for any room of the house, from the bathroom to kitchen, bedroom to living room, hallway to sunroom. Take a look at our gallery for ideas and inspiration.

### **Can Karndean be laid over underfloor heating?**

Yes, for more advice please consult your specialist fitter.

### **Is Karndean suitable for use on walls or ceilings?**

No, Karndean is designed as a floor covering.

### **Can Karndean be laid outside?**

No, Karndean is not suitable for outside use.

### **What are the correct room conditions for installation?**

The room should be a constant temperature of between 18 - 26°C, for 24 hours prior to installing, during the installation, and for 24 hours after installation.

### **Where can I buy Karndean?**

Carson Flooring.

### **Can you provide me with a price list?**

To find out how much a Karndean floor costs, please visit Carson Flooring.



### **Where can I buy extra cleaning products?**

You can buy more cleaning products from Carson Flooring.

### **Should I buy Karndean over the internet?**

We definitely recommend speaking to one of our flooring specialists, rather than buying our flooring over the internet. Our retailers are fitting specialists who understand our products. It is vital that your Karndean flooring is professionally installed, in order to maintain your warranty. Purchasing Karndean over the internet would be at your own risk.

### **The floor has been laid. Now what?**

Now that your floor is installed, do not wash it for 24 hours. Karndean flooring needs very little maintenance. But as durable and hardwearing as it is, your floor can still benefit from regular cleaning and care.

Thanks to our unique surface protection system, K Guard +, you will find your floors beautifully simple to care for. Click to follow the step by step Floor Care Guide.

### **Why is it important for me to use Karndean's cleaning and maintenance products?**

Some cleaning products contain agents that can damage the floor. Karndean's cleaning products were specifically made to clean our floors, so it is recommended to purchase this from your retailer.

### **How do I remove scratches?**

If Karndean Refresh has been applied after the floor was laid, light scratches can be removed by simply removing the Karndean Refresh using the Basic Stripper, wipe off the residue with a mop and rinse thoroughly with clean water. You can then re-apply your Refresh.

### **I have small white spots appearing on my floor. What should I do?**

White spots are usually as a result of water not being wiped up from Refreshed floor – especially in bathrooms. Simply remove the Karndean Refresh using the Basic Stripper, wipe off the residue with a mop and rinse thoroughly with clean water. You can then re-apply your Refresh.

### **How should I protect my Karndean floor against furniture?**

Simply by putting felt pads under the feet of your furniture, you can avoid table and chair legs scratching your Karndean floor. These are available in the clean start kit.

### **What should I use to clean my Karndean floor?**

We advise that you use Karndean Routine Cleaner to clean your floor, as some cleaning products contain agents that can damage the floor. Take a look at our cleaning and maintenance guide [here](#).

### **How should I clean spillages?**

Mop up spills as soon as possible with the Karndean routine cleaner.

### **How do I remove black scuff marks from my floor?**

Dilute a small amount of Karndean Basic Stripper in some water. Use a moistened cloth (or a non-abrasive nylon scouring pad for persistent marks) with the diluted solution.



### **Will Karndean stain?**

Most common stains will not affect a Karndean floor. However there are agents that can stain – such as solvent based liquids. The use of Karndean Dim Glow will provide some protection against this type of damage.

### **Can Karndean be used on stairs?**

Yes it can. The front edge of each step will need to be finished off with compatible stair nosings. But your supplier will be able to give you all the information and advice you need.

### **How long does a Karndean warranty last?**

The length of your warranty depends on the product range.

- Knight Tile 12 year residential warranty
- Renoir 15 year residential warranty
- Van Gogh 15 year residential warranty
- Michelangelo 12 year residential warranty
- Da Vinci 20 year residential warranty
- Art Select 20 year residential warranty