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E EGGER

Guarantee and care

**Guarantee declaration
and care instructions for
Egger Laminate Flooring**



Voluntary manufacturer guarantee

EGGER Laminate Flooring guarantees the best quality in material and processing.

Guarantee protection:

- For installation in residential areas and depending on the product variant, a guarantee period of between 7 years and a maximum of 25 years from the date of purchase (proof of purchase) for EGGER Laminate Flooring. You will find the applicable guarantee period on the package insert of the product.
- EGGER Aqua+ Laminate Flooring installed in residential areas comes with a “Limited Lifetime” guarantee (maximum 25 years from date of purchase*).
- When installing EGGER Laminate Flooring and EGGER Aqua+ Laminate Flooring in commercial spaces, 5-year guarantee from the date of purchase (proof of purchase), provided that the flooring is installed by a professional installer.

* Applies to EGGER Laminate Flooring (see product insert) marked “Life Time – Limited Residential Warranty” or “Lifetime”.

This guarantee** provides three-fold assurance with regard to the following characteristics:

- Hygienic – easy to clean and maintain
- Impact-resistant – withstands stress usual for the home
- Long-lasting – beautiful decorative surfaces and edges for many years thanks to the robust surface. Our abrasion guarantee includes edging.

**EGGER Aqua+ Laminate Flooring with the CLIC *it!* installation system also offers an “Advanced Water Guard Guarantee” (for more information, see the “Advanced Water Guard Guarantee” section for EGGER Aqua+ Laminate Flooring with the CLIC *it!* installation system).

Requirements, conditions and exclusions:

- This guarantee extends to private residential and commercial areas and refers exclusively to the characteristics mentioned above (hygienic, impact-resistant, long-lasting).
- EGGER Laminate Flooring must be installed in rooms that are suitable for the product (see product insert and DIN EN ISO 10874). This guarantee does not apply to EGGER Laminate Flooring that has been stored and installed in humid / wet environments (e.g. sauna, spa and pool areas) and if the product is used in an area of application that is above the advertised use class.
- If flooring elements that are visibly damaged or have other obviously recognisable defects are installed, all guarantee claims lapse.
- This guarantee only applies to first choice products. Second choice products, special items or other EGGER Laminate Flooring, which were sold at a discount, are excluded from this guarantee, as well as differences in colour, gloss or texture compared with picture and sample materials.
- This guarantee is not transferable, applies only to the first buyer and only for the first installation of EGGER Laminate Flooring.
- The installation must have been carried out according to the installation instructions valid for the EGGER Laminate Flooring (available either from your dealer or at www.egger.com). In cases of non-compliance, all guarantee claims are void. Installation in commercially used rooms must be carried out by a professional flooring installer.
- EGGER Laminate Flooring must be used as intended and according to the instructions for care. It must not have been subjected to abnormal stress, improper or aggressive treatment.
- Abrasion is defined as the complete removal of the decor coating in at least one area that is clearly recognisable as being damaged in this way and that is at least 1 cm² in size.
- Damage caused by falling household objects (cracks, chipping / flaking or scratches which are clearly visible from a normal position, i.e. standing or sitting above the floor at a minimum distance of 90 cm) are only covered by the guarantee, provided that the objects may not exceed a weight of 0.5 kg and falls from a height of not more than 0.9 m. Minor wear marks in the form of micro-scratches do not represent damage and therefore do not constitute a guarantee claim. Damage caused by pointed or sharp-edged objects are also excluded from the guarantee.
- Indentations caused by pointed or sharp-edged objects or furniture feet are excluded from the guarantee. An indentation means that the surface of the Laminate Flooring is permanently deformed in at least one area, which must be clearly recognisable from a normal position, i.e. standing or sitting above the floor at a minimum distance of 90 cm.
- Guarantee extensions or alterations by third parties are excluded.
- This guarantee does not cover damage and deterioration, stains and discolouration, differences in colour, gloss and structure caused by:
 - water or moisture underneath the EGGER Laminate Flooring or, in the case of mineral surfaces, due to the lack of a suitable

vapour barrier;

- a dry environment and / or heat such as in saunas, around stoves (if the minimum distance prescribed by law is not observed), panel heating systems with night storage function;
 - natural wear and tear;
 - unsuitable or poorly / incorrectly prepared subfloors, incorrect or improper installation, the use of unsuitable adhesives that differ from our recommendations or arising from conversion measures;
 - significant mechanical effects / loads which can no longer be regarded as normal and customary use;
 - incorrect or improper handling, use or changes to the EGGER Laminate Flooring;
 - leaking water pipes, burst water pipes, flooding, storms or force majeure;
 - trapped water or moisture below the floor surface, hydrostatic pressure or other conditions that cause water / moisture to form below the floor surface;
 - improper use or cleaning with chemicals other than those recommended in the EGGER cleaning and care instructions;
 - excessively damp, wet, inadequate or incorrect cleaning or care;
 - the effects of furniture on castors, vacuum cleaners or cleaning equipment with rotating beater bars, by pets, toys or other objects;
 - chemicals and accidents, fire, embers and fires;
 - using abrasives, wax, polishes, soaps and other cleaning agents not recommended by us;
 - the use of grinding and polishing machines, scrubbing brushes, high-pressure cleaners or similar equipment;
 - standing water or continuous exposure to water or other liquids due to leaking pipes, leaking household appliances or flooding;
 - industrial products, chemicals or cleaning agents, other than those specified in the EGGER cleaning and care instructions;
 - direct exposure to sunlight or heat;
 - bleaching agents, hair dyes or other colouring substances;
(If you are unsure when using chemicals, hair dyes or bleaching agents, as well as other substances, a sensitivity test should be performed on a sample board that is not installed. Please also read the package leaflet (instructions for use) of the respective product.)
 - the mixing of different production batches.
- The guarantee does not apply to any kind of accessory items such as floor profiles, skirting boards or underlay materials, etc.

“Advanced Water Guard” guarantee extension for EGGER Aqua+ Laminate Flooring with the CLIC it! installation system.

- All products in this range are resistant to damage from intermittent household spills and splashes, provided the liquid is removed within a maximum of 72 hours from occurrence.
- Only applies to EGGER Aqua+ Laminate Flooring with the CLIC it! installation system.
- Applies only to temporary exposure to moisture caused by household activities, such as spilled liquids, wet shoes or wet feet after bathing / showering or similar activities, provided the liquids are removed as soon as possible (within 72 hours).
- Applies only to faults and defects inherent in the product itself and includes the three-fold assurance (hygienic, impact-resistant, long-lasting) as described above.

In addition to the guarantee conditions for EGGER Laminate Flooring, the following requirements, conditions and exclusions also apply to the “Advanced Water Guard” guarantee extension:

- The installation of the product in damp and wet rooms (e.g. sauna, spa and pool areas) is not permitted.
- When laying in rooms with a water supply (e.g. bathrooms, laundry rooms) or in the area around washbasins and sinks, washing machines, dishwashers, refrigerators and / or freezers, all movement joints to the walls, shower cubicles and pipes must be covered / sealed permanently elastic and watertight.
- Damage caused by liquids of any kind that have not been removed within 72 hours of their occurrence, as well as any damage and product conditions arising from excessive use and misuse, including excessive mechanical stress and exposure to moisture that cannot be classified as normal and standard household use is excluded.

Procedure in the event of a guarantee claim

- The purchaser can assert the rights provided by this guarantee by presenting the fully completed guarantee card and proof of purchase within the guarantee period immediately after recognising a damage or guarantee issue to their authorised dealer from whom they purchased the product and / or to EGGER. The purchaser must prove that the guarantee period has not expired (by providing proof of purchase).

- After reporting guarantee claims, EGGER reserves the right to inspect the EGGER Laminate Flooring at the installation location and to verify the eligibility of the guarantee claim with respect to the cause and the extent of the claim.

Service in the event of a guarantee claim

- This guarantee covers only the repair or replacement of the EGGER Laminate Flooring by EGGER. EGGER is free to repair or replace the product. In the event of replacement, the old product is replaced free of charge by a new product of the same kind, class and type. If the product concerned is no longer being manufactured at the time the fault is reported, EGGER is entitled to supply a similar product. Any removal, reinstallation or other particular measures may only be carried out having sought prior consent from EGGER. Further costs incurred (compensation for incidental and / or consequential damages, assembly, disassembly, transport, etc.) exist only in accordance with the mandatory statutory provisions and are not reimbursed under the guarantee.
- The guarantee payment is dependent on how much of the serviceable lifetime has already expired, this is referred to as “current value”. Compared to the value of the goods as new, the guarantee payment is reduced annually by the percentage share in relation to the total guarantee period, i.e.
 - for a guarantee period of 5 years by $1/5 = 20.0\%$
 - for a guarantee period of 15 years by $1/15 = 6.7\%$
 - for a guarantee period of 25 years by $1/25 = 4.0\%$

The customer shall bear the difference between the current value and the as-new value.

The guarantee period shall not be extended due to the provision of services under this guarantee, in particular in case of repair or replacement. In such cases, the guarantee period does not start anew either.

Statutory consumer rights

Your statutory consumer rights are not restricted by this guarantee; consumers are entitled to the statutory guarantee claims in addition to their rights under the guarantee.

Care instructions for EGGER Laminate Flooring

Simply clean!

Most dirt can be avoided by having appropriate doormats or clean-off zones in entrance areas. For the rest of the floor, it is recommended to use the brush attachment on the vacuum cleaner. Depending on the frequency of use and amount of dirt, you should also wipe the floor with a damp cloth or mop regularly. Take care to also clean the bevels in a longitudinal direction. For optimum cleaning we recommend Clean-it, the EGGER system-specific floor cleaner.

Stubborn stains?

For stains such as coffee, tea, lemonade, fruit juice or milk, lukewarm water mixed with a conventional household vinegar cleaner if needed, will be sufficient. Paint, lipstick, ink, tar, etc., can easily be removed using an absorbent cloth and regular household cleaner or stain remover. Important: Neutralise the affected surface with a cloth wetted with water.

Optimal protection for EGGER Laminate Flooring:

- Entrance areas must be fitted with a properly sized clean-off zone / doormat.
- In commercial applications where the laminate flooring area leads directly outside, an appropriately sized clean-off zone must be built into the floor structure.
- Built-in kitchens and built-in cupboards should be assembled prior to installation and the EGGER Laminate Flooring should be placed only until under the base. EGGER Laminate Flooring is designed for floating installation allowing it to follow its natural movement pattern. Movement should therefore not be blocked or restricted by heavy objects. In the unlikely event that, after placing heavy furniture, household appliances and other heavy items, the floor covering bulges, it is recommended that the object be placed elsewhere.
- Lift furniture when moving it – do not push it unless you place a cloth or blanket below the furniture feet.
- Attach felt pads to the furniture feet, including chairs and tables. Clean these regularly and inspect for proper functionality – replace these if required.
- On office chairs and all other objects on rollers, soft furniture castors (type W) are to be used. Clean the castors regularly, inspect for proper functionality and replace if required. If suitable chair castors are not available, a floor protection mat must be used.
- Use the brush attachment when vacuum cleaning. Rotating beater bars must be deactivated / removed.
- Wipe the EGGER Laminate Flooring with a slightly damp cloth only.
- Remove spilled liquids, standing moisture and liquid immediately and do not leave on the floor longer than necessary. Do not flood / rinse the floor with water or other liquids.
- Do not use cleaning products that may leave a residue. We recommend Clean-it, our EGGER system-specific floor cleaner.
- Do not use any grinding, scouring or polishing machines, scrubbing brushes, high-pressure cleaners or similar products on EGGER Laminate Flooring.
- Never use abrasive or scouring agents, or steel wool on EGGER Laminate Flooring.
- Waxing and / or polishing EGGER Laminate Flooring is not allowed and should not be done.
- Full-surface surface sealing is not necessary with EGGER Laminate Flooring and must not be carried out.
- Cleaning EGGER Laminate Flooring with steam cleaners is not permitted, except for designated EGGER Aqua+ Laminate Flooring. When cleaning EGGER Aqua+ Laminate Flooring with a steam cleaner, it must be kept moving at all times. The steam cleaner should only be filled and operated with clean water. Do not add cleaning products or other additives.
- When installing and using EGGER Laminate Flooring in hair salons, beauty parlours or similar spaces, please note that the surface areas under and around the stools or similar areas must be covered / equipped with a sufficiently large protective mat. This is because hair dye and other coloured substances, as used in hair salons for example, may lead to irreversible discolouring / changes to the floor surface depending on concentration, ingredients and length of application. Nevertheless, if hair dye, bleaching agents or other colouring substances should come into contact with the flooring surface, they must be removed immediately and the affected area neutralised with a damp cloth. (If you are unsure when using chemicals, hair dyes or bleaching agents, as well as other colouring substances, a sensitivity test should be performed on a sample board that is not installed.) Please also read the instructions for use on the package leaflet of the respective product.

Failure to comply with the cleaning and maintenance instructions listed here invalidates all guarantee and warranty claims.

Still damaged?

No matter how hard-wearing your EGGER Laminate Flooring is, boards may still get damaged. If the damage is slight, the problem can be easily solved with EGGER's system-specific Decor Mix & Fill repair paste or hard wax. Severely damaged boards can be easily replaced by a professional installer.



Guarantee card

(For your records. Please fill it in and have it to hand should it be required.)

This guarantee card applies to:

Customer

Name	Street / House no.
City	Country
Area of use	

This guarantee declaration applies to the product:

Product

Product name
Decor
Area size in the building

Contractor for flooring installation work:

Contractor

Name	Street / House no.
City	Country

Retailer:

Retailer

Name	Street / House no.
City	Country

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