

**MORE FROM WOOD.**

**E EGGER**

Guarantee and maintenance

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



# Guarantee conditions for EGGER Laminate Flooring

**EGGER Laminate Flooring guarantees reliable use for many years.**

**EGGER provides a limited manufacturing guarantee:**

- EGGER provides a limited guarantee to the first buyer for 6 months from the date of purchase covering any production defects in the flooring. This limited guarantee does not cover any damage caused by shipment or installation.

**EGGER provides a guarantee from the date of purchase.**

- When installed in residential areas and depending on the product group, the guarantee period is between 7 years and lifelong (to a maximum of 30 years). You will find the applicable guarantee period on the package insert of the product.
- A guarantee period of 5 years when installing EGGER Laminate Flooring in commercial spaces.

**Triple protection:**

- Hygienic – Easy to clean and maintain
- Impact-resistant – Withstands stress
- Long-lasting – beautiful decorative surfaces and edges for many years thanks to the robust surface. We ensure this with our abrasion guarantee, which includes the panel edge as well.

**The following guarantee terms apply to EGGER Laminate Flooring:**

- The EGGER guarantee extends to residential and commercial areas, and refers only to the three areas of protection mentioned above (hygienic, impact resistant, long lasting). In case of installation in a commercial setting, the guarantee is limited to a period of 5 years from date of purchase.
- The installation of damaged or otherwise faulty pieces of flooring is not covered by this limited guarantee.
- EGGER Laminate Flooring must be used as intended and according to the instructions for care. The guarantee does not cover damage to the flooring caused by excessive wear or abuse, including subjecting the flooring to high mechanical impacts or stresses which are not considered ordinary and customary use. The guarantee does not apply to flooring which is damaged by cleaning other than recommended by the manufacturer. It must not be subjected to unusual wear or abuse, including high mechanical impact / stress and / or improper cleaning. Damage caused by excessively wet cleaning or by the use of abrasives, waxes, polishes, soaps or other unsuitable detergents is not covered by this limited guarantee. Damage caused by the use of scrubbers, polishing machines, pressure washer, steam cleaners or similar products is not covered by this limited guarantee.
- High mechanical impact / stress is not considered customary use, and damage resulting therefrom is not covered under this guarantee.
- The guarantee is not transferable, applies only to the first buyer, and only for the first installation of the EGGER Laminate Flooring.
- This limited guarantee do not apply to moisture damages caused by standing water, flooding, leaking pipes and appliance leaks.
- EGGER Laminate Flooring must be installed in rooms that are suitable for the product. EGGER Laminate Flooring must be installed only indoors in climate-controlled rooms. This limited guarantee do not apply to damages caused by water or moisture in the subfloor or underneath the flooring as well as to any laminate flooring installed on mineral subfloors not using an appropriate moisture barrier.
- Installation must strictly comply with the manufacturer instructions. Any installation which does not strictly comply with manufacturer instructions shall void all guarantees and warranties. The installation instructions should be obtained through a retailer or at [www.egger.com](http://www.egger.com).
- Abrasion is defined as the complete removal of the decor layer in at least one area that is clearly recognizable as being damaged in this way and that is at least 1cm<sup>2</sup> (0.155 square inch) in size.
- This guarantee applies to damage to the flooring in the form of cracks and / or splinters which result from ordinary household objects which may fall on the flooring from time to time. “Ordinary household objects” are objects weighing less than 0.5 kg and falling from a height of not more than 90cm (36 inch) counter height. In order to be subject to redress through this guarantee, resulting cracks and / or splinters must be clearly visible when viewed from a normal standing height of at least 90 cm (approx. 36 inch) above the surface.
- Damage caused by pointed or sharp-edged objects, including improperly covered furniture feet, is excluded from this guarantee. Ordinary wear and tear and minor scratches of the flooring surface are to be expected and are not covered under this guarantee.
- Gloss level variations due to different product batches are expected and are not covered by this limited guarantee.
- EGGER is not responsible and cannot be held liable for any consequential or secondary damage. This limited guarantee applies only to the repair and / or replacement of the flooring product itself.
- This limited guarantee does not apply to any accessories (i.e. floor thresholds, moldings, underlay materials)

- Explanations, samples, and other information about the product contained in EGGER brochures, publications, or other marketing tools, or statements made by sales representatives, distributors, or retailers are for general informational purposes only and are not binding upon EGGER. No sales representatives or distributors shall have any authority whatsoever to establish, expand, or otherwise modify EGGER's limited guarantees.

### What is the scope of the guarantee issued by EGGER?

- After receipt of the guarantee claim and confirmation of covered damage, EGGER will supply a direct panel replacement to the customer from the current range of products. The material will be delivered free of charge to the initial point of sale. Incidental installation expenses, including the cost of re-installation, are not covered by EGGER and do not form part of the guarantee.
- If it is determined that an area of flooring is subject to replacement under this guarantee, EGGER's obligation shall be reduced in accordance with the age of the flooring. In the case of residential installations, the replacement cost obligation for EGGER shall be reduced:
  - by an amount equal to 13% per year subsequent to the floor's installation for product with a guarantee period of 7 years
  - by an amount equal to 9% per year subsequent to the floor's installation for product with a guarantee period of 10 years
  - by an amount equal to 7% per year subsequent to the floor's installation for product with a guarantee period of 13 years
  - by an amount equal to 6% per year subsequent to the floor's installation for product with a guarantee period of 15 years
  - by an amount equal to 4.5 % per year subsequent to the floor's installation for product with a guarantee period of 20 years
  - by an amount equal to 3.5% per year subsequent to the floor's installation for product with a guarantee period of 25 years
  - by an amount equal to 3% per year subsequent to the floor's installation for product with a Lifetime\* guarantee period  
(\*Lifetime guarantee = limited to 30 years)

In the case of commercial installations, the replacement cost obligation for EGGER shall be reduced by an amount equal to 15% per year subsequent to the floor's installation.

### How do I submit a claim?

- If the purchaser believes there is damage to the flooring covered by this guarantee, the purchaser should immediately contact his / her authorized dealer and / or EGGER with the fully completed guarantee card accompanied by proof of purchase.
- Upon receipt of a claim, EGGER reserves the right to inspect the laminate flooring at the installation location and to verify the eligibility of the guarantee claim with respect to the cause, and with respect to the extent of the claim.



#### Guarantee card EGGER

##### This guarantee card applies to:

**Customer**

Name	Street / Number
City	Country
Area of use	

##### This guarantee card applies to the product:

**Product**

Product name
Decor
Area size in the building

##### Contractor for flooring installation work:

**Contractor**

Name	Street / Number
City	Country

##### Retailer:

**Distributors**

Name	Street / Number
City	Country

# 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 your 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 a product-specific flooring cleaner.

## Stubborn stains?

For stains such as coffee, tea, lemonade, fruit, or milk, lukewarm water with vinegar-based household cleaner will be sufficient, if needed. Paint, lipstick, ink, tar, etc. can be easily removed using an absorbent cloth and regular cleaning solvent or stain remover. Important: Neutralize the affected surface with a cloth wet 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.
- Attach felt pads to the feet of furniture, including chairs and tables. Clean these regularly, check for proper functionality, and replace if required.
- Lift furniture when moving, rather than pushing or dragging.
- Built-in kitchens and built-in cupboards should be assembled prior to installation and the laminate floor should be placed just under the base.
- Use soft furniture casters (type W = rubber) in the case of office chairs and all other objects on casters. Clean office chair and furniture casters regularly, check for proper functionality, and replace if required.
- Use the hard floor nozzle (brush accessory) when vacuum cleaning.
- Never use abrasives or scouring agents on the laminate floor.
- Immediately remove stagnant moisture and fluids (humidity). Do not allow moisture to remain on the floor longer than necessary.
- Do not use steam cleaners, except on Aqua+ Laminate Flooring.
- Do not use scrubbers, polishing machines, pressure washer or similar products.
- Only clean the floor with a damp cloth. Do not use a dripping wet mop / cloth on the floor or pour liquids directly on the laminate floor.
- Do not use cleaning products that may leave a residue. We recommend a product-specific flooring cleaner.
- It is unnecessary to apply wax or polish to EGGER Laminate flooring. The use of wax or polish may void any guarantees and warranties.
- It is unnecessary to apply sealant to EGGER Laminate Flooring after installation. The use of sealant by the consumer or installer may void any guarantees and warranties.

## Still damaged?

No matter how hard-wearing your laminate floor is, a panel may still get damaged. If the damage is slight, the problem can be easily solved with a product-specific repair paste or hard wax. More severely damaged panels can be easily replaced by a professional fitter.

[www.egger.com](http://www.egger.com)

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