

MORE FROM WOOD.

**E EGGER**

Guarantee and care

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



# Voluntary manufacturer guarantee

**EGGER Comfort Flooring guarantees the highest quality in material and workmanship.**

## Guarantee protection:

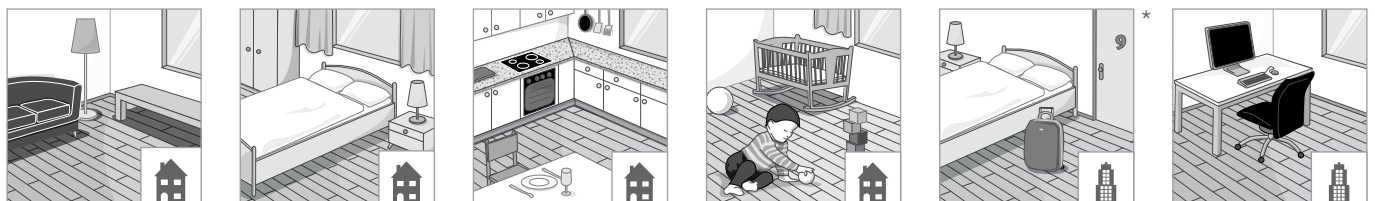
- When laid in residential areas, 15-year guarantee from the date of purchase (proof of purchase) for EGGER Comfort Flooring with use class 31.
- When laid in residential areas, 20-year guarantee from the date of purchase (proof of purchase) for EGGER Comfort Flooring with use class 32.
- When laid in commercial spaces, 5-year guarantee from the date of purchase (proof of purchase) for EGGER Comfort Flooring, provided that the flooring is installed by a professional installer.

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

- Resistant against permanent stains – easy to clean and care for
- Resistant against fading of the decor image
- Durable – beautiful decor image for many years thanks to the resistant surface

## Requirements, conditions and exclusions:

- This guarantee extends to private residential and commercial areas and refers exclusively to the 3 characteristics mentioned above (resistance, no fading, long life).



\*Only applies to EGGER PRO Comfort Flooring with use class 32

- EGGER Comfort Flooring must be installed in rooms that are suitable for the product (see product information leaflet and DIN EN ISO 10874). This guarantee does not apply to EGGER Comfort 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 Comfort Flooring, which were sold at a discount, as well as differences in colour, gloss or texture compared with picture and sample materials are excluded from this guarantee.
- This guarantee is not transferable, applies only to the first buyer and only for the first installation of EGGER Comfort Flooring.
- The installation must have been carried out according to the installation instructions valid for the EGGER Comfort Flooring (to be found either from your dealer or at [www.egger.com](http://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 Comfort 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.
- 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 such as micro-scratches (as defined in EN 16511) do not represent damage and therefore do not constitute a guarantee case. 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 EGGER Comfort 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 Comfort Flooring or, in the case of mineral surfaces, by 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 Comfort 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 brushes (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.

### 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 the reporting of guarantee claims, EGGER reserves the right to inspect the EGGER Comfort 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.

### Service in the event of a guarantee claim

- This guarantee covers only the repair or replacement of the EGGER Comfort 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 (subject to deduction of the serviceable lifetime) 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 (e.g. assembly, disassembly, etc.) will only be compensated in accordance with the mandatory statutory provisions.
- 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 20 years by  $1/20 = 5.0\%$ .

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 warranty claims in addition to their rights under the guarantee.



#### 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 \_\_\_\_\_  
Date of receipt of the goods \_\_\_\_\_

##### Contractor for flooring installation work:

**Contractor**

Name \_\_\_\_\_ Street / House no. \_\_\_\_\_  
City \_\_\_\_\_ Country \_\_\_\_\_

##### Retailer:

**Retailer**

Name \_\_\_\_\_ Street / House no. \_\_\_\_\_  
City \_\_\_\_\_ Country \_\_\_\_\_

# Care instructions EGGER Comfort 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.

## Optimal protection for EGGER Comfort Flooring:

- Entrance areas must be fitted with a properly sized clean-off zone / doormat.
- In the case of commercial applications where the EGGER Comfort Flooring 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 Comfort Flooring should be placed just under the base. EGGER Comfort 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 objects, the floor covering bulges, it is recommended that the object be placed elsewhere.
- Attach felt pads to the feet of furniture, including chairs and tables. Clean these regularly, inspect for proper functionality and replace if required.
- Lift furniture when moving it – do not push it unless you place a cloth or blanket under the furniture feet.
- On office chairs and all other equipment pieces on rollers, soft furniture castors (type W) are to be used. If suitable chair castors are not available, a floor protection mat must be used. Clean office chair and furniture castors regularly and inspect for proper functionality – replace these if required.
- Use the brush attachment when vacuum cleaning. Rotating beater bars must be deactivated / removed.
- Wipe the EGGER Comfort 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 /douse the floor with water or other liquids.
- Never use abrasive or scouring agents, steel wool on the Comfort Flooring.
- Do not use steam cleaners.
- Do not use any grinding, scouring and polishing machines, scrubbing brushes, high-pressure cleaners or similar products on the Comfort Flooring.
- Do not use cleaning products that may leave a residue. We recommend Clean-it, our EGGER system-specific floor cleaner.
- Waxing and / or polishing the EGGER Comfort Flooring is not allowed and should not be done.
- Full surface sealing of EGGER Comfort Flooring is neither necessary nor permitted.
- Further information regarding cleaning and maintenance of multi-layer, modular floor coverings is available in the technical data sheet 3 “Cleaning and care\_MMf Flooring” at <http://www.mmfa.eu/de/download.html>.

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 floor is, boards may still get damaged. If the damage is slight, the problem can be easily solved with the system-specific repair paste Decor Mix & Fill or hard wax. Severely damaged boards can be easily replaced by a professional installer.

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

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