

MORE FROM WOOD.

**E EGGER**

Warranty and maintenance

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



# Warranty Conditions for EGGER Comfort Flooring

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

**EGGER Flooring International GmbH & Co.KG provides a limited warranty from the date of purchase.**

- A limited warranty of 15 years when installing EGGER PRO Comfort Flooring (usage level 31) and EGGER Home Comfort Flooring (usage level 31) in residential areas.
- A limited warranty of 20 years when installing EGGER PRO Comfort Flooring (usage level 32) in residential areas.
- A 5 year limited commercial warranty is available when installing EGGER PRO Comfort Flooring (usage level 32) in spaces with light commercial use. However, for that warranty to apply, professional installation is required.

**This limited warranty provides triple protection under normal household conditions\* and light commercial use\*\* which relate to:**

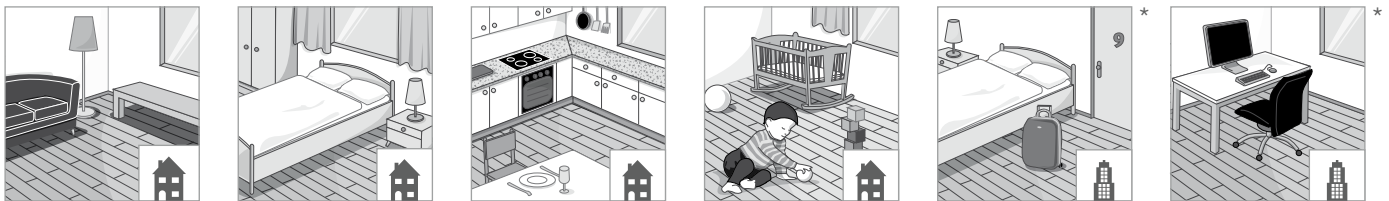
- Resistance against permanent stains – easy to clean and care for.
- Resistance to fading.
- Durability – robust surface technology ensures the longevity of the product for the life of the warranty.

\*Normal household conditions are defined as those daily activities normally associated with residential use. Any liquid poured or spilled on the flooring must be removed immediately.

\*\*Light commercial use is defined as use of flooring in light office setting without heavy commercial traffic, where the interior temperature and humidity is controlled and properly maintained, and the flooring must not be exposed to a heavy commercial cleaning schedule. Only EGGER PRO Comfort Flooring in usage level 32 may be installed in that setting.

**This limited warranty is subject to the following warranty terms conditions and applies to EGGER Comfort Flooring:**

- This limited warranty extends only to residential applications, and applies only resistance to permanent stains, excessive fading and durability, and as to those, the warranty excludes damage to flooring installed in wet areas such as bathrooms and saunas.
- When installing EGGER PRO Comfort Flooring (usage level 32) in a light commercial setting, the warranty is limited to a period of 5 years from the date of purchase. EGGER Flooring International GmbH & Co. KG does not warrant the product when it is installed in a setting that subjects the flooring to more than light commercial use.



\*Only applies to EGGER PRO Comfort Flooring in usage level 32

- This limited warranty covers hidden defects only. The installation of flooring pieces with obvious visual damage or other damage which is reasonably discoverable by the user/ floor fitter prior to installation will void this limited warranty.
- This limited warranty applies only to first quality product purchases. The limited warranty does not apply to factory seconds, remnant materials, or similar materials which have been discounted due to known imperfections.
- This limited warranty is not transferable, applies only to the initial buyer, and only for the first installation of EGGER Comfort Flooring.
- The Comfort Flooring must be installed in rooms that are suitable for the product. The Comfort Flooring must be installed only indoors in climate-controlled areas. This limited warranty does not apply to damages
  - caused by water or moisture in the subfloor or underneath the flooring , or to any Comfort Flooring installed on mineral subfloors without using an appropriate moisture barrier
  - from exposure to excessively dry environments, intense heat or stains caused by industrial products or chemicals other than those specifically recommended by the manufacturer for cleaning purposes.
- This limited warranty does not cover discoloration due to excess exposure to heat and sunlight.
- Installation must strictly comply with manufacturer instructions. Any installation which does not strictly comply with manufacturer instructions shall void all warranties. The installation instructions should be obtained through a retailer or at [www.egger.com](http://www.egger.com).

- This limited warranty does not cover conditions or defects caused by unsuitable sub-flooring or poor sub-floor preparation, incorrect installation, the use of improper adhesives, or damage caused to the product by construction-related activities.
- This limited warranty does not cover Comfort Floorings that have been stored or installed in moist environment, such as saunas, spas or pool areas.
- The Comfort Flooring must be used as intended and according to the instructions for care. This limited warranty does not cover damage to the flooring caused by excessive wear or abuse, including floors subjected to high mechanical impact or stresses which are not considered ordinary and customary. These conditions include, but are not limited to:
  - Damage caused by failure to properly care for, or modifications to the Comfort Flooring.
  - Water damage from excessive plumbing leaks, floods or storms.
  - Damage caused by water or moisture trapped beneath the Comfort Flooring including, but not limited to, hydrostatic pressure or other conditions that result in water or moisture originating below the Comfort Flooring.
- This limited warranty does not apply to flooring which is damaged by improper use or cleaning using chemicals other than those recommended by the manufacturer. In addition, the following is excluded from warranty coverage:
  - Damage caused by using excessive amounts of liquid when cleaning.
  - Damage caused by the use of abrasives, waxes, polishes, soaps or other unsuitable detergents.
  - A dulling of the finish due to insufficient or incorrect care and cleaning.
  - Damage caused by scrubbers, polishing machines, pressure washers, steam cleaners or similar products.
  - Damage caused by furniture with castor wheels, by rotating beater bars, or by pets, toys or other objects.
  - Damage caused by caustic chemicals and accidents, burns, scorching or fire.
- This limited warranty does not apply to moisture damage caused by standing water, or continuous exposure to water or other liquids resulting from leaking pipes, leaking appliances or flooding.
- Damage caused by fluids of any source or type that are not immediately removed is not covered by this limited warranty.
- “Abrasion” is defined as the complete removal of the decor layer in at least one area that is clearly recognizable and is at least 1 cm<sup>2</sup> (0.155 square inch) in size.
- Cracks and splinters that are caused from dropped ordinary household items may be covered under this limited warranty, provided, that the object weighs less than 1 lb (0.5 kg) and falls from a height of not more than standard counter height (36 inches, or 90 cm). In order to be subject to redress through this limited warranty, resulting cracks and / or splinters must be clearly visible when viewed from normal standing height of at least 36 inches (90 cm) above the surface.
- Damages caused by pointed or sharp-edged objects, including improperly covered furniture feet, is excluded from this limited warranty. Ordinary wear and tear and minor scratches of the flooring surface are to be expected and are not covered under this limited warranty.
- Objects placed on the flooring, including furniture and / or fixtures, should not exceed a maximum concentrated load of 110 lb per 0.2 square inches (5 MPa). Damage caused by placing excessive loads on the flooring are excluded from this limited warranty.
- EGGER Comfort Flooring is made of natural wood products, and deviations in the surface structure and appearance are to be expected. Such deviations are not covered under this limited warranty.
- Color and gloss level variations due to different product runs are expected and are not covered by this limited warranty. The limited warranty does not cover variations of color, shade or texture of the panels that differs from those shown on photographs or samples.
- This limited warranty applies only to the repair and / or replacement of the flooring product itself. EGGER Flooring International GmbH & Co.KG is not responsible and cannot be held liable for any loss of time, inconvenience, expenses, secondary damage or other consequential damage caused by or resulting from a warrantable defect.
- This limited warranty does not apply to any accessories (i.e. floor thresholds, moldings, underlay materials).
- Explanations, samples, and other information about the product contained in 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 Flooring International GmbH & Co.KG. No sales representatives or distributors shall have any authority whatsoever to establish, expand, or otherwise modify EGGER Flooring International GmbH & Co.KG limited warranties.

### **What is the scope of the warranty issued by EGGER Flooring International GmbH & Co.KG?**

- After receipt of the warranty claim and confirmation of covered damage, EGGER Flooring International GmbH & Co.KG will supply a material replacement to the customer from the current range of products (same material, if still available, or material of equal quality and / or value). The material will be delivered free of charge to the initial point of sale. This is the maximum compensation available under this limited warranty. No other compensation will be provided by the manufacturer.
- Incidental installation expenses, including the cost of re-installation, are not covered by EGGER Flooring International GmbH & Co.KG and do not form part of this limited warranty.

- If it is determined that an area of flooring is subject to replacement under this warranty, EGGER Flooring International GmbH & Co. KG'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 Flooring International GmbH & Co.KG shall be reduced:
  - ↳ by an amount equal to 6.7% per year subsequent to the floor's installation, for products with a warranty period of 15 years.
  - ↳ by an amount of equal 5.0% per year subsequent to the floor's installation, for products with a warranty period of 20 years.
 In the case of commercial installations, the replacement cost obligation for EGGER Flooring International GmbH & Co.KG shall be reduced by an amount equal to 20% per year subsequent to the floor's installation.
- Reasonable labor replacement costs will be handled on a case by case basis and only for floors initially installed by a professional flooring contractor. The manufacturer is not liable for costs of moving furniture or other items, appliances or fixtures that must be moved in order to effect repairs.
- Warranty coverage for replacement material will be limited to the remaining time of the original warranty.
- Under the term of these limited warranties, EGGER Flooring International GmbH & Co.KG will not be liable for collateral, consequential, indirect or other damages of any kind, for whatever reason.  
 Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, and therefore the above limitation or exclusion may not apply to you.
- The manufacturer hereby disclaims and rejects any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose. No such implied warranties apply to any products sold by EGGER Flooring International GmbH & Co. KG.  
 Note: Some States or Provinces do not allow the disclaimer of limited warranties, and therefore the above limitation or exclusion may not apply to you.
- Except as set out in this document, there are no express warranties made by EGGER Flooring International GmbH & Co.KG covering this product.
- This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S., or from Province to Province in Canada.

## How do I submit a claim?

- If the purchaser believes there is damage to the flooring covered by this limited warranty, the purchaser should immediately contact his / her authorized dealer and / or EGGER Flooring International GmbH & Co.KG. All warranty claims must include a completed warranty card and must be accompanied by proof of purchase. In most cases, your local dealer can provide you with a solution to resolve the situation.
- Upon receipt of a claim, EGGER Flooring International GmbH & Co.KG reserves the right to inspect the flooring at the installation location and to verify the eligibility of the warranty claim with respect to the cause, and with respect to the extent of the claim.



### Warranty card

(Fill in all information and keep it handy.)

#### This warranty card applies to:

**Customer**

Name	Street / Number
City	Country
Area of use	

#### This warranty 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 Comfort Flooring

## Simply clean!

Most dirt can be avoided by having an appropriate walk off mat or rug 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 micro fiber mop regularly. Bevels should be cleaned in the same direction as the bevel. For optimum cleaning we recommend a product-specific flooring cleaner.

## Optimal protection for EGGER Comfort Flooring:

- Entrance areas must have a properly sized walk off mat / rug.
- In the case of light commercial applications where the Comfort Flooring (only Comfort Flooring in usage class 32) leads directly outside, an appropriately sized walk 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 when worn out.
- Lift furniture when moving, rather than pushing or dragging across the floor. If sliding is necessary, use a blanket or towel under the furniture feet to protect the flooring surface.
- Built-in kitchens and built-in cupboards should not be affixed directly to the Comfort Flooring. Comfort flooring is intended to be installed as a floating floor, and therefore the flooring must have the ability to expand and contract. Movements of the floor should not be blocked or limited by the placement of overly heavy objects. If any bulges in the flooring are observed after placing furniture, appliances or other heavy objects on the flooring, then it is recommended that the heavy object be moved to different location.
- 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 when worn out. Floor / chair mats should be used in the absence of approved casters.
- Beater bars should be disabled or removed.
- Never use abrasives, steel wool or scouring agents on Comfort Flooring.
- Immediately remove all liquid spills, and avoid prolonged exposures to humidity or other moisture.
- Do not use steam cleaners.
- Do not use scrubbers, polishing machines, pressure washer or similar products.
- Clean the floor with a damp cloth only. Do not use saturated mop / cloth. Do not pour liquids of any sort directly on the Comfort floor.
- Do not flood the floor with water or other liquids.
- Do not use cleaning products that may leave a residue. We recommend a product-specific flooring cleaner.
- Do not apply wax or polish to Comfort Flooring. The use of wax or polish may void the warranty.
- Do not apply sealant to Comfort Flooring after installation. The use of a sealant by the consumer or installer may void the warranty.
- Further information regarding cleaning and maintenance of multi-layer, modular floor coverings is available in the technical data sheet 3 “Cleaning and Care\_MMFFlooring” at <http://www.mmfa.eu/en/download.html>.

Non-compliance with these cleaning and care instructions shall void all warranties.

## Still damaged?

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

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

**EGGER Flooring International  
GmbH & Co.KG**

Am Haffeld 1

23970 Wismar

Germany

**T** +49 3841 301-0

**F** +49 3841 301-20222

[flooring@egger.com](mailto:flooring@egger.com)