

**MORE FROM WOOD.**

**E EGGER**

**Laminate flooring**

**Guarantee certificate and  
care instructions**



# GUARANTEE TERMS FOR EGGER LAMINATE FLOORING

## EGGER LAMINATE FLOORING PROVIDES YOU WITH SAFETY OVER MANY YEARS.

### EGGER PROVIDES A GUARANTEE FROM THE DATE OF PURCHASE:

- When installed in domestic areas and depending on the product group, the guarantee period is between 7 years and lifelong\*. You will find the applicable guarantee period on the packaging insert for the product purchased.
- When installed in commercial areas, generally 5 years for laminate flooring in classes of use 31, 32 and 33.

### THREE-FOLD SECURITY:

- ⇨ Hygienic - easy to clean and care for
- ⇨ Shockproof - can take a lot of stress
- ⇨ Long service life - beautiful decor surfaces and edges for many years thanks to the extremely robust surface. Our abrasion guarantee also includes the edges.

### THE FOLLOWING GUARANTEE TERMS APPLY TO EGGER LAMINATE FLOORING:

- The EGGER guarantee extends to residential and commercial areas (object area), and refers exclusively to the points mentioned above (hygienic, shockproof, long service life). However, please note the separate guarantee period of maximum 5 years for commercial applications.
- EGGER laminate flooring must have been used as intended and according to the instructions for care. It must not be subjected to unusual wear and/or inappropriate treatment. For example through mechanical impacts which are not considered customary use and/or through improper cleaning.
- The guarantee is not transferable, applies only to the first buyer, and only for the first installation of the floor.
- EGGER laminate floorings must have been installed in rooms that are suitable for the product. The installation must be carried out in accordance with the currently valid installation instructions and according to the generally acknowledged rules for the installation of laminate flooring.
- Abrasion is defined as the complete removal of the decor layer in at least one area that is clearly recognisable as being damaged in this way and that is at least 1 cm<sup>2</sup> in size.
- Damages due to impact of falling typical household objects are defined as cracks and/or splinters in the surface of the laminate flooring. Minor indentations without cracks or splinters on the surface are not considered as damages to the laminate flooring. Damages caused by pointed or sharp-edged objects are excluded from the guarantee. The height of fall of the objects may not be greater than 90 cm. The objects may not exceed a weight of 0.5 kg.

### WHAT IS THE EXTENT OF THE GUARANTEE RECEIVED FROM EGGER?

- After acknowledgement of the guarantee claim, EGGER will supply a direct laminate panel replacement to the customer from the current EGGER range of products. The material will be delivered free of charge to the initial point of sale. Incidental installation expenses, including the re-installation, are not covered by EGGER and do not form part of the guarantee.
- With respect to the usage of the material that has already taken place, in the sense of a “new for old” deduction, the following percentage values of the new price will be deducted per commenced year of the guarantee period:

- ⇨ for products with a guarantee period of 7 years ⇨ 13%
  - ⇨ for products with a guarantee period of 10 years ⇨ 9%
  - ⇨ for products with a guarantee period of 13 years ⇨ 7%
  - ⇨ for products with a guarantee period of 15 years ⇨ 6%
  - ⇨ for products with a guarantee period of 20 years ⇨ 4.5%
  - ⇨ for products with a guarantee period of 25 years ⇨ 3.5%
  - ⇨ for products with a “Lifetime”<sup>\*</sup> guarantee period ⇨ 3%
  - ⇨ for class of use 31, 32, and 33 products installed in commercial applications ⇨ 15%
- \* Lifetime guarantee = limited to 30 years

### HOW DO I ENTER MY GUARANTEE CLAIM?

- After noticing a damage or a guarantee case, the purchaser should immediately contact his/her authorised dealer and/or the company EGGER under submittal of the fully completed guarantee card and the original sales receipt.
- After the reporting of guarantee claims, the company 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.

# MAINTENANCE INSTRUCTIONS FOR EGGER LAMINATE FLOORING

## SIMPLY CLEAN!

Most dirt can be kept out initially by having appropriate doormats. For the rest, 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 regularly. Take care to also clean the bevels in a longitudinal direction. For optimum cleaning we recommend CLEAN IT, the EGGER system flooring cleaner.

## STUBBORN STAINS?

For stubborn stains such as coffee, tea, lemonade, fruit or milk - lukewarm water with conventional acidic household cleaner if needed, will be sufficient. Paint, lipstick, ink, tar etc. can be easily removed using a conventional absorbent cloth and a universal cleaner suitable for laminate flooring. Important: Neutralise the surface afterwards with water.

## OPTIMUM PROTECTION FOR LAMINATE FLOORS!

- Entranceways require an appropriate clean-off zone.
- In the case of commercial applications where the laminate flooring area leads directly outside, an appropriately sized clean-off zone should be built into the floor structure.
- Attach felt pads to the feet of chairs and tables.
- Clean felt pads and castors regularly, check for use 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 only until under the base.
- Use soft furniture castors (type W).
- Use the hard floor nozzle when vacuum cleaning.
- Never use abrasives or scouring agents on the laminate floor.
- Remove immediately stagnant moisture, fluids (humidity).
- Steam cleaners should not be used, except for on designated aqua+ products.
- Clean the floor with a damp cloth only.
- Do not use residue building cleaning products (we recommend our laminate flooring cleaner CLEAN IT from EGGER).
- Waxing and/or polishing is not necessary and not permitted.
- Sealing the laminated floor after installation is not necessary and not permitted.

## DAMAGED NEVERTHELESS?

No matter how hard-wearing your floor is, a panel may still get damaged. If the damage is slight, the problem can be easily solved with the system related repair paste DECOR MIX & FILL light and dark. More severely damaged panels can be easily replaced by a professional fitter.

Please contact your local stockist.



## GUARANTEE CARD EGGER

THIS GUARANTEE CARD APPLIES TO:

CUSTOMER

Name  Street/Number

Town  Country

Type of usage

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

Town  Country

TRADING PARTNER:

TRADING PARTNER

Name  Street/Number

Town  Country

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Advice, service and more: