

MORE FROM WOOD.



Warranty and maintenance

**Warranty declaration and
care instructions for Egger
Design Flooring GreenTec**



Warranty conditions for EGGER Design Flooring GreenTec

EGGER Design Flooring GreenTec guarantees the highest quality in materials and craftsmanship.

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

- A limited warranty of 25 years when installing EGGER Design Flooring GreenTec in residential areas.
- A 5 year limited commercial warranty is available when installing EGGER Design Flooring GreenTec in spaces with light to moderate commercial use. However, for that warranty to apply, professional installation is required.

This limited warranty* provides quadruple protection under normal household conditions and light / medium commercial use*** which relates to:**

- Durability – Extremely durable surface technology ensures the longevity of the product for the life of the warranty.
- Resistance to Fading – Resistance to fading and discoloring over the life of the product.
- Rigidity – will not conform to subfloor contour.
- Stability – there should be no perceivable change of dimensions with temperature changes.

*EGGER Design Flooring GreenTec with locking system CLIC it! also includes an Advanced Water Guard Warranty. See Section “Advanced Water Guard Warranty” for further information.

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

***Light to moderate commercial use is defined as use of flooring in light and moderate 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.

This limited warranty is subject to the following warranty terms and conditions and applies for EGGER Design Flooring GreenTec:

- This limited warranty extends only to residential and light / moderate commercial use and applies only to the product’s durability, resistance to fading, rigidity and stability. In case of installation in light to moderate commercial settings, the warranty is limited to a period of 5 years from 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 medium commercial use.
- This limited warranty covers hidden defects only. The installation of flooring pieces with 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. This 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 the Design Flooring GreenTec.
- The Design Flooring GreenTec must be installed in rooms that are suitable for the product. The Design Flooring GreenTec must be installed only indoors in climate-controlled areas. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, or to any Design Flooring GreenTec installed on mineral subfloors without using an appropriate moisture barrier.
- This limited warranty does not cover damage 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.
- 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 Design Floorings GreenTec that have been stored or installed in moist environments, such as saunas, spas or pool areas.
- The Design Flooring GreenTec must be used as intended and according to the instructions for care. The limited warranty does not cover damage to the flooring caused by excessive wear or abuse, including floors subjected to high mechanical impacts or stresses which are not considered ordinary and customary. These conditions may include, but are not limited to:
 - Damage caused by failure to properly care for, or modification to the Design GreenTec Flooring.
 - Water damage from plumbing leaks, floods or storms.
 - Damage caused by water or moisture trapped beneath the Design GreenTec Flooring including, but not limited to, hydrostatic pressure or other conditions that result in water or moisture originating below the Design GreenTec Flooring.

- This limited warranty does not apply to flooring which is damaged by improper use or cleaning using chemicals other than what is 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 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 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 removed within 72 hours is not covered by this limited warranty.
- Stains and discoloring that are due to hair dye or other dyeing substances are not covered by this limited warranty. Please also read the package leaflet (instructions for use) of the respective product.
- “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 cm² (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 a 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 / 0.155 square inch (5 MPa). Damage caused by placing excessive loads on the flooring is excluded from this limited warranty.
- Color and gloss level variations due to different product runs are expected and are not covered by this limited warranty.
- This limited warranty does not cover variations of color, shade or texture of the panels that differ from those shown on samples or photographs.
- 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 damages 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.

“Advanced Water Guard Warranty” for EGGER Design GreenTec Products with locking system CLIC it!

- This warranty extension applies only to EGGER Design GreenTec Products with locking system CLIC it!. Any product within this product range is warranted against damage by topical, localized surface spills, provided the liquid is removed within 72 hours of the initial spill.
- This warranty extension covers only topical moisture resulting from normal household activities, such as wet shoes, spilled liquids, exposure to wet feet following bathing activities or similar activities, provided that the liquid is removed as soon as possible.
- This warranty extension applies only to defects inherent in the material used and only with respect to resistance to fading, rigidity, stability and longevity of the product.

The following terms and conditions apply to this warranty extension “Advanced Water Guard”

- All existing EGGER Flooring International GmbH & Co.KG warranty conditions apply.
- This limited warranty is not transferable, applies only to the initial buyer, and only for the first installation of the EGGER Design GreenTec Flooring.

- This limited warranty applies only to first quality product purchases for the applicable time period when the product is installed indoors. The limited warranty does not apply to factory seconds, remnant materials, or similar materials which have been discounted due to known imperfections.
- The Design GreenTec Flooring must be installed in rooms that are suitable for the product.
- The Design GreenTec Flooring must be installed only indoors in climate-controlled rooms.
- The Design GreenTec Flooring should not be installed in areas / spaces of excessively high temperatures and humidity, such as saunas, spas or pool areas. This limited warranty does not cover Design GreenTec floorings that have been stored or installed in moist environments, such as saunas, spas or pool areas.
- This limited warranty covers hidden defects only. The installation of flooring pieces with damage which is reasonably discoverable by the user / floor fitter prior to installation will void this limited warranty.
- Installation must strictly comply with the manufacturer instructions. Any installation which does not strictly comply with manufacturer instructions shall void all warranties. 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 nor construction-related damage.
- When installing Design GreenTec Flooring in areas such as a bathroom, laundry room and/or around sinks, washing machines, dishwashers, refrigerators and freezers any expansion gaps along all vertical walls and surfaces like tubs and showers must be sealed in a waterproof manner with an elastic joint seal.
- This limited warranty does not apply to damage
 - caused by water or moisture in the subfloor or underneath the flooring or to any Design GreenTec Flooring installed on mineral subfloors without using an appropriate moisture barrier.
 - from exposure to dryness, intense heat or stains caused by industrial products or chemicals other than recommended cleaning products.
- Damage caused by fluids of any source or type that are not removed within 72 hours is not covered by this limited warranty.
- This limited warranty does not apply to damage caused by standing water, or continuous exposure to water or other liquids resulting from leaking pipes, leaking appliances or flooding.
- This limited warranty does not cover damage to the Design GreenTec flooring caused by excessive wear or abuse, including floors subjected to high mechanical impacts or stresses which are not considered ordinary and customary. These conditions include, but are not limited to:
 - Damage caused by failing to properly care for, or making modifications to, the Design GreenTec flooring
 - Water damage from plumbing leaks, floods or storms
 - Damage caused by water or moisture trapped beneath the EGGER Design GreenTec Flooring including, but not limited to, hydrostatic pressure or other conditions that result in water or moisture originating below the flooring.
- This limited warranty applies only to the repair and / or replacement of the Design GreenTec flooring 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 damages caused by or resulting from 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 4.0 % per year subsequent to the floor’s installation, for product with a guarantee period of 25 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 20.0 % per year subsequent to the floor’s installation.
- Reasonable labor replacement costs will be handled on a case by case basis 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 a replacement panel 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 indirect, special, incidental, consequential or other damages of any kind, no matter what the cause.
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 product 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 forth herein, 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 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 Design Flooring GreenTec 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

(For your reference, fill in the information and keep this sheet 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:		Retailer
Name	Street / Number	
City	Country	

Care instructions for EGGER Design Flooring GreenTec

Simply clean!

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

Optimal protection for EGGER Design Flooring GreenTec:

- Entrance areas must have a proper walk off mat / rug.
- In the case of commercial applications where the Design Flooring GreenTec leads directly outside, an appropriately sized clean-off zone must be built into the floor structure.
- Built-in kitchens and built-in cupboards should not be affixed directly to the Design Flooring GreenTec. EGGER Design GreenTec 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 a different location.
- 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.
- Attach felt pads to the feet of furniture, including chairs and tables. Clean these regularly, check for proper functionality, and replace when worn out.
- Use soft furniture casters (type W = rubber) in the case of office chairs and all other objects on casters. Floor / chair mats should be used in the absence of approved casters.
- Clean office chair and furniture casters regularly, check for proper functionality, and replace when worn out.
- Beater bars should be disabled or removed.
- Clean the floor with a damp mop. Do not use a saturated mop / cloth. Do not pour liquids of any sort directly on the Design floor.
- Do not flood the floor with water or other liquids.
- Immediately remove all liquids spills, and avoid prolonged exposure to humidity or other moisture.
- Do not use cleaning products that may leave a residue. We recommend a product-specific flooring cleaner.
- When using a steam cleaner, it is necessary to keep the machine constantly moving. The steam cleaner should only be filled and operated with clean water. Do not add cleaning products or other additives.
- Do not use scrubbers, polishing machines, pressure washers or similar products.
- Never use abrasives, steel wool or scouring agents on Design Flooring GreenTec.
- Do not apply wax or polish to Design Flooring GreenTec. The use of wax or polish may void the warranty.
- Do not apply sealant to Design Flooring GreenTec after installation. The use of a sealant by the consumer or installer may void the warranty.
- When installing and using Design Flooring GreenTec in hair salons, beauty parlors, 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 colored substances, as they are used for example in hair salons, may lead to irreversible discoloring / changes of the floor surface depending on concentration, ingredients, and length of application. If hair dye, bleaching agents, or other coloring substances should nevertheless come into contact with the surface of the floor, they must be removed immediately and the affected area neutralized with a damp cloth. If this is not possible, color stains / discoloring that occurs locally on the surface of the Design Flooring may be removed as follows:
 - partially clean the affected area with the stain remover “Dr. Schutz Elatex”
 - light surface removal (partial grinding) of the color stains / discoloring with the “Dr. Schutz PU fixing pad (gray)”
 - in case of lasting marks, subsequent processing with “Dr. Schutz polishing pad white” and “Stain remover Elatex”
 - finally partial application / work-in (twice) of “Dr. Schutz PU Anticolor” on the affected areas.
- If you are unsure when using chemicals, color dyes, or bleaching agents, as well as other coloring 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
- 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.

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