

MORE FROM WOOD.



Guarantee and maintenance

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



Guarantee terms for EGGER Design Flooring

EGGER Design Flooring guarantees reliable use over many years.

EGGER provides a guarantee from the date of purchase.

- When installed in residential areas, a guarantee of 25 years for EGGER PRO Design Flooring and 20 years for EGGER HOME Design Flooring. The guarantee period is stated on the packaging insert of the product.
- A guarantee of 5 years when installing EGGER Design Flooring in commercial spaces.

Four-fold assurance:

- Robust - beautiful surfaces for many years due to the robust TPU cover layer. Our guarantee for wear and micro-scratch resistance according to EN 16511:2014 also includes the edges.
- Long service life - beautiful appearance for many years. Resistance to fading and discolouring of the decor image.
- Stable shape - resistant to lasting indentations and the pressing of the sub-floor contour.
- Stable dimensions - no perceivable change of dimension when the temperature changes.

The following guarantee terms apply for EGGER Design Flooring:

- Our manufacturer's guarantee extends to residential and commercial areas and refers only the points mentioned above (robustness of appearance, long service life, stable shape, stable dimensions). In the case of installation in a commercial setting, the guarantee is limited to a period of 5 years from date of purchase.
- Our manufacturer's guarantee is not transferable, applies only to the first buyer and only for the first installation of the EGGER Design Flooring.
- EGGER Design Flooring must be installed in rooms that are suitable for the product.
- The installation must strictly comply with manufacturer instructions. Any installation which does not strictly comply with manufacturer instructions shall void all guarantees and warranties.
- EGGER Design 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 as recommended by the manufacturer. It must not be subjected to unusual wear or abuse, including high mechanical impact/stress and/or improper cleaning.
- Stains and discolouring that are due to hair dye or other dyeing substances are excluded from the guarantee. 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 recognisable as being damaged in this way and that is at least 1 cm² (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. Damages 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.
- Objects placed on the flooring, including furniture and/or fixtures, should not exceed a maximum concentrated load of 50 kg/cm² (5 MPa). Damage caused by placing excessive loads on the flooring is excluded from EGGER's guarantee.

What is the extent of the guarantee received from 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 floor. In the case of residential installations, the replacement cost obligation for EGGER shall be reduced:
 - 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
 - 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 authorised dealer and/or EGGER and submit the fully completed guarantee card, accompanied by proof of purchase.
- Upon receipt of a claim, EGGER reserves the right to inspect the EGGER Design 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 Design 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 regularly. Take care to also clean the bevels in a longitudinal direction. For optimum cleaning we recommend Clean-it, the EGGER system flooring cleaner.

Optimal protection for EGGER Design Flooring:

- Entrance areas must be fitted with a properly sized clean-off zone / doormat.
- In the case of commercial applications where the EGGER Design 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 Design Flooring should be placed just under the base.
- Lift furniture when moving, rather than pushing or dragging.
- Attach felt pads to the feet of furniture, including chairs and tables. Clean these regularly, check for proper functionality and replace if required.
- Use soft furniture castors (type W) in the case of office chairs and all other objects on castors.
- Clean office chair and furniture castors regularly, check for proper functionality and replace if required.
- Use the hard floor nozzle when vacuum cleaning.
- Clean the EGGER Design Flooring with a damp cloth only.
- Immediately remove stagnant moisture fluids (humidity).
- Do not use cleaning products that may leave a residue. We recommend our system-related flooring cleaner Clean-it from EGGER.
- 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.
- Never use abrasives or scouring agents on the EGGER Design Flooring.
- It is unnecessary to apply wax or polish to EGGER Design Flooring. The use of wax or polish may void any guarantees and warranties.
- It is unnecessary to apply sealant to EGGER Design Flooring after installation. The use of a sealant by the consumer or installer may void any guarantees and warranties.
- When installing and using EGGER Design Flooring in hair salons, beauty parlours, 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 coloured substances, as they are used for example in hair salons, may lead to irreversible discolouring / changes of the floor surface depending on concentration, ingredients and length of application. If nevertheless hair dye, bleaching agents or other colouring substances should come into contact with the surface of the floor, they must be removed immediately and the affected area neutralised with a damp cloth. If this is not possible, colour stains / discolouring 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 colour stains / discolouring with the “Dr. Schutz PU fixing pad (grey)”
 - 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.
- Further information regarding cleaning and maintenance of multi-layer, modular floor coverings are available in the technical data sheet 3 “Cleaning and Care_MMFFlooring” at <http://www.mmfa.eu/en/download.html>.
- If you are unsure when using chemicals, colour dyes or bleaching agents, as well as other colouring 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.

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