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E EGGER

Guarantee and care

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



Voluntary manufacturer guarantee

EGGER Design Flooring GreenTec guarantees the highest quality in material and workmanship.

Guarantee protection:

- When laid in residential areas, 25-year guarantee from the date of purchase (proof of purchase) for EGGER Design Flooring GreenTec
- When laid in commercial spaces, 5-year guarantee from the date of purchase (proof of purchase) for EGGER Design Flooring GreenTec, provided the installation is completed by a professional.

This guarantee* provides four-fold assurance with regard to the following characteristics:

- Robust – beautiful surfaces for many years thanks to the robust wear layer.
- Long service – beautiful appearance for many years. Resistance to fading and discolouring of the decor image.
- Stable shape – no pressing of the subfloor contour.
- Stable dimensions – no perceivable change of dimension when the temperature changes.

*EGGER Design Flooring GreenTec with the CLIC *it!* installation system also comes with an “Advanced Water Guard Guarantee” (for more information, see the “Advanced Water Guard Guarantee” section for EGGER Design Flooring GreenTec with the CLIC *it!*).

Requirements, conditions and exclusions:

- This guarantee extends to private residential and commercial areas and refers exclusively to the characteristics mentioned above (robust, long life, stable shape and stable dimensions).
- Design Flooring GreenTec must be laid in rooms that are suitable for the product (see product information leaflet and DIN EN ISO 10874). This guarantee does not apply to Design Flooring GreenTec that has been stored and laid 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 service class.
- If the flooring that has elements that are visibly damaged or have other obviously recognisable defects are laid, all guarantee claims lapse.
- This guarantee only applies to first choice products. Second choice products, special items or other Design Flooring GreenTec, which were sold at a discount, as well as differences in colour, gloss or structure 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 the Design Flooring GreenTec.
- The installation must have been carried out according to the installation instructions valid for the Design Flooring GreenTec (to be found either from your dealer or at www.egger.com). In cases of non-compliance, all guarantee claims are void.
- Design Flooring GreenTec must be used as intended and in accordance with the care instructions. 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 Design Flooring GreenTec 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. All objects may not exceed a maximum concentrated load of 50 kg/cm² (5 MPa).
- Guarantee extensions or alterations by third parties are excluded.
- The guarantee does not cover damage and deterioration, stains and discolouration, differences in colour, gloss and structure caused by:
 - water or moisture underneath the Design Flooring GreenTec 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 Design Flooring GreenTec;
 - 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.

“Advanced Water Guard” guarantee extension for EGGER Design Flooring GreenTec with the CLIC it! installation system

All products in this range are resistant to damage from intermittent household spills and splashes, provided the liquid is removed within 72 hours of occurrence.

- Applies only to the EGGER Design Flooring GreenTec with the CLIC it! installation system.
- Applies only to temporary exposure to moisture caused by household activities, such as spilled liquids, wet shoes or wet feet after bathing / showering or similar activities, provided the liquids are removed as soon as possible (within 72 hours).
- Applies only to faults and defects inherent in the product itself and includes the four-fold assurance (robust, long service life, stable shape, stable dimensions) as described on page 2.

In addition to the guarantee conditions for the EGGER Design Flooring GreenTec, the following requirements, conditions and exclusions apply to the “Advanced Water Guard” guarantee extension:

- The installation of the product in damp and wet rooms (e.g. sauna, spa and pool areas) is not permitted.
- When laying in rooms with a water supply (e.g. bathrooms, laundry rooms) or in the area around washbasins and sinks, washing machines, dishwashers, refrigerators and / or freezers, all movement joints to the walls, shower cubicles and pipes must be covered / sealed permanently elastic and watertight.
- Damage caused by liquids of any kind that have not been removed within 72 hours of their occurrence, as well as any damage and product conditions arising from excessive use and misuse, including excessive mechanical stress and exposure to moisture that cannot be classified as normal and standard household use is excluded.

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 Design Flooring GreenTec 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 Design Flooring GreenTec by EGGER. EGGER is free to repair or replace the product. In the event of replacement, the old product is replaced free of charge 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 (compensation for incidental and / or consequential damages, assembly, disassembly, transport, etc.) exist only in accordance with the mandatory statutory provisions and are not reimbursed under the guarantee.
- 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 as new the guarantee payment is reduced by a per cent value per year which depends on the total period of guarantee. For example:
 - Total period of guarantee 5 years the reduction is $1/5 = 20.0\%$,
 - Total period of guarantee 25 years the reduction is $1/25 = 4.0\%$.The difference between “current value” and “value as new” is covered by the customer.
- 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 _____

Contractor for flooring installation work:

Contractor

Name _____ Street / house no. _____
City _____ Country _____

Retailer:

Retailers:

Name _____ Street / house no. _____
City _____ Country _____

Care instructions for EGGER Design Flooring GreenTec

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 Design Flooring GreenTec:

- Entrance areas must be fitted with a properly sized clean-off zone / doormat.
- In the case of commercial applications where the EGGER 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 be assembled prior to installation and the EGGER Design Flooring GreenTec should be laid only until under the base. Design Flooring GreenTec is basically 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.
- Lift furniture when moving it – do not push it unless you place a cloth or blanket under the furniture feet.
- Attach felt pads to the feet of furniture, including chairs and tables. Clean these regularly and inspect for proper functionality – replace these if required.
- 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.
- Clean EGGER Design Flooring GreenTec with a slightly damp cloth only.
- Remove spilled liquids, standing moisture and liquids immediately and do not leave on the floor longer than necessary. Do not flood / douse the floor with water or other liquids.
- Do not use cleaning products that may leave a residue. We recommend Clean-it, our EGGER system-specific floor cleaner.
- When using a steam cleaner, it is essential 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 grinding, scouring and polishing machines, scrubbing brushes, high-pressure cleaners or similar products on the EGGER Design Flooring GreenTec.
- Never use abrasives, scouring agents or steel wool on the Design Flooring GreenTec.
- Waxing and / or polishing the Design Flooring GreenTec is not permitted and must not be done.
- Full surface sealing of Design Flooring GreenTec is neither necessary nor permitted.
- When installing and using EGGER Design Flooring GreenTec 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 used in hair salons for example, may lead to irreversible discolouring / changes to 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 flooring, 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 GreenTec may be removed as follows:
 - Partially clean off 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 treated areas.
- If you are unsure when using chemicals, hair 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.
- 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/de/download.html>.

Failure to comply with the cleaning and maintenance instructions listed here invalidates all guarantee and warranty claims.

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