

MORE FROM WOOD.



CARE AND GUARANTEE

GUARANTEE EXPLANATION
AND CARE INSTRUCTIONS FOR
EGGER LAMINATE FLOORING





GUARANTEE CONDITIONS FOR EGGER LAMINATE FLOORING

EGGER LAMINATE FLOORING GIVES YOU SECURITY OVER MANY YEARS.

EGGER PROVIDES YOU WITH A GUARANTEE

FROM THE DATE OF PURCHASE:

When installed in domestic areas

FOR ENTRY-PRODUCTS <i>6 mm INDEPENDENT OF THE CLASS OF USE</i>	7 years	
FOR CLASS OF USE 31 PRODUCTS <i>FOR 7 mm ENTRY PRODUCTS AND DPR® FLOORING</i>	12 years	
FOR CLASS OF USE 31 PRODUCTS <i>AND 8 mm DPR® FLOORING</i>	15 years	
FOR CLASS OF USE 32 PRODUCTS	20 years	
FOR CLASS OF USE 33 PRODUCTS	25 years	

EGGER PROVIDES YOU WITH A GUARANTEE

FROM THE DATE OF PURCHASE:

When installed in commercial areas

FOR CLASS OF USE 31, 32, 33 PRODUCTS	5 years	
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THREEFOLD SECURITY

- Hygienic - Easy to clean and maintain
 - Shock-resistant - is resistant to a lot of stress
 - Long-lasting - beautiful decor surfaces and edges for many years due to the extremely hard surface
- We ensure this with our abrasion guarantee.

That even includes the edges.

FOR LAMINATE FLOORING FROM THE COMPANY EGGER APPLY FOLLOWING GUARANTEE TERMS:

- The EGGER guarantee applies basically to the domestic and commercial areas. Please note the separate maximum guarantee period of 5 years for commercial areas.
- EGGER laminate floorings must have been used as intended and according to the instructions for care. They should not be subjected to unusual wear and/or inappropriate treatment, for example through mechanical damages which are no longer considered as customary use and/or through improper cleaning.
- The guarantee is not transferable and only the original purchaser is entitled to it.
- EGGER laminate floorings must have been installed in rooms that are suitable for the product. The installation must have been carried out in accordance with the presently valid installation instructions and according to the generally acknowledged rules for the installation of laminate floorings.
- Abrasion is understood to be the complete removal of the decor layer in at least one place, which must be clearly visible and must have a surface area size of at least 1 cm².
- Damages due to falling household objects are defined as being cracks on the surface of the laminate flooring and/or chips on the surface. Insignificant marks without crack or chips on the surface do not represent damage to the laminate flooring. Damages that are caused by sharp or sharp-edged objects are excluded from the guarantee. The height of fall of the objects may not exceed 150 cm. The objects should not have a weight exceeding 1 kg.

What is the extent of the guarantee you receive from the company EGGER?

- After acknowledgment of the guarantee claim, EGGER will supply a direct laminate panel replacement to the customer from the currently applicable range of the company EGGER. The material will be delivered free of charge to the point of sale. Incidental installation expenses, including the reinstallation are not carried by EGGER and are also not a constituent 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:
 - Entry products (6 mm independent of the class of use) → 12.5 %
 - class 31 7 mm Entry products & 7 mm DPR® → 7 %,
 - class 31 → 6 %,
 - class 32 → 4.5 %,
 - class 33 → 3.5 %,
 - and in products of classes 31, 32, 33, installed in commercial areas → 15.0 %

How do I assert 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, as well as also with respect to the extent of the claim.

CARE INSTRUCTIONS FOR EGGER LAMINATE FLOORING

SIMPLY CLEAN!

Most dirt can already be kept out by having appropriate doormats. For the rest, 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 longitudinal direction. For optimum cleaning we recommend CLEAN IT, the EGGER system laminate flooring cleaner.

STUBBORN STAINS?

For stubborn stains such as coffee, tea, lemonade, fruit or milk stains, 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 with water afterwards.

OPTIMUM PROTECTION FOR LAMINATE FLOORS!

- Attach felt pads to the feet of all furniture
- Lift furniture when moving it rather than pushing or dragging
- Use soft furniture castors
- Mop up any spillages immediately
- Do not use steam cleaners

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 IS APPLICABLE FOR:

CUSTOMER

Name _____ Street/Number _____

City _____ Country _____

Type of use _____

THIS GUARANTEE CARD IS APPLICABLE FOR THE PRODUCT:

PRODUCT

Product name _____

Decor _____

Area size in the building _____

CONTRACTOR FOR FLOORING INSTALLATION WORK:

CONTRACTOR

Name _____ Street/Number _____

City _____ Country _____

DISTRIBUTION PARTNER:

DISTRIBUTION PARTNER

Name _____ Street/Number _____

City _____ Country _____

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Service, advice and more: