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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 reliable use over many years.

EGGER provides a warranty from the date of purchase.

- A warranty of 30 years when installing EGGER PRO Design Flooring GreenTec in residential areas.
- A warranty of 25 years when installing EGGER HOME Design Flooring GreenTec in residential areas.
- A 5 year commercial warranty is available when installing EGGER Design Flooring GreenTec in commercial spaces. Professional installation is required.

Quadruple protection:

- Robust – Extremely durable surface technology ensures the longevity of the product for the life of the warranty. Our guarantee for wear and micro-scratch resistance according to EN 16511 also includes the edges.
- Long service life – Resistance to fading and discoloring
- Stable shape – no pressing of the sub-floor contour.
- Stable dimensions – no perceivable change of dimension when the temperature changes.

The following warranty terms apply for EGGER Design Flooring GreenTec:

- Our manufacturer's warranty extend to residential and commercial areas and refers only the points mentioned above (robustness of appearance, long service life, stable shape, stable dimensions). In case of installation in a commercial setting, the warranty is limited to a period of 5 years from date of purchase.
- The installation of damaged or otherwise faulty pieces of flooring is not covered by this limited warranty.
- Our manufacturer's warranty is not transferable, applies only to the initial buyer, and only for the first installation of the EGGER Design Flooring GreenTec.
- EGGER Design Flooring GreenTec must be installed in rooms that are suitable for the product. EGGER Design Flooring GreenTec must be installed only indoors in climate-controlled rooms. This limited warranty does not apply to damages caused by water or moisture in the subfloor or underneath the flooring as well as to any EGGER Design flooring GreenTec installed on mineral subfloors not using an appropriate moisture barrier.
- 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.
- EGGER Design Flooring GreenTec must be used as intended and according to the instructions for care. The 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.
- The warranty does not apply to flooring which is damaged by cleaning other than what is recommended.
- Damage caused by excessive wet cleaning or by the use of abrasives, waxes, polishes, soaps or other unsuitable detergents is not covered by this limited warranty.
- Damage caused by the use of scrubbers, polishing machines, pressure washer, steam cleaners or similar products is not covered by this limited warranty.
- This limited warranty does not apply to moisture damages caused by standing water, flooding, leaking pipes and appliance leaks.
- Stains and discoloring that are due to hair dye or other dyeing substances are not covered by this 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 1cm² (0.155 square inch) in size.
- Cracks and splinters that are caused from dropped ordinary household items may also be covered under the warranty. "Ordinary household items" are objects weighing less than 0.5 kg (1 lbs) and falling from a height of not more than 90cm (36 inches), or counter height. In order to be subject to redress through this warranty, resulting cracks and / or splinters must be clearly visible when viewed from a normal standing height of at least 90cm (36 inches) above the surface.
- Damages caused by pointed or sharp-edged objects, including improperly covered furniture feet, is excluded from this warranty. Ordinary wear and tear and minor scratches of the flooring surface are to be expected and are not covered under this warranty.
- Objects placed on the flooring, including furniture and / or fixtures, should not exceed a maximum concentrated load of 50kg / cm² (5 MPa). Damage caused by placing excessive loads on the flooring is excluded from EGGER's warranty.
- Gloss level variations due to different product runs are expected and are not covered by this limited warranty.
- EGGER is not responsible and cannot be held liable for any consequential or secondary damage. This limited warranty applies only to the repair and / or replacement of the flooring product itself.
- 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 EGGER 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. No sales representatives or distributors shall have any authority whatsoever to establish, expand, or otherwise modify EGGER's limited warranties.

What is the scope of the warranty issued by EGGER?

- After receipt of the warranty 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 (labor replacement costs), are not covered by EGGER and do not form part of the warranty.
- If it is determined that an area of flooring is subject to replacement under this warranty, EGGER'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 shall be reduced:
 - ↳ by an amount equal to 3.0 % per year subsequent to the floor's installation for product with a guarantee period of 30 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 warranty, the purchaser should immediately contact his / her authorized dealer and / or EGGER and submit the fully completed warranty card, accompanied by proof of purchase.
- Upon receipt of a claim, EGGER reserves the right to inspect the EGGER 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.
- Your legal rights as consumer non-restricted by this warranty. Your legal warranty claim shall be entitled to you.



Warranty card EGGER

| | | |
|---|-----------------|-------------------|
| 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 only 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 Clean-it, the EGGER system flooring cleaner.

Optimal protection for EGGER Design Flooring GreenTec:

- Entrance areas must have a properly walk off mat / rug.
- 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 not be affixed directly to the EGGER Design Flooring GreenTec.
- Lift furniture when moving, rather than pushing or dragging a blanket or towel under the furniture leg may be acceptable if sliding.
- 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 casters (type W = rubber) in the case of office chairs and all other objects on casters. Floor / chair mat should be used in the absence of approved casters.
- Clean office chair and furniture casters regularly, check for proper functionality, and replace if required.
- Beater bars should be disabled or removed.
- Only 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.
- Immediately remove stagnant moisture and fluids (humidity). Do not allow moisture to remain on the floor longer than necessary.
- Do not use cleaning products that may leave a residue. We recommend our system-related flooring cleaner 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.
- Do not use scrubbers, polishing machines, pressure washer or similar products.
- Never use abrasives or scouring agents on EGGER Design Flooring GreenTec.
- Do not apply wax or polish to EGGER Design Flooring GreenTec. The use of wax or polish may void the warranty.
- Do not apply sealant to EGGER Design Flooring GreenTec after installation. The use of a sealant by the consumer or installer may void the warranty.
- When installing and using EGGER 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.
- 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, 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.

Non-compliance with these cleaning and care instructions shall void all warranties.

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