

# Guarantee Declaration – Voluntary Manufacturer’s Guarantee

## Flooring Collection 25+

### Guarantor

- EGGER Holzwerkstoffe Wismar GmbH & Co. KG, Am Haffeld 1, 23970 Wismar, Germany  
(support-flooring@egger.com)

EGGER Holzwerkstoffe Wismar GmbH & Co.KG guarantees the quality of EGGER floor coverings in accordance with the following provisions.

### Guarantee period

EGGER Flooring	NatureSense			NatureSense Aqua	NatureSense Aqua+	AquaDura	AquaDura+	
Floor category	Laminate floors						Hybrid floors	
Designated class of use (according to ISO 10874, see product insert)	31	32	33	32	33	32	33	
Guarantee period* in the private residential sector	15 years	20 years	25 years	20 years	25 years	20 years	25** years	
Guarantee period * in the commercial sector***	5 years							

\*from date of purchase by consumer (proof of purchase)

\*\* “Limited Lifetime” only valid for NatureSense Aqua+ and AquaDura+ products

\*\*\*provided that the installation is carried out by a professional flooring installer

### Scope of the guarantee

This guarantee\*\* is only valid in the country where the floor covering was purchased and is limited to the following aspects:

- Long-lasting – beautiful decor surfaces for many years thanks to the extremely abrasion-resistant surface. Our abrasion guarantee includes the edging. 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 1cm<sup>2</sup> in size.
- Impact-resistant – withstands stress that is usual for the home
- Hygienic and stain-resistant – easy to clean and maintain

\*\* EGGER NatureSense Aqua, AquaDura, NatureSense Aqua+ and AquaDura+ offer an extended guarantee.

(For additional information see section: “Guarantee extension for EGGER NatureSense Aqua and AquaDura” and “Guarantee extension *Advanced WaterGuard* for EGGER NatureSense Aqua+ and AquaDura+”).

## Requirements, conditions and exclusions

- This guarantee covers the private residential sector as well as the commercial sector (object sector) and refers exclusively to the previously mentioned aspects.
- EGGER flooring must be installed in rooms suitable for the product (designated class of use according to ISO 10874 – see product insert). This guarantee does not apply to EGGER flooring that has been stored and installed 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 class of use.
- If flooring elements that are visibly damaged or have other obviously recognisable defects are installed, all guarantee claims lapse.
- This guarantee applies only to first quality product purchases bought for regular prices. This guarantee does not apply to factory seconds, remnant materials, or similar materials which are sold for special/reduced prices by the producer.
- This guarantee does not cover variations of color, shades or texture of the panels that differs from those shown on photographs or samples.
- This guarantee is not transferable, applies only to the first purchaser and only for the first installation of EGGER flooring.
- The installation must have been carried out according to the installation instructions valid for the given EGGER flooring (see product insert or at [www.egger.com](http://www.egger.com)). In cases of non-compliance, all guarantee claims are void.
- Installation in commercially used rooms must be carried out by a professional flooring installer.
- EGGER flooring must be used as intended and according to the instructions for cleaning and care. It must not have been subjected to abnormal stress, improper or aggressive treatment.
- Damage (cracks, chipping / flaking or scratches that are clearly visible from a normal position, i.e. standing or sitting above the floor covering at a minimum distance of 90 cm) caused by falling household objects are only covered by the guarantee if they were caused by objects weighing up to a maximum of 0.5 kg and the maximum drop height of 90 cm was not exceeded. Minor wear marks in the form of micro-scratches do not represent damage and therefore do not constitute a guarantee claim. 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 EGGER flooring 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.
- Guarantee extensions or alterations by third parties are excluded.
- This guarantee does not cover damage and deterioration, stains and discolouration, differences in colour, gloss and texture caused by:
  - ↳ water or moisture underneath the EGGER flooring 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 the recommendations of the adhesives manufacturer 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 EGGER flooring;
  - ↳ 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 humid, wet, inadequate or incorrect cleaning or care;
  - ↳ the effects of furniture on castors, vacuum cleaners or cleaning equipment with rotating brushes, by pets, toys or other objects;

- body fluid in any form;
  - 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;
  - by bleaching agents, hair dyes or other colouring substances  
(If you are unsure when using chemicals, colour 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.
- This guarantee does not apply to any kind of accessory items such as floor profiles, skirting boards or underlay materials, etc.

### Guarantee extension for EGGER NatureSense Aqua und AquaDura

- The guarantee extension applies for EGGER NatureSense Aqua and AquaDura with installation system CLIC it!
- The guarantee extension applies to the profile tightness of the elements in the T-joint area and a max. water exposure of 24 hours in accordance with ISO 4760.
- Applies only to faults and defects inherent in the product itself and includes the aspects mentioned at the beginning (long-lasting, impact-resistant, hygienic and stain-resistant).

In addition to the guarantee conditions for the EGGER flooring, the following prerequisites, conditions and exclusions also apply to the guarantee extension:

- All expansion joints must be filled with PE joint filler and sealed with elastic sanitary silicone to make them waterproof and permanently elastic.
- When installing 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.
- It is imperative to avoid water penetration under the floor. Skirting boards, possibly end profiles on tiled walls, door frames, etc., must be sealed to the floor with sanitary silicone to make them watertight and permanently elastic.
- All installation guidelines must be followed and complied with. All installation and cleaning instructions can be found on the product packaging and at: [www.egger.com](http://www.egger.com)
- The installation of the product in humid and wet rooms (e.g. sauna, spa and pool areas) is not permitted.
- Cleaning with cleaning machines or steam cleaners is not permitted.
- Damage caused by liquids of any kind that have not been removed within 24 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. This includes damage caused by catastrophes (e.g. low-surface tension water due to soap or any kind of additives, floods, burst pipes, body fluid in any form, leaks from the dishwasher / refrigerator, etc.) or by moisture between the EGGER flooring and the substrate or adjacent building components.

## Guarantee extension “Advanced Water Guard” for EGGER NatureSense Aqua+ and AquaDura+

- Applies only to EGGER NatureSense Aqua+ und AquaDura+ with installation system CLIC it! and max. water exposure of 72 hours.
- All products of this series are resistant to damage caused by punctual, household splash water (high surface-tension water / pipe water), such as spilled liquids, wet shoes or by wet feet after bathing / showering or similar, provided the liquid is removed as quickly as possible within max. 72 hours after occurrence.
- Applies only to faults and defects inherent in the product itself and includes the aspects mentioned at the beginning (long-lasting, impact-resistant, hygienic and stain-resistant).

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

- The installation of EGGER NatureSense Aqua+ and EGGER AquaDura+ in humid and wet environments (e.g. sauna, spa and pool areas) is not permitted.
- When installing 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. This includes damage caused by catastrophes (e.g. low-surface tension water due to soap or any kind of additives, floods, burst pipes, body fluid in any form, leaks from the dishwasher / refrigerator, etc.) or by moisture between the EGGER flooring and the substrate or adjacent building components.

## Procedure in the event of a guarantee claim

- The purchaser can assert the rights from this guarantee by presenting the original purchase receipt or the original invoice within the guarantee period or guarantee picture immediately after recognising damage to the authorised dealer from whom the purchaser purchased the product and / or to EGGER. It is up to the purchaser to prove that the guarantee period has not expired (presentation of the original purchase receipt or original invoice).
- After guarantee claims have been reported, EGGER reserves the right to inspect the EGGER 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.

## Service in the event of a guarantee claim

- This guarantee only covers the repair or replacement of the EGGER flooring by EGGER. EGGER is free to repair or replace the product. In the event of replacement, the old product is replaced free of charge (subject to deduction of useful life) 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 dismantling, reinstallation or other special measures require the express consent of EGGER. Compensation for other costs incurred (e.g. for transport, assembly, disassembly, incidental and / or consequential damage, etc.) is excluded from the guarantee.
- The guarantee is dependent on the useful life already achieved – also known as the current market value. Compared to the value of the goods as new, the guarantee payment is reduced annually by the percentage share in relation to the guarantee period advertised on the product:

→ for a guarantee period of 15 years by  $1/15 = 6.7\%$  per year,

→ for a guarantee period of 20 years by  $1/20 = 5.0\%$  per year,

→ for a guarantee period of 25 years by  $1/25 = 4.0\%$  per year,

The purchaser shall bear the difference between the current market value and the as-new value.

- 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 guarantee claims in addition to their rights under the guarantee.

[www.egger.com](http://www.egger.com)

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