

## XCore, last generation hybrid floor with click system

### **EN Guarantee Conditions**

Dear customer:

Many thanks for purchasing the XCore floor. We hope that our product provides an excellent surface for a long period of time.

In the following document, you will find described the guarantee conditions that you got after purchased the mentioned product.

Read the Installation Guide carefully, where you will find detailed information about issues related to the parameters and rules of installation of the XCore floor.

We also recommend do the installation of our product by a specialist flooring professional who can guarantee a perfect finish.

Remember: XCORE + PROFESSIONAL INSTALLATION = GUARANTEED SUCCESS

### **What does this guarantee cover?**

To have any type of guarantee you must have the corresponding purchase invoice. Not having this invoice automatically cancels any type of claim.

The customer must avoid placing planks visible faulty. The customer must inform of such faulty material within eight days since the purchase.

The tiles can present small differences of tone or brightness between different production batches. Make sure that all the boxes you have purchased correspond to the same lot. Differences in tone or brightness between tiles of different batch will not be reason for complaint.

The guarantee will not apply to products which have not been installed in accordance with the installation instructions stated in the Installation Guide.

Prevent your pavement using felt pads or soft rubber wheels. Use floor protectors and furniture big legs/wheels (bigger than 3 centimeters in diameter) to avoid the impact of heavy objects (+100kg/m<sup>2</sup>). With the aim of preventing the pavement damages, the support surface of the chairs or any other type of furniture must be rounded and without sharp corners, required in the regulation EN12529. Remember not to put fixed elements on the floor, which can affect the expansion and shrinkage of it. Avoid making cuts and holes on the floor with sharp objects. If you have chairs or furniture with wheels be sure they are made of rubber instead of hard plastic or metal. In case of doubt, check it with the distributor.

### **Perfect finish**

The XCORE floor fits perfectly to provide damp-proof joints. The click system turns the joints into a solid element, although not as impenetrable to impossibility its installation or not allow the conventional expansion and shrinkage of the product due to the humidity changes and the normal charges (+100 kg / m<sup>2</sup>).

### **Stain-proof**

We guarantee resistance to stains from everyday household products such as oil, wine, neutral soaps, etc...

### **Resistance to abrasion**

XCore guarantees resistance to wear and tear in normal conditions. Check the types of use in accordance with EN-429.

### **Total guarantee against local humidity**

The XCore floor is resistant to humidity caused by normal conditions. It is suitable for bathrooms and kitchens. Its structure will remain unchanged.

### **Recommendations for care and maintenance:**

In order to protect your XCore floor, we recommend the following:

- Avoid any contact with dirt, sand, dust and substances such as oil and asphalt.
- Use floor protectors on furniture with legs/wheels to avoid the impact of heavy objects.
- The guarantee does not cover the reduction of the degree of gloss or scratches or wear caused by the continuous rubbing of elements or furniture that are not properly protected by felt plates or soft rubber wheels.
- Maintain a relative indoor humidity between 30% and 50% throughout the year in order to prevent the floor from being subject to sudden changes in humidity and temperature.
- Avoid making cuts and holes in the floor with sharp objects. If you have a wheelchair, make sure that the wheels are made of hard rubber.
- The surface of the new XCORE floor, which is essentially lasting and resistant, does not require additional treatment. It does not need to be polished, varnished, or waxed as it conserves its intrinsic and essential properties.
- The XCORE floors have a hard, compact surface; so, it is not necessary to constantly clean with a wet mop. This should only be done occasionally.
- The guarantee does not include the laying of the XCORE floor in areas which are directly exposed to the outdoors such as shop or office entrances, etc...
- The XCORE flooring is made up of polymers, meaning that its physical performance and its properties are similar to those of wood. Extreme heat may turn into the dilatation of the planks creating an expansion effect. To avoid any problems caused by expansion of the boards, the instructions referring to storage, installation and maintenance stated in the guarantee must be followed with care.
- The protective layer of XCORE floors has been subject to very demanding quality control processes and tested in official laboratories to guarantee its abrasion-resistant properties; however, negligent installation, improper use or inappropriate maintenance of the floor may cause occasional deterioration. Check the instructions concerning maintenance and respect the limits which apply to our XCORE floor.

### **Length of guarantee**

This guarantee is valid throughout the floor's use. The guarantee applies to the final customer and cannot be transferred. The guarantee must be registered to be valid.

It will be taken into consideration that the product will be subjected to annual depreciation due to wear and tear, based on the following percentages starting with the date of purchase: - 1/25 annual domestic use.; - 1/10 annual commercial use (only with class of use 33)

### **Validation of the guarantee**

In order to be entitled to the application of this guarantee, it is necessary that you keep your purchase invoice. Any claim must be communicated within 30 days of the acquisition of the floor. If you have to make any claim you must do so through the store where you purchased the product. If it has been installed by any company, make sure you have followed all the installation steps. Deficient installation would lead to cancellation of the guarantee.

### **What does the guarantee not cover?**

This warranty does not cover damages that are not originated in the manufacture, so it does not cover the damages that may be suffered in transport, handling or installation.

The installation error or an installation that is not carried out in accordance with the stipulations of the installation and maintenance instructions.

If we install a floor not recommended for commercial use and in a year this is worn, the guarantee will not cover it and the company will not take over since it has not been given the proper use.

Accident, misuse or abuse of the product, like for example rays, blows, cuts or damage caused by sand or other abrasive materials, whether these are caused by the purchaser, a service company or consumer. The absence of adequate protection in furniture, such as pillows for chairs, wheels or displacements that are not adequate or other bad uses, is considered an inadequate maintenance of the floor.

The guarantee does not cover flood, stagnant water or water that would have penetrated between the sub-floor and the planks, as well as damages caused by force majeure, such as atmospheric phenomena, such as earthquakes, hurricanes, fires, etc.

The guarantee does not cover faults which are clearly visible. Surface wear, staining or discoloration of less than one square centimetre is not included. If there is manufacturing damage on the surface of the planks they must be visible from a minimum height of 1.50m and affect a surface greater than 1cm<sup>2</sup>. It is considered frictional wear that reveals the core of the blade. At values lower than those mentioned, it is not considered that the product has deteriorated for the purposes of applying this guarantee.

If it is the integrity of a joint, the guarantee is only applicable if the joint broke and the closing by pressure was not possible, being a visible manufacturing defect. Guarantee is not considered when, in the installation, the joints are damaged by poor operator functionality when installing them.

After determination of a valid manufacturing defect, the distributor will be paid to replace the product, it will be exchanged for an equal one or, if it is not available because that model is already discontinued, one with the same technical characteristics. The replaced floor will continue with the guarantee times of the previous one, it will not start again.

Euro Trade Flooring S.L. is not responsible for the cost of work, installation or similar costs related to changing or repairing planks. Special incidental costs are therefore not covered by the present guarantee.

Euro Trade Flooring S.L. does not include in its guarantee any of the previously mentioned damage nor its payment. Such damage includes any loss and its respective cost.

Euro Trade Flooring S.L. does not recognise any other guarantee. It only recognises the conditions stated in this guarantee.

Euro Trade Flooring S.L. reserves the right not to accept the proposed Letter of Guarantee if it considers that some of the rules set out in this document have not been followed, as well as rectifying, canceling or adding any annex to this guarantee without previous notice.

The installation rules and guarantees reply to current experience with the product. These may suffer changes and evolutions over time, always with the aim of improving the results of the product.