

#### SCOPE OF GUARANTEE:

Classen guarantees that:

The surface of laminate floor will not wear through on a surface area bigger than 1 cm<sup>2</sup> during its normal use and maintenance in accordance with the manufacturer's instructions, i.e. only Classen's cleaning agents should be used (it is not allowed to use cleaning agents containing detergents and/or waxes and polishing pastes, etc.). Visible defects at the edges of the panels are excluded from guarantee.

#### For the guarantee to be valid, the following conditions must be met:

Before installation, floor panels must be stored under conditions recommended by the manufacturer. The floor must be installed according to the installation instruction issued by the manufacturer.

For floor installation, only the accessories required by the manufacturer have been used. Moreover, only base materials recommended by the manufacturer have been used: e.g. polyurethane foam with a density of min. 32 kg/m<sup>3</sup>, vapor barrier foil, insulation floor board floor. The floor is used in accordance with its intended purpose. The damage being the subject of the claim is not a result of mechanical damages.

Floor panels, whose defects had been possible to be determined prior to the installation are not subject to the guarantee. In such case, Classen – Pol S.A. is not responsible for the costs associated with dismantling, installation and transportation of goods as well as the lost benefits.

In case of complaint, an appropriately filled in guarantee card and the original proof of the floor panels purchase should be delivered to the point of sale. The guarantee covers the area of Poland. This guarantee for the goods sold does not exclude, limit or suspend the buyer's rights resulting from non-conformity with the contract.

The buyer loses the warranty rights if he does not notify the seller of the defect within one month of the defect discovery.



## WARRANTY CARD

	Guarantee in residential housing	Guarantee in public utility buildings
<input type="checkbox"/> – FLOOR PANELS <b>AC5</b>	<b>25 YEARS</b>	<b>5 YEARS</b>
<input type="checkbox"/> – FLOOR PANELS <b>AC4</b>	<b>20 YEARS</b>	<b>3 YEARS</b>
<input type="checkbox"/> – FLOOR PANELS <b>AC3</b>	<b>15 YEARS</b>	<b>2 YEARS</b>

_____ COLLECTION'S NAME	_____ NAME AND SURNAME
_____ NUMBER OF m <sup>2</sup>	_____ ADDRESS
_____ PURCHASE DATE	_____ PHONE
_____ INVOICE NUMBER	_____ Buyer's signature (I accept the guarantee conditions)
_____ Point of sale's stamp - name, address, phone	

To be filled in by the seller.

To be filled in by the buyer.



#### MANUFACTURER:

CLASSEN Gruppe  
Werner-von-Siemens-Str. 18-20  
D-56759 Kaisersesch, Niemcy

#### DISTRIBUTOR:

Classen Floor Systems Sp. z o.o.  
ul. Wyzwolenia  
44-292 Zwonowice k. Rybnika

**We are happy that you have decided to purchase our laminate flooring. Congratulations on your choice! We hope you will be satisfied with our floors for many years.**

**In order to be able to use the purchased floor panels as long as possible, before starting work, please carefully read this instruction.**

#### **1. General rules for using laminate flooring**

- Do not allow rapid climate changes in the room. Ideal conditions: a temperature of 20°C and relative humidity of 50-60% (normal living conditions).
- Do not place plant pots directly on the floor. Always use pot saucer.
- Avoid prolonged contact of the panels with liquids, and in particular with standing water, as this may permanently damage the floor.
- Minor scratches arising in connection with the use of laminate flooring are normal phenomena, which cannot be eliminated completely. These marks can be minimized, however, by using special felt pads under the legs of chairs, tables, furniture, and near the entrance through the use of a door mat. Areas particularly vulnerable to damages (e.g. floor under a chair on wheels) can be additionally protected by using special protective mats.
- Floor panels must not be additionally painted or polished.
- Depending on the type of the surface, static electricity may occur. In such case, appropriate preparation of the surface may be helpful, e.g. by using non-conducting material or special maintenance of the floor surface. Before laying the floor, make sure that the surface is completely dry and level.
- The floor panels should be stored in a dry, heated room, preferably in its center (at least 1 meter away from the walls).
- Open or damaged packages should be tightly sealed with adhesive tape. 2-3 days before the installation of the purchased laminate flooring, their acclimatization is required. For this purpose, immediately after placing the panels in their destination, closed packages should be placed in a cross pile in the middle of the room with a temperature of min. 18°C and a relative humidity of max. 75%.
- Before starting laying, make sure that the individual elements of the floor show no visible defects.
- In case of new floors, check the moisture content of the surface using a hygrometer.
- The surface is considered humid if the humidity of the cement screed exceeds 1.8% CM and anhydrite screed 0.3% CM. In this case, the surface is not suitable for laying the panels.
- Any surface unevenness should be leveled. On mineral surfaces (concrete, screed), vapor barrier should be performed with the use of polyethylene foil with a thickness of min. 0.15 mm. Insulation is also necessary if in the room, hot water floor heating is installed. Rooms on the ground floor (in the absence of the basement) must be protected with vapor barrier foil with a minimum thickness of 1.2 mm.
- Near the walls, the foil should be wrapped upwards. Particular strips of foil should be connected together with an overlap (approx. 10 cm), and the connection points should be sealed with an adhesive tape.
- If between the surface and the panels, an intermediate organic layer is to be placed (e.g. made of chipboards), the insulation must be placed under this layer. On the vapor barrier or chipboards, soundabsorbing layer should be placed (insulation boards, cork, etc.). The maximum thickness of this material may be 3 mm.

#### **2. Floor laying**

Laying instruction is at the back of the label in each panel package.

#### **3. General guidelines concerning panels laying**

- The longer side of the panels should be always installed in the direction of the incidence of light (perpendicular to the window). The panels should be installed at a distance of 10 mm from the walls and any elements installed permanently, i.e. stairs, heating pipes, etc. (so-called expansion gap).
- The last row of panels cannot be narrower than 10 cm. For this reason, depending on the calculations made, relevant cutting of the first row of panels may be necessary.
- Cut-out fragments of panels are suitable for laying if their length is at least 40 cm.
- Individual panels must not be hit! When laying, do not use a hammer or other such tools; moreover, sliding horizontally one panel into another is not allowed (this can damage the connections).
- Connecting the panels correctly guarantees the possibility of their repeated disassembly and re-assembly. In rooms with an area of more than 55 m<sup>2</sup>, all expansion gaps must have a width of at least 15 mm. In case of such rooms, additional expansion gaps should be executed inside the room. These gaps are later masked with special strips.

#### **4. Floor laying in the rooms with hot water floor heating**

- Screed must be properly executed and sufficiently dried. For this purpose, before the necessary execution of vapor barrier made of polyethylene foil with a minimum thickness of 0.15 mm, a test of heating should be performed (it applies equally to new and old screeds). In this case, the initial temperature is increased every day by approx. 5°C. Then during the next 7 days, the

temperature of 45°C is maintained, and later lowered every day by approx. 5°C. After the last lowering of the temperature, the heating is not switched on for 7 days. After this time, during 4 days the floor is again heated to 45°C, and then the temperature is lowered to 25°C. The surface temperature should be 18°C and relative humidity - approx. 50-60%. After laying the floor, constant temperature must be maintained by approx. 4 - 5 days. After such process, underfloor heating can be operated normally. It is not recommended to lay the panels on the floor with electric heating. In such case, the guarantee expires.

- Panels connected without using the glue can be subject to full load immediately after the installation. After approx. 2 hours from completing the laying, remove the spacers. Expansion gaps at the edges should be covered with wall mouldings (e.g. Nova). The mouldings are fixed to the wall, never to the floor. In case of laminate flooring, a gap of 1 mm between the floor and the moulding should be left. After laying, the finished floor should be swept, removing the remaining material. Then wash the entire floor using warm water with Classen's special agent for floor panels cleaning and wipe dry with a soft cloth. Do not use microfibre cloths!

#### **5. Guarantee**

The manufacturer provides guarantee against damage caused by abrasion.

- Damage as a result of abrasion means complete wearing through of the decor layer on a surface area of at least 1 cm<sup>2</sup>. Visible defects at the edges of the panels are excluded from guarantee.
- Panel already having visible defects and color differences prior to laying should not be laid.
- The adequate system for dirt and dust elimination must be ensured (door mats at the entrances to the rooms). The minimum prerequisite for the guarantee is observation of all guidelines included in this instruction.
- Guarantee periods:
  - Abrasion class AC3 panels:
    - 15 years in living quarters / 2 years in public facilities
  - Panels in AC4 abrasion class:
    - 20 years in living quarters / 3 years in public facilities
  - Panels in AC5 abrasion class:
    - 25 years in living quarters / 5 years in public facilities
- The guarantee covers only the abrasion occurring during the use of panels in the conditions of typical exposure for a particular type of room. Using the panels in the wet and humid rooms, such as bathrooms, saunas etc. results in the guarantee protection expiry.
- Damage caused by the impact of excessive loads, mechanical factors or related to the improper use, including improper care/maintenance are not covered by the guarantee. In order to document the proper care/maintenance, proof of purchase of the manufacturer's recommended cleaning agents, issued during the occurrence of the claimed damage must be presented.
- Each complaint must be notified in writing within 30 days from the occurrence of the defect. The original receipt must be attached to the complaint. Prior to the recognition of guarantee claims, the manufacturer reserves the right to conduct an inspection at the site of occurrence, personally or through third parties. The complaint requires a detailed description of the defect.

#### **6. Scope of guarantee**

- If a case covered by the guarantee is stated, the defective parts will be repaired or replaced, free of charge, through the store where they were purchased (the choice is made by the manufacturer).
- If the panels of a particular type (with a specific decor) have been taken out of production, the manufacturer will replace the damaged items with the panels currently being produced, having the same value.
- If the guarantee claim is recognized, the guarantee is valid from the beginning (for the batch of panels, which have been replaced). The guarantee covers the panels sold and used on the territory of Poland. This guarantee does not exclude, limit or suspend the buyer's rights resulting from non-conformity of the goods with the contract.

In order not to lose your rights under the warranty, please keep one copy of the label from the packaging and proof of purchase of the panels.

#### **7. Consideration of a complaint**

To verify the legitimacy of the Classen S.A. reserves the right to inspect and assess the defective goods at the place of installation at the agreed time and may request additional information. Consideration of the complaint application will take place no later than within 21 days from the date of notification. On how to settle Classen S.A. has the right to inform: by writing, by phone, via e-mail (mail) or via a point of sale. Deadlines for repair or replacement will be determined individually each time.