

# WARRANTY DECLARATION

| CLASS                | 21                                         | 22     | 23                                         | 31 | 32                     | 33     | 34     |
|----------------------|--------------------------------------------|--------|--------------------------------------------|----|------------------------|--------|--------|
| UTILIZATION          | AC1                                        | AC2    | AC3                                        |    | AC4                    | AC5    | AC6    |
| ABRASION RESISTANCE  | ≥ 500                                      | ≥ 1000 | ≥ 2000                                     |    | ≥ 4000                 | ≥ 6000 | ≥ 8500 |
| RESISTANCE TO STAINS | Min. 4 (group 1 and 2)<br>Min. 3 (group 3) |        | Min. 5 (group 1 and 2)<br>Min. 4 (group 3) |    | Min. 5 (group 1, 2, 3) |        |        |

## Scope of the Warranty

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



FAST AND EASY ASSEMBLY



RESISTANT TO UV RAYS



EASILY CLEANED AND MAINTAINED, HYGIENIC



RESISTANT TO POINT STRIKES



BASE PANEL, HIGH DENSITY FIBERBOARD



RESISTANCE TO ABRASION CAUSED BY FURNITURE LEG



RESISTANCE TO ABRASION CAUSED BY CASTOR CHAIR



RESISTANT TO SCRATCH



EO FORMALDEHYDE EMISSION



NOT AFFECTED BY STAINS



ENVIRONMENTALLY FRIENDLY



SUITABLE FOR UNDERFLOOR HEATING

## THE ADVANTAGES OF FLOORPAN LAMINATE FLOORING

- Hygienic.
- Maintains its superior form for years.
- Can be installed and disassembled easily due to click lock.
- Easily cleaned.
- Resistant to scratch.
- Many decor and surface alternatives.
- Resistant to UV rays.
- Resistant to household chemicals.
- Suitable to E0 norms and resistant to the growth of mold and bacteria. Energy saving.
- Energy saving.
- Stain-resistant.

### Stain-resistant. Healthy Living Spaces with the Floorpan Laminate Flooring Collections Having Hygiene+ Feature

To live a healthy life, it is extremely important to have living spaces that are clean and free from bacteria. Manufactured with advanced technology, all the products in our laminate flooring collections with Hygiene+ feature leave no space for bacteria to reproduce. Bacteria and microbe can be transferred to the flooring via shoes, spilled liquids, pets and other sources. However, the Hygiene+ feature does not allow bacteria and the microbes to reproduce. Both you and your loved ones' health are protected. The results of tests conducted on our laminate flooring collections with Hygiene+ feature have proved that the bacterial activity expected to be seen is blocked up to 99.9% within 72 hours. (Tested according to ISO 22196).

### Worlds First Eco Label "Blue Angel" Belongs to Floorpan for the First Time in Türkiye

"The Blue Angel" is a certificate stating that laminate flooring products do not contain any chemicals that could be hazardous to health or environment.

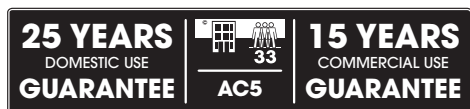
### System Approach and Warrantee

System: Floorpan laminate flooring system consists of PE underlay, by-products and Kastamonu Entegre skirtings.

The system approach provides unconditional customer satisfaction on one side and on the other side it constitutes the indispensable elements of the warranty within the specified periods.

### Warranty Conditions

- The warranty period starts from the delivery date of the goods.



TS EN 13329 +A2

- In case of manufacturing failure within the scope of warranty, both due to material or installation errors, the product should be repaired free of cost under any name including labor cost, price for replaced parts or any other name.
- In case of failure of the product within the warranty period, provided to be within the warranty period, the period for repair should be added to the warranty period.
- Product repair period is maximum 30 business days. This period starts from the date that the failure was notified to the service unit, in case the service unit is not available by the product seller, main dealer, regional dealer or manufacturer.
- For the problems that may arise with regard to the warranty document, application may be done to Ministry of Industry and Trade, General Directorate of Protection of Consumer and Competition.
- The warranty can not be transferred. The warranty provided is not valid for any purpose other than intended use.
- The warranty is valid for the specified period of time and only for the malfunction of the product. No rights and indemnities other than that can be claimed under any other name.
- Provided to be within the warranty period mentioned above, Floorpan laminate flooring should be replaced free of charge if the same fault is repeated more than twice or if different faults occur more than four times and repair can not be done.

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:

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

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

- Floorpan laminate flooring products are under the mutual warranty of our manufacturer company and our main dealers

### Conditions Not Covered by Warranty

- Any elements which are damaged, unpacked and not in first quality are not covered by the warranty.
- Delivery or installation of the products by unauthorized dealers, failure to comply with installation instructions and quality manual.
- Damage caused by improper application that is inconsistent with maintenance and installation instructions. Manipulation on certificate of guarantee
- Transfer of the certificate of guarantee to someone else for any reason.
- The certificate of guarantee is not valid if the certificate together with the invoice or its photocopy is not submitted.
- Kastamonu Entegre Ağaç Sanayi ve Ticaret AŞ reserves the right to inspect the product and to authorize third parties for inspection
- If the Floorpan Laminate Flooring is used other than foreseen cases, the rights and claims within the warranty will be canceled.
- Out-of-warranty service and support services are provided by Kastamonu Entegre dealers for fee.

### Important Notes

- Please do not accept damaged products or products with damaged package.
- Installation and service of the products should be done by expert technicians of authorized dealers. Get the approved certificate of guarantee together with the invoice.
- Ask for the brand "Kastamonu Entegre" for all auxiliary materials used (Skirting).
- In case of product return, décor equivalent of the product may be provided considering the existing stocks.
- All technical information about Floorpan Laminate Flooring is available at the "Floorpan Laminate Flooring User's Manual" and you can consult the authorized dealers in case of necessity.
- **Floorpan** Laminat Floorings are manufactured in accordance with the EN 13329 Laminate Floor Coverings Standard.
- **Floorpan** Laminat Floorings are not suitable for use on wet surfaces\* due to their wood-based structure.
- **Floorpan** Laminat Floorings are manufactured in accordance with NALFA surface swelling test and ISO 4760 standard and meet the requirements of 72-hour water resistance which refers to the condition where the laminate flooring surface is only temporarily exposed to splashing water. Water spilled on the laminate flooring surface must be dried as soon as possible.
- Application excludes wet floors\*, areas permanently exposed to high levels of moisture and liquids, and outdoor areas.
- **\*Wet floors:** Saunas, Steam Baths, shower cabins, common laundry rooms, swimming pools, etc.

### Suggestions for Maintenance, Usage and Cleaning

- Put a mat especially on the entrances, door sills and walkways with intense use. This application will increase the life of your product as materials such as sand and mud are abrasive.
  - Pieces made of plastic or felt should be put under the feet of fixed or moving furniture.
  - In order to maintain the moisture level of Floorpan Laminate Floor and for feeling comfortable, an environment with a relative humidity of about 50-60% and room temperature of about 20°C is required. If humidity of the air falls below that value, the use of electronic air humidifier is recommended.
  - Floorpan Laminate Flooring is suitable for floor heating systems. However, the subfloor temperature must not exceed 28°C. Also, moisture of the subfloor should not exceed 2% before the flooring installation. Subfloor tests and installations in the system should be made in accordance with the instructions given on the user's manual.
  - Floorpan Laminate flooring should be cleaned with vacuum cleaner during daily maintenance.
  - Cleaning applications outside daily use should be done with only very well squeezed, lint-free microfiber cloth. Never leave it moist or wet for long periods of time. Prefer only suitable cleaning materials and wood cleaners. Do not use lacquer and chemical materials that form a layer.
- When you purchase Floorpan Laminate Flooring from the store, ask for "Floorpan Laminate Flooring User's Manual".
- Floorpan Laminate Flooring is stainproof but special flooring cleaners can be used for the stains coming out hard.



**FLOORPAN**  
ELITE XL

## CERTIFICATE OF WARRANTY

#### Our Valued Customer;

For any potential defects in our product, please refer to our main dealer in your region first. If our dealer remains incapable against the defect, you may report your complaints to **Kastamonu Entegre Ağaç San. Tic. A.Ş.** The defect will be remedied as soon as possible. Please have your certificate of warranty certified by the authorized dealer at the time of your purchase. For more information regarding how to use your product, please refer to your authorized dealer.

#### Company Stamp and Signature

KASTAMONU-ENTEGRE AĞAÇ SAN.  
VE TİC. A.Ş.  
Atatürk Bulvarı, Kuyulu Caddesi No:13  
Ortaköy / İSTANBUL  
Büyük Mülkiyetler D 527 004 0012  
Ticaret Sicil No 103532

Date of Sale / Invoice No. & Date: .....

m² .....

Vendor's Trade Name : .....

Address: .....

Phone: .....

Vendor's Executive : .....

Laying Technician's Full Name : .....

Supervising Technician's Full Name : .....

SAVENDOR'S SEAL



www.kastamonuentegre.com | www.floorpan.com.tr