



LLC "CARPANTIC UKRAINE",  
Kurchatova str., 18A, of.301,  
Rivne city, Rivne region, 33018  
EDRPOU 42142102, C/a 26000054727828  
at PJSC CB "PRIVATBANK", Kyivska str., 21, Rivne, MFO 333391  
e-mail: info@carpantic.com

## **WARRANTY PROVISIONS:**

### **1. Transportation and storage**

Floorboard shall be transported in original packaging protecting it against mechanical damages and damping. Board shall be stored in original packaging in dry and well-ventilated rooms and protected against wetting. Individual packs can be piled one onto another on a dry and flat base (in ventilated rooms with no atmospheric factors, isolated from the floor).

### **2. Laying**

Floorboard can be laid using chemicals recommended by contractors. Floor shall be installed subject to the construction principles by qualified specialists responsible for proper base preparation, laying technique and chemicals used during installation. Prior to laying, the floorboard can get acclimated in the room where it is to be laid (in case of transporting it from storage place with another storage conditions). The boards lying loose on pallet or crosswise in packs need about 24 hours to get acclimatized. Before laying boards, check the product purchased for potential visual defects. Upon completion of laying the floor with visible defects, no claims under warranty shall be considered.

### **3. Operation instructions**

"CARPANTIC" floorboard is protected with 2 layers of wax oil hardened by means of UV rays. In order to keep board clean, use vacuum cleaner and wipe it with wet cloth if needed. Protect the floor against excessive contamination and scratches placing a door-mat or throw-rugs near entrance. Protect legs of furniture and heavy things with rubber or felt pads. Wheeled furniture shall have soft wheels (for example, rubber wheels or wheels leaving no traces), do not put plants on the floor without trays. Avoid scratching with sand grains. Within the first 10 days, a new floor shall be dry cleaned only.

**3.1. Washing:** With wet cloth using soft detergent (recommended by supplier or any other commercially available and designed for wooden floor care).

Remove water with dry cloth.

Other substances: asphalt, oil, rubber, shoe polish, chocolate, greases, creams, paints, adhesives made of hardened material – use special cleaners having solvent in its composition.

In case of stubborn stains wash the floor using parquet cleaner recommended by supplier subject to usage instructions, then let it dry thoroughly.

### **3.2. Care of floor:**

In order to keep the floor in optimal state (if needed) depending on the usage rate, use care oil; in case of the floor dripped in white oil – use white oil, in case of other kinds of floor and dark floor – use oil of natural colour. For detailed information refer to the packaging of the mentioned cleaners.

### **Warranty does not cover the following:**

- a) Damage of board due to improper transportation or storage
- b) Damages caused by installation performed in disregard of construction principles or by unqualified contractors
- c) Board repaired or modified in its volume without the consent or written permission from supplier
- d) Damages caused by humidity effect (pounding) and board installation in unauthorized places (sauna, bathroom) and as a result its exposure to adverse temperature conditions and excessive humidity of 55-60%
- e) Damages caused by mechanical factors (impacts, scratches, moving furniture, objects with sharp edges, bending with heels, furniture wheels or other solid objects, wiping, rubbing and scratching with sand or other deposited material), as well as normal wear of top layer due to operation. Top layer with visible signs of wax oil wear or irrecoverable removal of decoration can be scraped several times (depending on the thickness of operating layer)
- f) Floor installed regardless visible defects (defects shall be reported when detected before floor installation)



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g) Damages caused by floor installation on the base with improper moisture content.

Optimal moisture content: concrete 1%, wood 8%, anhydrite 0.5%

h) Natural discolouration of the floor. Specific properties of the wood result in its discolouration under the effect of sun light and over time. Rate of such changes is different for different wood types. Decoration will stabilize finally approximately in a half a year

i) Items damaged during fire, natural disasters or other unforeseen situations

j) Floor overload and excessive operation due to exceeding permissible rates

k) Edge wear of floorboard (natural process).

Before installing multi-layer board on the floor with heating system. the purchaser shall perform the base heating subject to the "base heating certificate". "Base heating certificate", duly prepared and signed, is an annex to warranty certificate. Absence of this certificate results in voidance of warranty for floorboard installed on floor heating system.

Should any groundless claim be submitted, all costs related to visit to floor laying place shall be covered by claimant.