

GENERAL GUARANTEE CONDITIONS

FOR GRABO JIVE, VIKING, EMINENCE AND JOLL-E
PARQUETS PRODUCED BY GRABOPLAST LTD.

We undertake a guarantee for all our standard products for 5 years starting from the date of production, or we undertake a five-year guarantee for surface treatment (in case of normal use) starting from the laying of the floor, and a 30-year guarantee for the structure if:

Transport, Storage Until Use

- the product is delivered by a closed vehicle (protecting the goods from direct weather effects)
- the temperature and the relative humidity of the air in the depot is proved to ensure 8-10% balanced wood humidity (45-60% relative humidity at 18-24°C) until the laying of the floor

Laying of the Floor, Conditions of Laying

- all specifications of the Instructions of Laying are fully kept – as to the sub-floor there is no more than 2mm difference of levels
- the humidity of the sub-floor and the walls are not more than 2 CM%
- adequate dilatation gaps are left by walls and other constructional components
- in case of floor heating the instructions for preparation of the sub-floor and for its heating given by the parquet manufacturer are asked for and fully observed
- parquet strips with beech cover are not applied for covering rooms with floor heating
- parquet strips are not applied in rooms where water is used (e.g. bathroom, sauna)
- the surface is only exposed to average use typical of an ordinary accommodation (general climate (18-24°C, 40-60% relative humidity) and other physical strains)
- environmental conditions (temperature, relative humidity of air, moisture content of sub-floor and walls) are placed on record while installing the parquet

Maintenance

- the parquet is cleaned with slightly wet cloth avoiding watery scrubbing
- materials that are insoluble in water are cleaned with their solvents except for strongly corrosive materials
- chemical treatment is avoided

Causes of Losing Full-Scale Guarantee

- unprofessional implementation
- watery scrubbing
- water getting on the parquet or on the surrounding constructional components because of breakage, drenching or leakage
- humidity impact originating from the constructional structure, which influence the humidity of the parquet floor
- using aggressive purificants (strongly corrosive materials)
- extraordinary mechanical strain
- lack of documentation for appropriateness of conditions during laying procedure

Other Conditions

This parquet is made of wood, that is why even within each quality class it is characterized by slight variety and structural diversity typical of natural wood. Our clients and the floorers are asked to check every panel after unfolding them. We do not undertake guarantee for obvious defects of the parquet surface laid without preselection. If you are not satisfied with the parquet strips and they do not correspond with the shown and signed manufactured parquet design, then they will be changed free of charge. Our guarantee does not cover damages caused by high-heeled shoes, heavy furniture or equipment, rolling chairs, pets, or beats and scratches caused by sharp or pointed objects.

The surface coating protects the upper layer. This coating wears out after using it for a long time, therefore it is not covered by our guarantee. When the coating seems to get worn out (at the lacquer layer) it should be renewed, partially or totally, in time so that it could regain its protective function (treatment or polishing and revarnishing). Manufactured parquet strips are surface-treated in seven layers, that is why it is not necessary to revarnish them directly after laying. If you decide to revarnish the product, then there is no further guarantee for lacquering. We cannot take responsibility for damages caused by especially intensive heat, great humidity, dry climate or by the rapid changes of these factors, or for discolouring because of sunshine or the aging of the wood. Faint sounds resulting from natural movement of wood are not covered by guarantee.

If any of our standard parquets does not meet the requirements typical of their quality class, we reserve the right to examine the complaints on the spot, and in case of a legitimate claim, to repair the fault or to change the parquet with our own material and at our own costs, but we do not take the after costs regarding the parquet or the costs originating from delayed occupancy. Our guarantee covers the life-span of our products which are possessed continuously by the original purchaser (with the exception of the parquet panels purchased by the building enterprises from the resale system) and if the proprietor has a valid and filled in guarantee ticket.

The purchaser should be given a filled in guarantee ticket at the delivery of the product. Building enterprises are obliged to give a guarantee ticket to the end-user of each flat. The guarantee tickets are given to the building enterprises by the resellers. We can undertake a guarantee only if the filled in guarantee ticket and the original invoice are presented.